

# Communities of Practice

## Self Care: Secondary Trauma

### Webinar

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IMPACT WV

Tuesday, May 5, 2020

3:00p.m. – 4:00p.m.

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Webinar Instructor

# Participant Manual

**Abstract:** This interactive webinar will provide skills in identifying personal and collective signs of secondary traumatic stress in home visitors. Participants will learn ways to build personal resilience.

**Objectives:** As a result of this webinar, participants will be able to:

1. Compare and contrast burnout, secondary trauma, compassion fatigue and vicarious trauma
2. Share, discuss, and apply shared experiences regarding work with Moms and Babies with NAS and what approaches have been successful for dealing with secondary trauma in the literature and within their team
3. Identify, discuss, and practice ways to deal with secondary trauma when working with Moms and Babies with NAS

## Table of Organization

- **Module 1:** Introduction and Webinar Overview
- **Module 2:** Compassion Fatigue
- **Module 3:** Addressing Vicarious Trauma
- **Module 4:** Fostering FABULOUS Resilience
- **Module 5:** Wrap-up and Closing

## Participant Worksheets

- Worksheet 2.1 Burnout Self-Assessment
- Worksheet 2.2 Fill in the Missing Words
- Worksheet 4.1 Fostering FABULOUS Resilience
- Worksheet 4.2 and 4.2a Questions to Avoid Unhealthy Boundaries
- Worksheet 4.3 Self-Care Plan

**About Your Instructor:** Barbara Rubel, MA, B.C.E.T.S., D.A.A.E.T.S., is a nationally recognized keynote speaker, trainer, and webinar instructor on secondary traumatic stress and vicarious trauma. Her keynotes motivate human service professionals to build personal resilience. Her story was featured in the Emmy award-winning documentary *Fatal Mistakes: families shattered by suicide*, narrated by Mariette Hartley. Barbara is a consultant with the Department of Justice, Office for Victims of Crime and co-wrote their training curriculum, *Compassion Fatigue/Vicarious Trauma*. She is the author of the book, *But I Didn't Say Goodbye: Helping families after a suicide* (3<sup>rd</sup> edition) and the 30-hour continuing education course book for Nurses, *Loss, Grief and Bereavement: Helping individuals cope*. She is a contributing writer in *Coaching for Results: expert advice from 25 top international coaches*; *Keys to a Good Life: Wisdom to unlock your power within*; *Thin Threads: Grief and renewal*; and *Fresh Grief*. Ms. Rubel's background includes working as a hospice bereavement coordinator and serving as an adjunct professor at Brooklyn College, where she taught undergraduate and master's-level courses in Death, Life and Health; Children and Death; Health Crisis Intervention; and Health Counseling. Barbara cares about the wellbeing of home visiting providers. She educates those who work with Moms and Babies with Neonatal Abstinence Syndrome about the impact of loss narratives on moms and themselves. Barbara received a bachelor of science degree in Psychology and a master of arts degree in Community Health, with a concentration in thanatology, from Brooklyn College. She is a board-certified expert in traumatic stress, and diplomate with the American Academy of Experts in Traumatic Stress. Her humorous and upbeat style offers a delightful composite of experience, research, and practical application that promotes wellness. Whether you are seeking a keynote speaker or trainer, she welcomes the opportunity to speak to your group. Her website is [www.griefworkcenter.com](http://www.griefworkcenter.com)

# Agenda

## **Module 1. Introduction and Training Overview**

This module includes introduction of the presenter as well as an overview of what you can expect to learn during the webinar.

**Participant Worksheets: none**

## **Module 2: Compassion Fatigue**

This module is intended to help participants understand the impact of compassion fatigue, burnout, and secondary traumatic stress in themselves and in their coworkers.

### **Participant Worksheets**

- Worksheet 2.1: Burnout Self-Assessment
- Worksheet 2.2: Fill in the Missing Words

## **Module 3: Addressing Vicarious Trauma**

This module presents information about vicarious trauma and its symptoms.

**Participant Worksheets: none**

## **Module 4. Fostering FABULOUS Resilience**

This module presents eight ways to mitigate the impact of secondary traumatic stress.

### **Participant Worksheets**

- Worksheet 4.1: Fostering FABULOUS Resilience
- Worksheet 4.2: Questions to Avoid Unhealthy Boundaries
- Worksheet 4.2a Review of Questions to Avoid Unhealthy Boundaries
- Worksheet 4.3: Self-Care Plan

## **Module 5: Wrap-up and Closing**

The purpose of this module is to conclude the training by reviewing the objectives and the evaluations.

**Participant Worksheets: none**

## **Notes:**

## Worksheet 2.1: Burnout Self-Assessment

To assess your level of burnout, rate how strongly each statement applies to you and how you feel about your job as a home visitor. Review each statement below and check the appropriate box.

Statement	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly
1. I have been experiencing more staff conflicts recently.				
2. I am non-engaged in the workplace.				
3. I do not share similar workplace values with my coworkers.				
4. I work with people who are experiencing burnout.				
5. My employer is not accessible or transparent.				
6. My agency does not offer new employee, low-performing, or high-performing mentoring programs.				
7. My job lacks family-friendly policies.				
8. I do not have the resources I need to do my job well.				
9. I am dissatisfied with my agency's goals.				
10. My work is not meaningful.				
11. My supervisor does not recognize my strengths.				
12. My supervisor has unreasonable expectations.				
13. My supervisor does not create a sense of teamwork.				
14. My workplace is not culturally respectful.				
15. My agency has downsized.				
16. I am unprepared for rapid workplace changes.				
17. I do not have job security.				
18. I take on many new tasks while still doing old ones.				
19. I am not paid enough for all that I do for my clients.				
20. I have infrequent breaks while I work long hours.				
21. I am not maintaining healthy workplace boundaries.				
22. I do not feel as though I am accomplishing my goals.				
23. I have little or no control over my job.				
24. I experience many interruptions throughout my day.				
25. I have no input in decision making.				
26. I am not a good fit for the job.				
27. I feel like I am caught in the middle between my client's needs and the system.				
28. The fact that there are big consequences for failure (e.g. lawsuit, death) is getting to me.				

### Interpretation

Consider the number of statements checked in each column. The more checks placed in “agree somewhat” and “agree strongly,” the greater the likelihood that you may be experiencing some level of burnout.

## Worksheet 2.2: Fill in the Missing Words

My personal definition of compassion fatigue is \_\_\_\_\_  
\_\_\_\_\_. I might be experiencing burnout because \_\_\_\_\_  
\_\_\_\_\_.

A possible reason for my experiencing secondary traumatic stress is \_\_\_\_\_  
\_\_\_\_\_. Three symptoms of secondary traumatic stress  
are \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.

Unhealthy ways to manage secondary traumatic stress are \_\_\_\_\_  
\_\_\_\_\_. If I indirectly experience distress from a client's  
traumatic experience, I am being \_\_\_\_\_ traumatized. Possible symptoms  
are \_\_\_\_\_. As a home visitor, I have a  
sense of purpose in the world. My sense of self comes from \_\_\_\_\_  
\_\_\_\_\_. It is possible for me to  
experience vicarious resilience because \_\_\_\_\_.

Now that I am familiar with burnout, secondary traumatic stress, compassion fatigue, and vicarious  
trauma, to maintain my health, I need to \_\_\_\_\_.

It would be great if my agency supported me by doing this: \_\_\_\_\_  
\_\_\_\_\_. One self-care strategy I will consider to  
manage secondary traumatic stress and vicarious trauma is \_\_\_\_\_.

While at work, I will model this self-care practice \_\_\_\_\_  
\_\_\_\_\_ to promote a supportive work environment. If I were to create a self-care  
plan to let go of work, one of the first things I would consider doing is \_\_\_\_\_.

## Worksheet 4.1 FOSTERING FABULOUS RESILIENCE

The following conceptual framework identifies eight characteristics of resilience for managing compassion fatigue and vicarious trauma:

**F**lexibility to build a resilient mind-set and be less rigid to adapt to work-life challenges.

**A**ttitude to evaluate stressors and behave positively in the workplace.

**B**oundaries to balance, monitor, and maintain limits of acceptable workplace behavior.

**U**nderstanding of job satisfaction to gain gratification and pleasure from your work.

**L**aughter to maintain a sense of humor to manage a stressful workplace.

**O**ptimism to think positively, realistically, and to anticipate the best possible outcome.

**U**nited to cultivate personal and professional relationships that increase well-being.

**S**elf-compassion as to express loving kindness to yourself every single day.

Although the acronym spells out the word **FABULOUS**, the characteristics are not entirely sequential. Resilience building strategies may be completed in any order or be carried out at the same time. Think about how you have developed and applied your strengths (see below).

Punctual	Reflective	Open-minded	Faith	Devoted
Mature	Authentic	Perseverance	Loyal	Restrained
Spiritual	Passionate	Dependable	Gentle	Trusting
Vitality	Humorous	Determined	Proud	Energetic
Fair	Generous	Disciplined	Zest	Agreeable
Relaxed	Outgoing	Resourceful	Daring	Practical
Patient	Leadership	Hard working	Quiet	Openness
Brave	Kind	Cooperative	Love	Honorable
Tactful	Empathetic	Self-regulation	Eager	Tolerant
Honest	Gratitude	Social Intelligence	Calm	Cheerful
Sociable	Prudence	Love of learning	Funny	Inventive
Firm	Imaginative	Intelligent	Enthusiastic	Collaborative
Playful	Courage	Perfectionist	Approachable	Persistent
Hopeful	Curious	Realistic	Wise	Skillful
Happy	Witty	Conscientious	Humility	Sensitive
Creative	Confident	Respectful	Humble	Efficient
Integrity	Religious	Bold	Motivated	Helpful
Organized	Citizenship	Pleasant		

Choose eight strengths that mitigate the impact of secondary traumatic stress (STS) and vicarious trauma (VT) and foster resilience. After you choose a strength, consider how you put that strength into practice as a home visitor.

- When you express this strength, it helps you to be **f**lexible.
- When you express this strength, it helps you to have a positive **a**ttitude.
- When you express this strength, it helps you to keep your **b**oundaries.
- When you express this strength, it helps you to **u**nderstand job satisfaction.
- When you express this strength, it helps you to appreciate **l**aughter.
- When you express this strength, it helps you to be **o**ptimistic.
- When you express this strength, it helps you to feel **u**nited.
- When you express this strength, it helps you to be **s**elf-compassionate.

Strengths can be perceived as weaknesses when misused and can contribute to STS and VT. For example, although “pleasing” is a positive strength, it may work against you if you try to please everybody. Now, review your strengths and focus on whether there are any strengths listed that might **contribute** to STS and VT.

## **Worksheet 4.2 Questions to Avoid Unhealthy Boundaries in Home Visitors**

*Imagine* that you have just finished working with a client. You pick up a sheet of paper, *Keeping My Boundaries as a Home Visitor*, which includes over 40 questions that help you avoid unhealthy boundaries.

A few of the questions are:

- *Am I comfortable writing down the boundary issue in my notes?*
- *Did I share too much information regarding my own past issues/trauma?*
- *Did I offer to give a client money?*
- *Did I over-identify with a client?*
- *Did I follow a client on social media?*
- *Did I share other cases with a client?*

### **Instructions**

Think about additional questions that you would add to the statements listed above. Questions can include boundary crossings, which have no harmful long-term effects, or boundary violations, which are considered harmful to your client/self. Consider using this worksheet after today's webinar as a springboard to ask your own questions.

***REVIEW WORKSHEET 4.2a for suggestions***

***Notes:***

## Worksheet 4.2a Review of Questions to Avoid Unhealthy Boundaries

1. Did I give a client money or a gift?
2. Did I offer my own resources?
3. Did I accept a gift from a client?
4. Did I take something from a client that I should not have taken?
5. Did I find myself engaging in the family's personal activities (e.g., basketball game)?
6. Am I attending a client's family function (e.g., wedding)?
7. Did I communicate in a professional manner?
8. Did I let the client tell their story?
9. Did I give the client enough time to share their story?
10. Did I text message too much?
11. Did I say too much?
12. Did I give advice that I am not supposed to give?
13. Did I tell a client that they could call me anytime?
14. Did I explain the reasons why I was asking all the questions?
15. Did I listen to my gut?
16. Did I call a client after hours?
17. Did I over-identify with a client?
18. Was I personally triggered by something a client said?
19. Am I remaining objective?
20. Was I unbiased?
21. Was I in touch with what had my attention?
22. Did I treat the client differently from the way I treat other clients?
23. Did I give a client preferred/special treatment after hours?
24. Did I offer the client more information than was necessary?
25. Did I give too much information to the family?
26. Did I make my relationship/role clear?
27. Did I offer realistic expectations/time frames?
28. Did I set clear expectations for myself?
29. Did I pursue a romantic relationship with a client?
30. Did I offer my professional services as a life coach?
31. Did I agree to have a family's child move into my home?
32. Did I physically touch an adult client inappropriately?
33. Did I have contact with a client to check on their child after the case was closed?
34. Did I continue contact with the adult client after the case was closed?
35. Did I follow a client on social media?
36. Did I make a client feel less safe after speaking with them?
37. Did I share other cases with a client?
38. Did I overshare with a client?
39. Did I personally remove a family dog that I felt was in danger or did I call animal control?
40. Am I hiding my actions from management?

### WORKSHEET 4.3: Self-Care Plan

1. **Goal.** In my off hours, I want to accomplish:

2. **Reasons.** I am motivated to accomplish this because:

3. **Actions.** Strategies I will take to make this happen:

4. **Right Now.** If I were to make the change today, I would need:

5. **Resources.** I need (funding, materials):

6. **Timeline.** I will take action during these times:

7. **Obstacles.** I might not take action due to:

8. **Revise my tactics.** My tactics for overcoming any obstacles:

9. **Evaluation.** I will know I am making progress when:

10. **Value.** The benefits of my doing this:

After you review the 10 steps, talk about your plan with someone who will be supportive of your accomplishing this goal. Your self-care plan should translate into concrete steps that incorporate self-care strategies that contribute to resiliency. To evaluate your progress, continually go over how you put your strengths into practice to mitigate the impact of secondary traumatic stress and vicarious trauma.