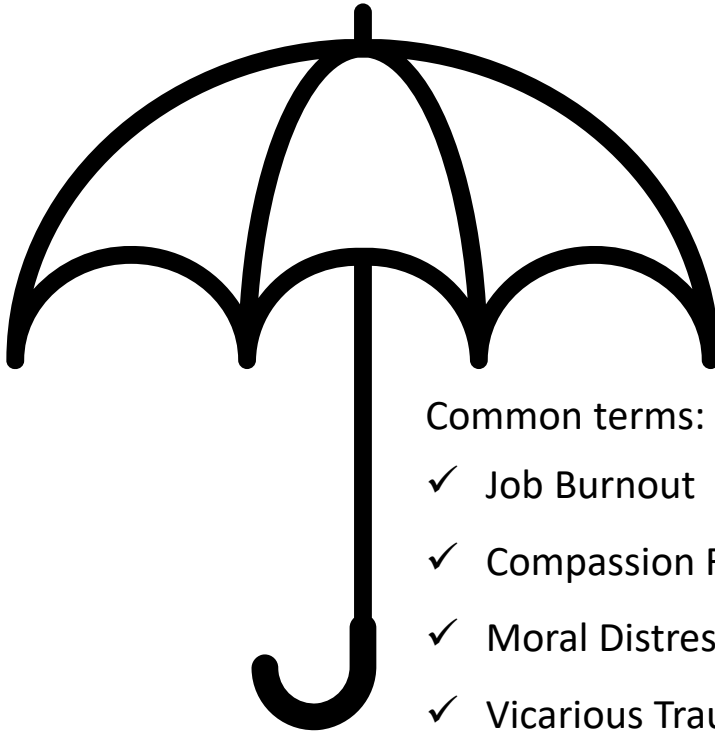
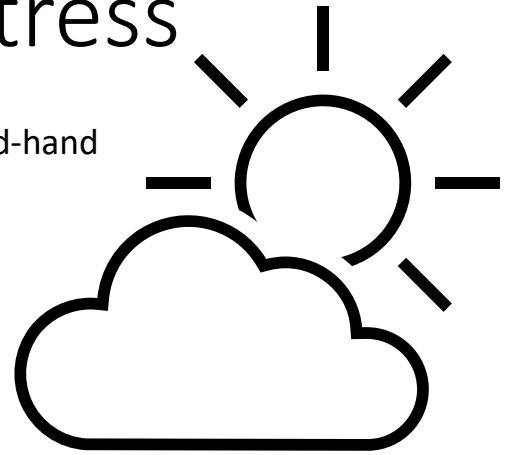


Secondary Traumatic Stress

Secondary traumatic stress refers to the symptoms of second-hand exposure to trauma.



Common terms:

- ✓ Job Burnout
- ✓ Compassion Fatigue
- ✓ Moral Distress
- ✓ Vicarious Trauma
- ✓ Re-traumatization

Risk Factors:¹

- Younger
- Women
- Less experience
- History of trauma
- Similar traumatic experience
- Work with traumatized populations
- Work with those in physical or psychological pain
- Read, watch, listen to traumatic material

1. www.griefworkcenter.com

Job Burnout

Burnout is an occupational syndrome that can affect your physical and mental health. Think of burnout as a state of work-related exhaustion and cynicism resulting in reduced professional efficacy.¹ People in helping professions are at risk for job burnout.

The Mayo Clinic suggests you ask yourself the following questions.²

- Have you become cynical or critical at work?
- Do you drag yourself to work and have trouble getting started?
- Have you become irritable or impatient with co-workers, customers or clients?
- Do you lack the energy to be consistently productive?
- Do you find it hard to concentrate?
- Do you lack satisfaction from your achievements?
- Do you feel disillusioned about your job?
- Are you using food, drugs or alcohol to feel better or to simply not feel?
- Have your sleep habits changed?
- Are you troubled by unexplained headaches, stomach or bowel problems, or other physical complaints?

Factors that may contribute to burnout: ²

- **Lack of control** over decisions that affect your job.
- **Unclear job expectations**
- **Dysfunctional workplace dynamics**
- **Job monotony or chaos** requiring constant energy to remain focused
- **Lack of social support** professionally and personally
- **Work-life imbalance**

1. Schaufeli, W. B., Leiter, M. P., & Maslach, C. (2009). Burnout: 35 years of research and practice. *Career development international*.

2. www.mayoclinic.org

Establishing Healthy Boundaries

It may be helpful to think of establishing healthy boundaries as creating a shared interpersonal space where people meet and engage. A clear set of policies (guidelines) and procedures (instructions on how policy is followed) paired with consistent practices can help people maintain healthy boundaries by setting reasonable expectations for themselves and others.

1. Where, when, and how is the scope of a volunteer's role defined or clarified?

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Hints:

- Recruitment materials
- Interview
- Policy manual
- Instructions
- Training materials
- Supervision/Consultation

Identifying Boundary Needs

Negative feelings are often the first indication a boundary has been crossed. These feelings signal to us that there is an unmet need.

Think of a time when your boundary was crossed. How did you feel? What does that tell you about what you need to feel comfortable?

Problem: Parents call me all hours of the night.

Feeling(s): Annoyed, disrespected

Let's transform this into a needs statement.

I need _____ and want to feel _____
_____ when _____ .

Imagine the boundary issues a volunteer may encounter. What are the top concerns?

Problem List:

Unmet Need?

- | | | |
|-----------|---|-------|
| 1. _____ | = | _____ |
| 2. _____ | = | _____ |
| 3. _____ | = | _____ |
| 4. _____ | = | _____ |
| 5. _____ | = | _____ |
| 6. _____ | = | _____ |
| 7. _____ | = | _____ |
| 8. _____ | = | _____ |
| 9. _____ | = | _____ |
| 10. _____ | = | _____ |

Addressing Boundary Needs

Now, let's develop ideas of how to address boundary needs. Use this worksheet for items on the problem list.

What can change to meet the need?

Who changes? Org/Us/Them?

1. _____
2. _____
3. _____
4. _____
5. _____

- _____
- _____
- _____
- _____
- _____

What obstacles do you anticipate, if any?

1. _____
2. _____
3. _____
4. _____
5. _____

Who or what might help to address these obstacles?

1. _____
2. _____
3. _____
4. _____
5. _____

Pulling It All Together

Use the ideas you've compiled to develop an action plan.

Potential areas of focus:

Who can help with this?

Recruitment materials

Interview

Policy manual

Instructions

Training

Supervision/Consultation

First Level Priorities

1. _____

2. _____

3. _____

Second Level

1. _____

2. _____

3. _____

Third Level

1. _____

2. _____

3. _____

Elisa B Fuller

www.drfullerphd.com

Grounding Techniques Menu

Unwanted thoughts, memories, and emotions can pull you away from the present moment. Psychologists sometimes call this 'dissociation' and it is very common, especially in people who have experienced trauma. Grounding techniques are a way of bringing your attention back to the present moment, where you are safe.

Come back to your senses

Using your senses of sight, sound, touch, smell, and taste is a quick and powerful way of bringing your attention back to the moment at hand.



- **5-4-3-2-1 technique:** name 5 things you can see, 4 things you can hear, 3 things you can touch, 2 things you can smell, and 1 thing you can taste.
- **Water:** splash your face with cold water, run water over your hands, or have a bath or shower.
- **Smells:** smell a strong smell (e.g., chewing gum, essential oils).
- **Grounding object:** carry an object with pleasing sensory properties (e.g., a smooth pebble, a beaded bracelet).

Distract yourself

Dissociation and unwanted thoughts can be persistent. If your mind keeps going to unhelpful places, use distraction to gently bring it back to the present.



- **Nature:** go for a walk outside; watch the clouds; feel the wind on your face.
- **Other people:** call someone; go somewhere else; talk about something different; go 'people watching'.
- **Watch & read:** watch a funny video; read a book.
- **Listen:** use music or a podcast to change your mood.
- **Slow down:** walk somewhere slowly and mindfully, concentrate on each step.

Remind yourself that you are safe

Unwanted memories from the past can make you feel unsafe. Remind yourself that you are safe now.



- **Proof:** carry something that proves you survived (e.g. a photo of something good that has happened since your trauma).
- **Letter:** write a letter reminding yourself of why you are safe now, and carry it with you.
- **Coping statements:** "I survived", "This too shall pass", "This is just a memory", "I am safe now".
- **Then vs. now:** focus on what's different now compared to the time of your trauma.

Offer yourself compassion

You're already feeling bad, so there is no point in making things worse by criticizing yourself. Try offering yourself kindness instead.



- **Be understanding:** "It's no wonder you're feeling frightened because you have just had unwanted memories of the past. You are safe now."
- **Be kind:** what would you say and how you would act towards someone else who was suffering like this?

Use your body

If you feel distressed, you can use your body to help you to come back to the present moment.



- **Change position:** stand up if you were sitting down.
- **Exercise:** do some star jumps, go for a run, or swim.
- **Stretch your body:** reach up and try to touch the sky with your fingertips, then bend down and try to touch the ground.
- **Dance:** move your body to your favourite song.
- **Ground yourself:** press your feet into the floor and literally 'ground' yourself.
- **Hands or feet:** curl your fingers or toes, then release them.

Calm yourself physically

Your body and mind are connected. Use physical soothing techniques to help you to relax.



- **Breathing:** try a relaxed breathing exercise to calm yourself by slowing and deepening your breathing.
- **Muscles:** try a progressive muscle relaxation exercise to calm yourself and release tension, clench and release your fists, allowing tension to drain away as you release.
- **Yoga:** practice yoga or stretching.
- **Exercise:** use physical exercise to release pent-up energy.
- **Connection:** ask someone for a hug, give yourself a butterfly hug, or stroke a pet.

Orient yourself

Dissociation can make you forget *where* and *when* you are. Use grounding to orient yourself in space and time.



- **In space:** remind yourself of *where* you are right now.
- **In time:** remind yourself of *when* it is right now.
- **Relative to your trauma:** remind yourself of where you are now, and how it is different to where and when your trauma happened; remind yourself of what has happened since your trauma happened.

Use your imagination

Your mind can respond to imagined 'things' as powerfully as it does the 'real thing'. Regular practice of the exercises below can help when you need it.



- **Safe place:** do a 'calm place' or 'safe place' exercise, where you imagine being in a soothing place.
- **Compassionate other:** try a 'compassionate other' exercise, where you imagine being in the presence of a perfectly compassionate being who accepts you without judgment.
- **Positive memories:** deliberately think about happier times, places where you felt safe, or people you felt safe with.

Vocabulary of Emotions/Feelings

tomdrummond.com

	Happiness	Caring	Depression	Inadequate	Fear	Confusion	Hurt	Anger	Loneliness	Remorse
Strong	Delighted Ebullient Ecstatic Elated Energetic Enthusiastic Euphoric Excited Exhilarated Overjoyed Thrilled Tickled pink Turned on Vibrant Zippy	Adoring Ardent Cherishing Compassionate Crazy about Devoted Doting Fervent Idolizing Infatuated Passionate Wild about Worshipful Zealous	Alienated Barren Beaten Bleak Dejected Depressed Desolate Despondent Dismal Empty Gloomy Grieved Grim Hopeless In despair Woeful Worried	Blemished Broken Crippled Damaged Feeble Finished Flawed Helpless Impotent Inferior Invalid Powerless Useless Washed up Whipped Worthless Zero	Appalled Desperate Distressed Frightened Horrorified Intimidated Panicky Paralyzed Petrified Shocked Shook up Terrified Terror-stricken Wrecked	Baffled Befuddled Chaotic Confounded Confused Flustered Rattled Reeling Shocked Shook up Speechless Startled Stumped Stunned Taken-aback Thrown Trapped	Abused Aching Anguished Crushed Degraded Destroyed Devastated Discarded Forsaken Humiliated Mocked Punished Rejected Ridiculed Ruined Scorned	Affronted Belligerent Bitter Burned up Enraged Fuming Furious Heated Incensed Infuriated Outraged Provoked Seething Storming Truculent Vengeful Vindictive	Abandoned Black Cut off Deserted Destroyed Empty Forsaken Isolated Marooned Neglected Ostracized Outcast Rejected Shunned	Abashed Debased Degraded Delinquent Depraved Disgraced Evil Exposed Humiliated Judged Mortified Shamed Sinful Wicked Wrong
Medium	Aglow Buoyant Cheerful Elevated Gleeful Happy In high spirits Jovial Light-hearted Lively Merry Riding high Sparkling Up	Admiring Affectionate Attached Fond Fond of Huggy Kind Kind-hearted Loving Partial Soft on Sympathetic Tender Trusting Warm-hearted	Awful Blue Crestfallen Demoralized Devalued Discouraged Dispirited Distressed Downcast Downhearted Fed up Lost Melancholy Miserable Regretful Rotten Sorrowful Tearful Upset Weepy	Ailing Defeated Deficient Dopey Feeble Helpless Impaired Imperfect Incapable Incompetent Incomplete Ineffective Inept Insignificant Lacking Lame Overwhelmed Small Substandard Unimportant	Afraid Alarmed Apprehensive Awkward Defensive Fearful Fidgety Fretful Jumpy Nervous Scared Shaky Skittish Spineless Taut Threatened Troubled Wired	Adrift Ambivalent Bewildered Puzzled Blurred Disconcerted Disordered Disorganized Disquieted Disturbed Dizzy Foggy Frozen Frustrated Misled Mistaken Misunderstood Mixed up Perplexed Troubled	Belittled Cheapened Criticized Damaged Depreciated Devalued Discredited Distressed Impaired Injured Maligned Marred Miffed Mistreated Resentful Tortured Troubled Wounded	Aggravated Annoyed Antagonistic Crabby Cranky Exasperated Fuming Grouchy Hostile Ill-tempered Indignant Irate Irritated Offended Ratty Resentful Sore Spiteful Testy Ticked off	Alienated Alone Apart Cheerless Companionless Dejected Despondent Estranged Excluded Left out Leftover Lonely Oppressed Uncherished	Apologetic Ashamed Contrite Crestfallen Culpable Demeaned Downhearted Flustered Guilty Penitent Regretful Remorseful Repentant Shamefaced Sorrowful Sorry
Light	Contented Cool Fine Genial Glad Gratified Keen Pleasant Pleased Satisfied Serene Sunny	Appreciative Attentive Considerate Friendly Interested in Kind Like Respecting Thoughtful Tolerant Warm toward Yielding	Blah Disappointed Down Funk Glum Low Moody Morose Somber Subdued Uncomfortable Unhappy	Dry Incomplete Meager Puny Tenuous Tiny Uncertain Unconvincing Unsure Weak Wishful	Anxious Careful Cautious Disquieted Goose-bumpy Shy Tense Timid Uneasy Unsure Watchful Worried	Distracted Uncertain Uncomfortable Unsettled Unsure	Annoyed Let down Minimized Neglected Put away Put down Rueful Tender Touched Unhappy Used	Bugged Chagrined Dismayed Galled Grim Impatient Irked Petulant Resentful Sullen Uptight	Blue Detached Discouraged Distant Insulated Melancholy Remote Separate Withdrawn	Bashful Blushing Chagrined Chastened Embarrassed Hesitant Humble Meek Sheepish