



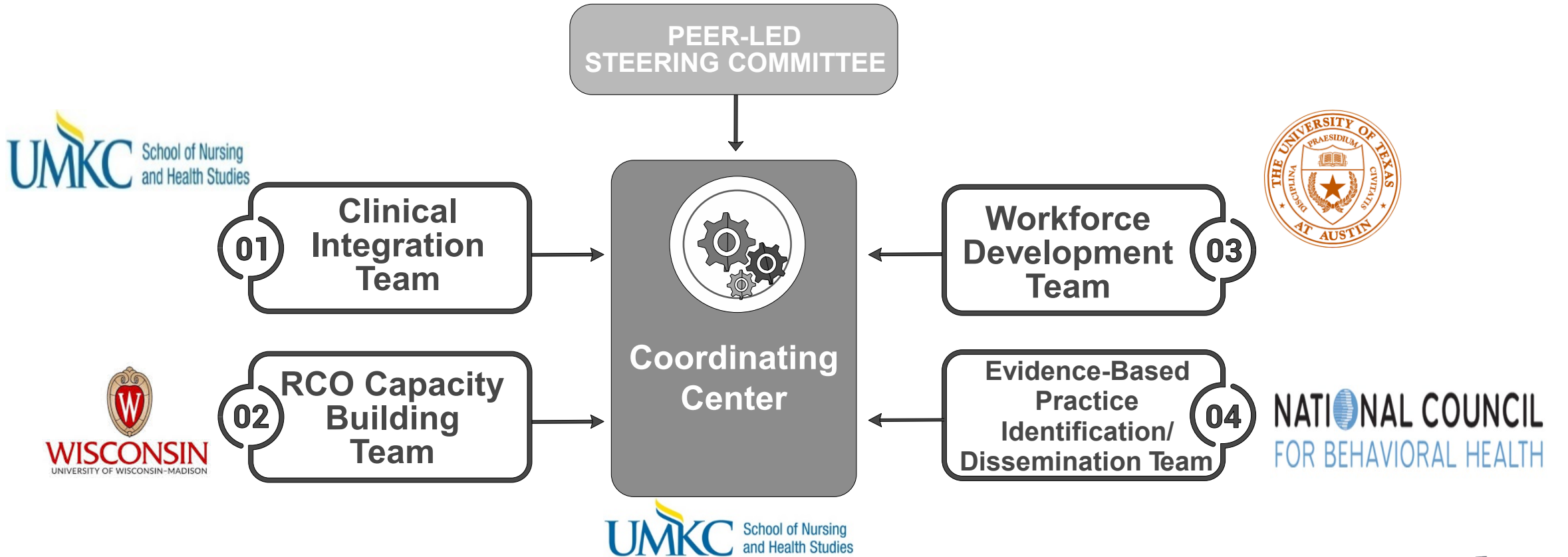
The Impact of Compassion Fatigue in Peer Support Work

Presented by:

Owen Dougherty | Marianna Horowitz

SAMHSA
Substance Abuse and Mental Health
Services Administration

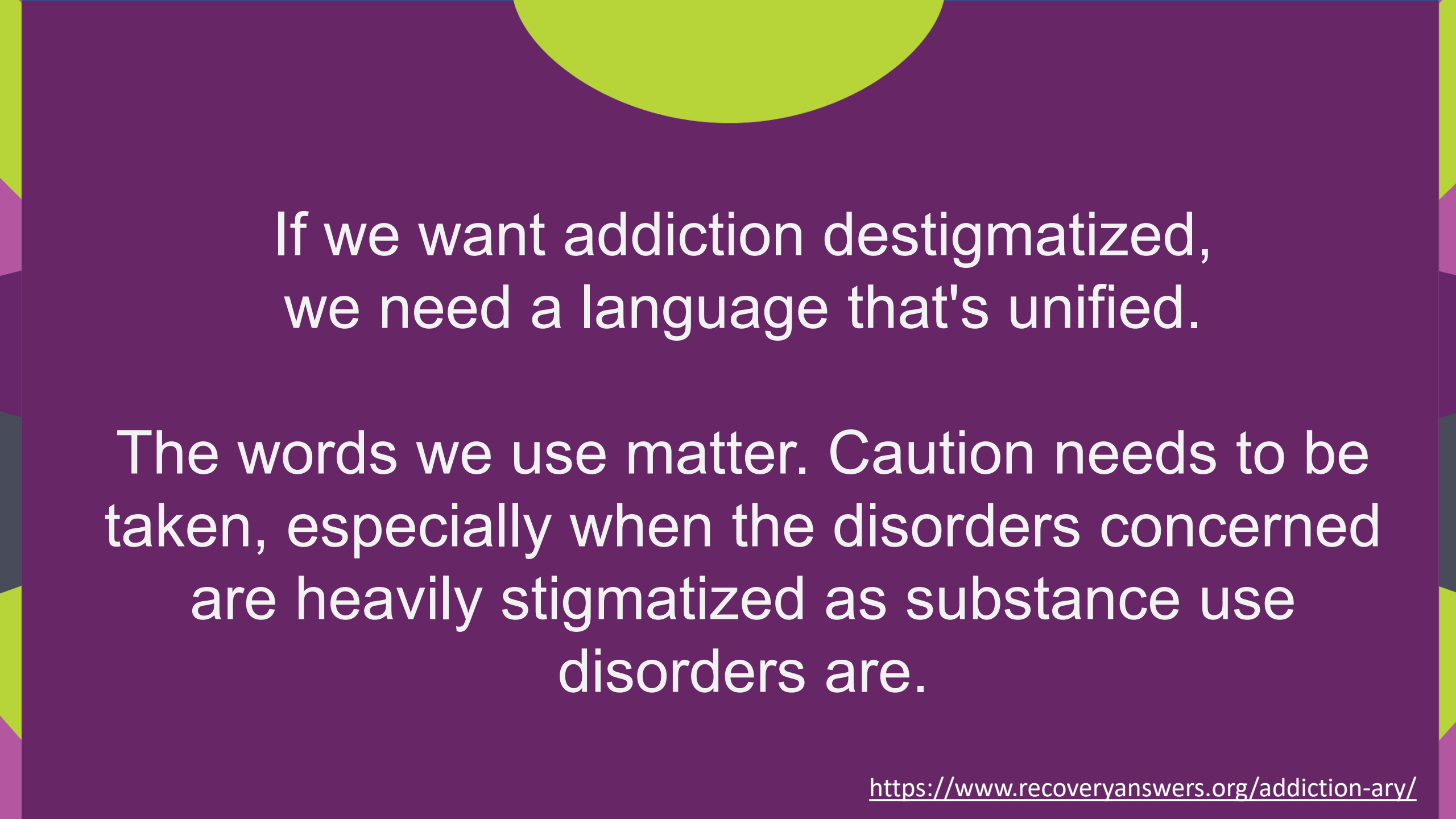
Introduction to the PR CoE



Technical Assistance Requests will be accepted early 2021 at:

www.PeerRecoveryNow.org





If we want addiction destigmatized,
we need a language that's unified.

The words we use matter. Caution needs to be
taken, especially when the disorders concerned
are heavily stigmatized as substance use
disorders are.

The Impact of Compassion Fatigue in Peer Support Work

Presented by: Faces & Voices of Recovery



Owen Dougherty



Marianna Horowitz

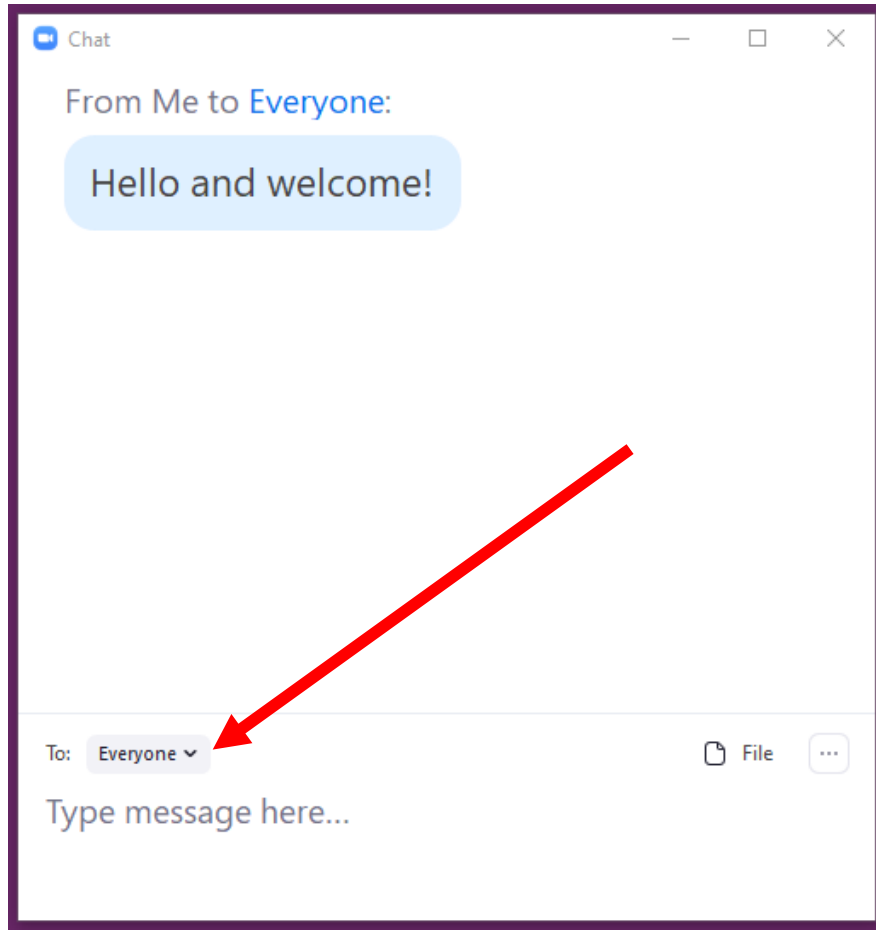


Housekeeping

- We love seeing your faces, please have your webcams turned on!
- Today's event is not being recorded.
- Please keep your line muted during today's training.
- You may use the chat feature throughout the training. Feel free ask questions, as well as converse and respond to other attendees throughout the training. Please make sure you chat to **“everyone”**



Using Chat



Joining us from your mobile device:

If you are joining us with your mobile device, please use the following:

To mute / unmute: **press *6**

To raise your hand, **Press *9**



Housekeeping

- If you have a question, please raise your hand via the “hand raise icon” icon, and you will be called on to unmute your line and ask your question. Questions will be taken in order.
- We have a link to a brief evaluation and will post the link in chat feature near the end of today’s training. We value your opinion and appreciate your time.



Peer Recovery Center of Excellence

- We recognize in varying settings; you may use varying language. In these professional training settings, we will maintain use of non-stigmatizing language and limit profanity.
- For tasks you would leave an in-person meeting to do, please turn off your camera for the time needed. ex: smoking, phone calls, driving (we want you safe!)
- If you are quiet, try to “stretch” out of your norm to engage! If you are more talkative, try to “stretch” out of your norm to ensure space for all!



After the training

- A 6-hour **certificate of participation** is available for attending today's training.
 - You must participate in all breakout session in order to receive your certificate.
 - We will explain how to obtain your certificate at the end to today's training.
 - Please allow 7 to 10 business days for your certificate.
- Today's slide (PowerPoint) presentation will be made available post training via email.



Today's Objectives

- Identify Compassion Fatigue and Secondary Traumatic Stress, how they happen and who is susceptible
- Describe how Compassion Fatigue impacts the peer workforce
- Understand and learn how to address these conditions
- Identify steps for prevention and reversal of Compassion Fatigue and addressing Secondary Traumatic Stress



Roadmap for the Day

- Compassion Fatigue –
What is it? What's the relationship to trauma?
- Secondary Traumatic Stress (STS) and Burnout
- Valuable Warning
Signs of STS and Compassion Fatigue
- Who is at risk?
- Personal Risk Assessment
- What can we do about it?
- Maintaining our ability to respond with empathy
- Healthy boundaries
- Development of a Self-Care Plan
- Wrap-Up



Introductions

- Share your name
- Where are you working?
- In what role?





Compassion Fatigue

What it is and How it Happens

Learning Objectives

- Define and understand what Compassion Fatigue is
- Identify contributing factors that lead to compassion fatigue



Compassion

A feeling of deep sympathy and sorrow for another who is stricken by suffering a misfortune, accompanied by a strong desire to alleviate the pain or remove its cause



Fatigue

Extreme tiredness, typically resulting from mental or physical exertion or illness

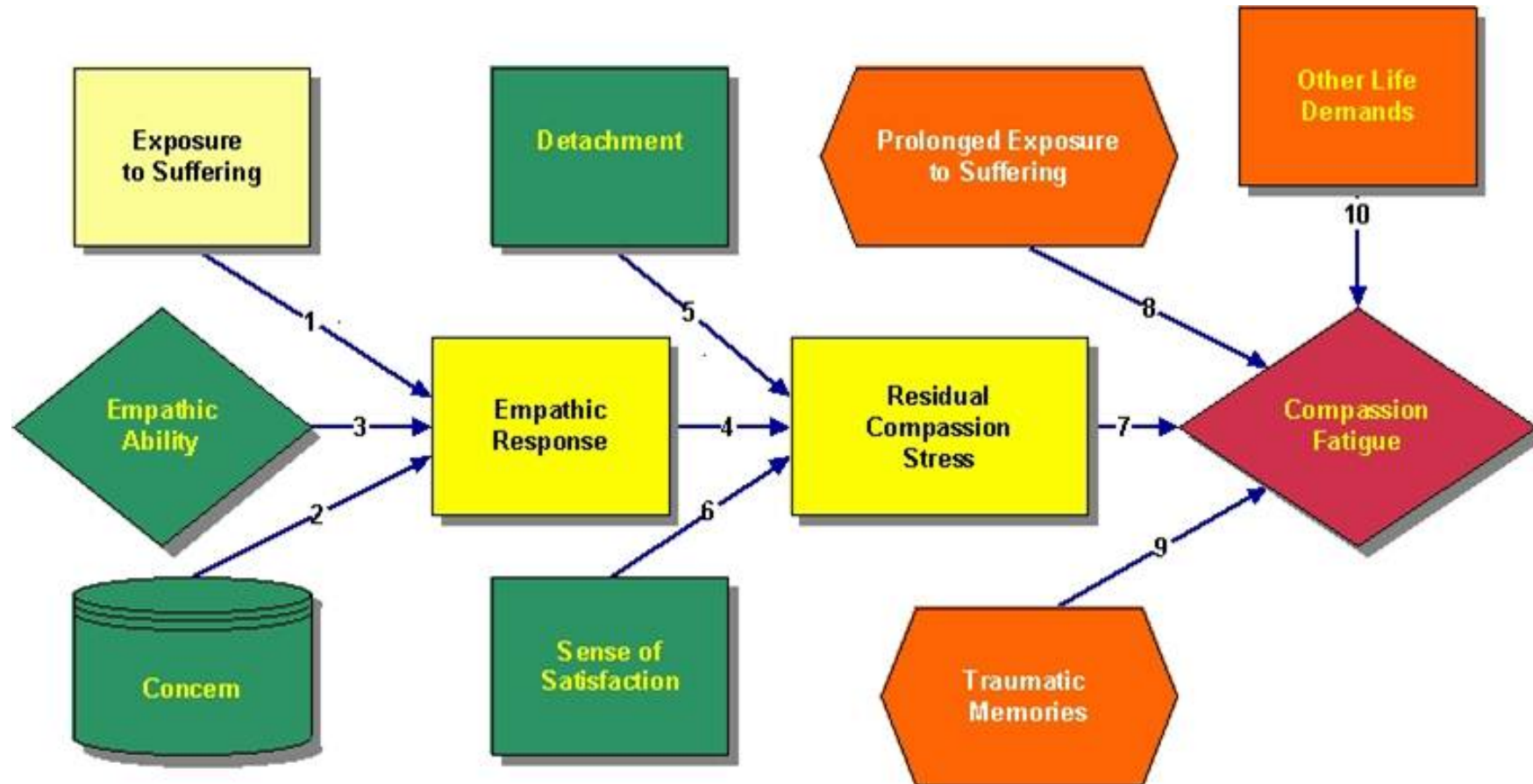


Compassion Fatigue: What is it?

- Caregivers play host to a high level of secondary traumatic stress that may lead to compassion fatigue.
- Workers struggle to function in care-giving environments that constantly present heart wrenching, emotional challenges.
- A mission of affecting positive change in society can become elusive, if not impossible.
- This coupled with first-hand knowledge of disregard for the safety and well-being of others, takes its toll on everyone from full time employees to part time volunteers.
- Eventually, negative attitudes can prevail if we don't care for ourselves.



Compassion Fatigue: Another way to look at it



The Compassion Fatigue Process (Figley, 2001)

Factors Contributing to Compassion Fatigue

- **Emotional Contagion** - experiencing the feelings of the suffering through exposure to the sufferer.
- **Empathic Concern** - motivation to respond to people in need.
- **Empathic Ability** - aptitude for noticing the pain of others.
- **Empathic Response** - extent to which the helper makes an effort to reduce the suffering of the sufferer.
- **Disengagement** - extent to which the helper can distance himself or herself from the ongoing misery of the traumatized person.


Factors Contributing to Compassion Fatigue

- **Sense of Achievement** - extent to which the helper is satisfied with his or her efforts to help the client/sufferer.
- **Compassion Stress** - demand for action to relieve the suffering of others
- **Prolonged Exposure** - on-going sense of responsibility for the care of the suffering, over a protracted period of time.
- **Traumatic Recollections** - memories that trigger the symptoms of Post Traumatic Stress Disorder (PTSD) and associated reactions, such as depression and generalized anxiety.
- **Life Disruption** - unexpected changes in schedule, routine, and managing life responsibilities that demand attention (e.g., illness, changes in lifestyle, social status, or professional or personal responsibilities).

Small Group Conversation

- You will be randomly assigned to a Breakout Room with 3-4 other persons.
- You were previously emailed a number of handouts for today's training. Please refer to the "Figley CF Diagram and Contributing Factors"
- Talk about your experiences with this way of understanding of Empathic Response and Compassion Fatigue.
- You will have to minutes to discuss.





We have not been directly exposed to the trauma scene, but we hear the story told with such intensity, or we hear similar stories so often, or we have the gift and curse of extreme empathy and we suffer. We feel the feelings of our (clients). We experience their fears. We dream their dreams. Eventually, we lose a certain spark of optimism, humor and hope. We tire. We aren't sick, but we aren't ourselves."

– C. Figley, 1995

The background is a solid purple color. At the top center, there is a large, bright green semi-circle. On the left and right sides, there are vertical decorative borders. These borders consist of several overlapping geometric shapes in shades of green, pink, and purple, creating a layered, abstract effect.

Wellness Break



Trauma and the Brain

Learning Objectives

- Describe where trauma originates and how the brain is impacted by trauma
- Explain the impact of secondary trauma
- Identify vulnerable populations susceptible to trauma and how Peer Support workers are affected
- Identify warning signs that trauma, secondary trauma, and/or compassion fatigue have occurred

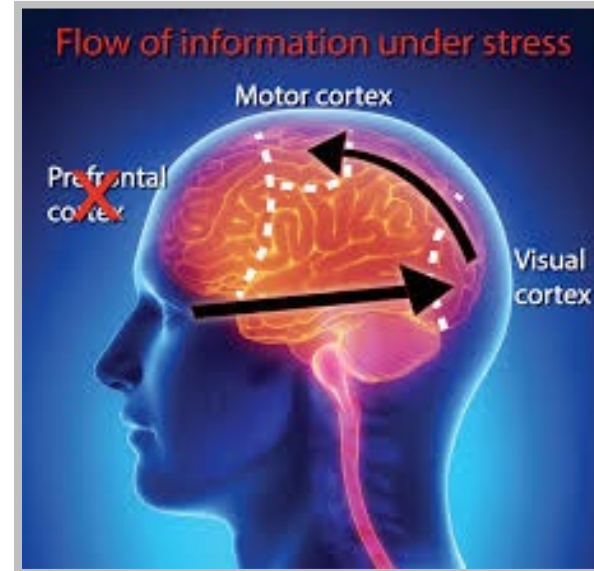


Sources of Trauma

- Interpersonal violence in the home
- Life threatening medical conditions
- Involuntary hospitalization
- Poverty
- Addiction
- Community violence
- Others?



Trauma and the Brian



Survivors Learned Behaviors

- Profoundly hurt
- Betrayed
- High sense of mistrust
- Highly frustrated
- Quick to react
- Tendency to blame
- May feel entitled
- May use deceptive maneuvers
- Use graphic details when telling stories
- Hesitant to tell the truth



Secondary Traumatic Stress

- Can be incurred when an individual is exposed to people who have been traumatized themselves;
- Disturbing descriptions of traumatic events by a survivor, or others inflicting cruelty on one another;
- Symptoms of secondary trauma are similar to those of PTSD (Post Traumatic Stress Disorder) (e.g. intrusive re-experiencing of the traumatic material, avoidance of trauma triggers/emotions, negative changes in beliefs and feelings and hyperarousal);
- Secondary trauma has been researched in first responders, nurses and physicians, mental health care workers, and children of traumatized parents;
- Unaddressed Secondary Traumatic Stress often results in Compassion Fatigue.



Symptoms of Secondary Traumatic Stress

- Intrusive Symptoms
- Avoidance/Numbing Symptoms
- Arousal Symptoms
- Physical Symptoms



Burnout

- Occupational problem linked to long-term, unresolved, work-related stress;
- Characterized by
 - Feelings of energy depletion or exhaustion,
 - Increased mental distance from one's job,
 - Reduced ability to meet the needs or expectations of the job.
- Leads to depersonalization of the individuals encountered in the work;
- While not recognized as a health condition, it is characterized by the symptoms of depression.
- Unaddressed STS may result in Compassion Fatigue and lead to Burnout.
- A number of researchers indicate that Burnout may not be reversible.



Secondary Traumatic Stress

- Individuals working with others who have experienced trauma are susceptible to SECONDARY TRAUMATIC STRESS.
- Unresolved Secondary Traumatic Stress can result in COMPASSION FATIGUE over time.
- Continued Secondary Traumatic Stress, which has resulted in Compassion Fatigue, over time can result in BURNOUT which may result in our not being able to do the work of support we are drawn to.



Organizational Considerations

Peer Support Work requires that the individuals doing it:

- Maintain the highest of ethics
- Hold integrity
- Maintain fiduciary responsibility
- Understand that they cannot heal anyone
- Be whole and healthy while doing this work



Special Vulnerabilities for Peer Support Workers

- Empathy
- Personal Experience with Trauma
- Unresolved Trauma
- Children's Trauma





Who is at Higher Risk?

Hesitant to Set Boundaries

- Fear of loss of love from someone
- Fear of abandonment
- Fear of losing employment
- Fear of being viewed as mean
- Fear of someone's anger or reaction to boundary
- Lack of clarity on what boundaries can be set



Over Achievers

- High expectations and standards
- Busy all of the time
- Take on more responsibility when feeling stressed
- Feel others are not taking enough responsibility
- Consider being busy as a sign of success



Stressful Home Life or Life Situation

- Children
- Taking care of self or a family member who has a chronic disease
- Taking care of an aging parent
- Financial difficulties
- Divorce
- Death
- Single Parenting



Minimal Self Care

- Takes no time for self
- Puts others first
- Unhealthy eating
- Minimal social circle
- Numbing activities
- Isolation
- Lack of personal and professional boundaries



Workplace Changes and Challenges

- Death of a staff member or participant
- Reduction in work force
- Layoffs
- Mergers
- Minimal supervision
- Lack of appropriate venue to express feelings



Warning Signs



Potential Warning Signs

- Diminished creativity
- Inability to embrace complexity
- Minimizing



Potential Warning Signs

- Chronic exhaustion
- Physical ailments
- Avoidance
- Inability to listen



Potential Warning Signs

- Feeling helpless and hopeless-can't do enough
- Feel the need to rescue, heal, or fix
- Hypervigilance



Potential Warning Signs

- Dissociative moments
- Sense of persecution
- Guilt & Fear



Potential Warning Signs

- Anger and Cynicism
- Inability to Empathize
- Addictions
- Grandiosity



Potential Warning Signs

- Taking on a victim mentality
- Blaming others for all that doesn't go well
- Justifying all behavior
- Frequent venting and complaining



Make an Honest Life Assessment

Helpers need to carefully and honestly assess their life situation:

- Is there a balance between nourishing and depleting activities in your life?
- Do you have non-work interests and activities in your life?
- Do you have non-work-related friends and relationships?
- Are you a care-giver to everyone in your life? Who cares for you?
- Are you relying on alcohol, food, gambling, or shopping to de-stress?



Personal Assessment

- Click on the link provided in the Chat Box (<https://simplyrespond.co.uk/proqol/>)
- Complete the form on-line, using an email address you can access from the computer you are using.
- Once you complete the form, you will receive a score at the bottom of the screen for your Compassion Satisfaction, Burnout, and Secondary Traumatic Stress
- If you are unable to complete the form on-line, let us know and we will send you a link for a hard-copy of the form you can complete and score yourself.





Lunch



PROQOL Debrief

Polling questions; the polling is anonymous,
thanks for participating!

Debrief of poll



The background is a solid purple color. At the top center, there is a large, bright green semi-circle. On the left and right sides, there are vertical strips of color, including green, pink, and grey, with some geometric shapes like triangles and rectangles. The text "Compassion Satisfaction" is centered in the middle of the page in a white, bold, sans-serif font.

Compassion Satisfaction

Learning Objectives

- Identify Compassion Satisfaction
- Recognize Figley Diagram
- Explain Role of Healthy Detachment in Maintaining a Healthy Empathic Response.



Shift in Priorities

“Taking good care of you, means the people
in your life will receive the best of you
instead of what is left of you”

~ Carl Byran



Compassion Satisfaction: A Secret Ingredient

- Compassion Satisfaction is about the pleasure we derive from being able to do the work we do. The compassion we experience in doing our work provides a sense of satisfaction.
- Compassion Fatigue and Compassion Satisfaction can be seen as the positive and negative consequences of working with individuals who have experienced or are currently experiencing trauma or suffering.
- A substantial amount of evidence suggests Compassion Satisfaction is an important part of the whole, thus increasing the significance of building resiliency and the transformation from negative to positive aspects.
- Adapted from Compassion Fatigue among Healthcare, Emergency, and
- Community Service Workers: A Systemic Review by Cary Cooper



Empathy and Compassion Satisfaction

2015 Study of Social Workers:

- “Findings suggest that components of empathy may prevent or reduce burnout and Secondary Traumatic Stress while increasing compassion satisfaction, and that empathy should be incorporated into training and education throughout the course of a social worker’s career.”

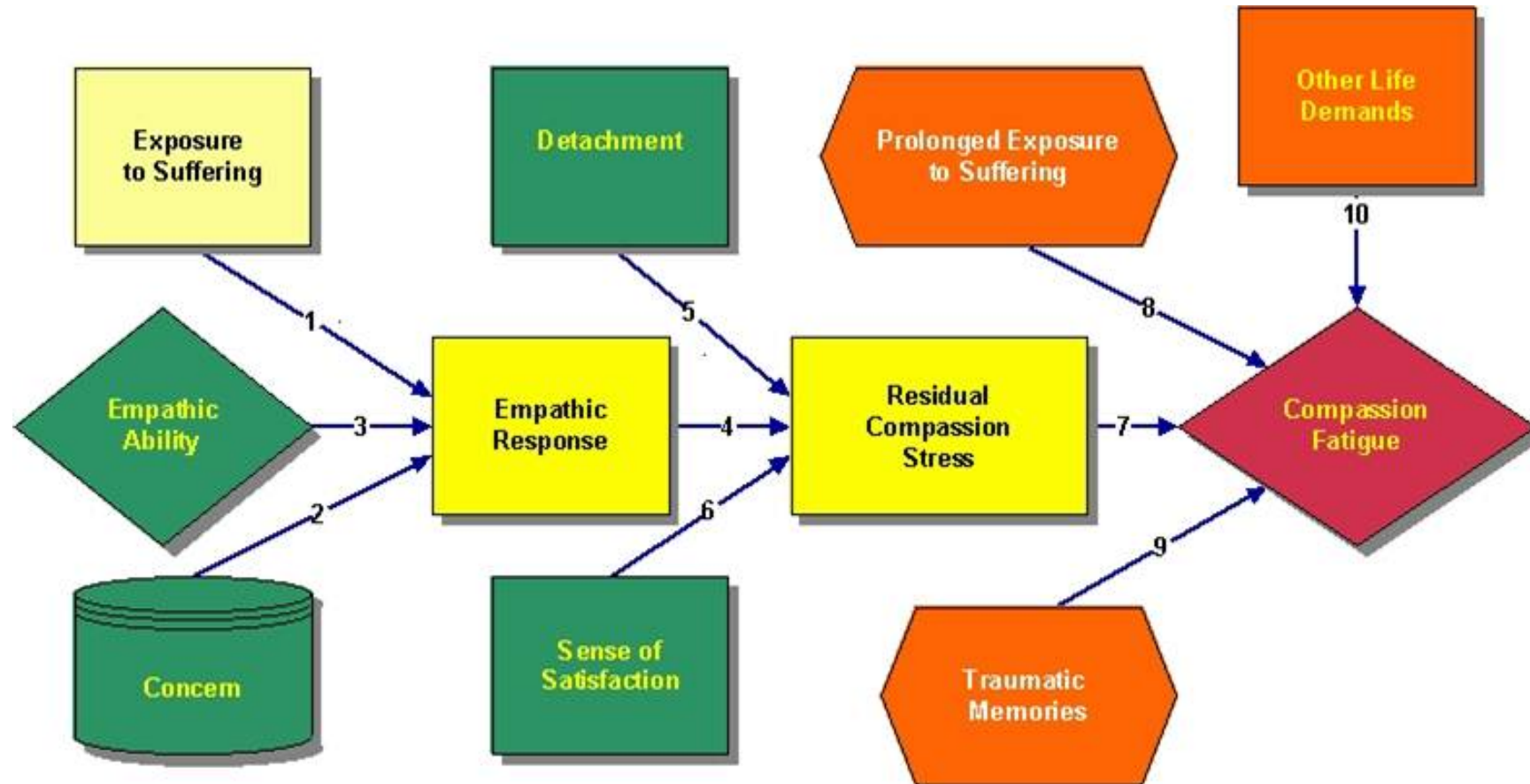


Building Compassion Satisfaction

- Compassion Satisfaction can be a source of hope, strength, and ultimately resilience.
- Allows us to face another day, another disaster, another tragedy. It is the quiet knowledge that what we do makes a difference, and that we possess the same strengths we see and support in the survivors with whom we work.
- Appreciating each encounter with a (disaster) survivor can add to our Compassion Satisfaction and help protect us from CF.
- In these ways, Compassion Satisfaction can serve as a natural, protective tool against the negative aspects of our work.



Empathy and Compassion Satisfaction



The Compassion Fatigue Process (Figley, 2001)

Other Life Demands

- Children
- Aging parents
- Financial Hardship
- Health Challenges
- Racial Inequity
- Working Remotely
- Housing Insecurity



Other Life Demands Conversation

- You will be randomly assigned to a group with 2-3 others.
- Talk about your experience with “other life demands” and how these demands impact your ability to respond with empathy.
- How have you been able to manage these demands and respond empathically?



Building Blocks of Empathy and Detachment

- Affective Response
- Self-Other Awareness
- Perspective Taking
- Emotion Regulation



Healthy Detachment

- **Affective Response:** I encounter a peer I am providing services for. I am touched by the experiences and story of my peer, and I “feel” for and with her. I automatically and genuinely respond with feelings and emotions, perhaps tapping into or remembering my own experience and suffering.
- **Self-Other Awareness:** At the same time, I can call up my ability to realize that my peer is separate and different from me. Her suffering is not my suffering.



Healthy Detachment

- **Perspective Taking:** I can begin to understand that I am experiencing a reminder of my own experiences and remember that while that experience enables me to connect with her experience, they are different, placing my own experience “in perspective”.
- **Emotion Regulation:** I can develop skills that help me to separate my responses and, if necessary, come back to them in supervision or process them with friends, colleagues, or my own mental health supports. I can then “regulate” my emotions and remain present to my peer.



Have a Conversation with Someone

You will be randomly assigned to a Breakout Room with 2-3 other people. Tell a story of when each of you has been able to detach in a healthy way from someone whose story or experiences evoked an empathic response for you.



Debrief

- Affective Response – automatic, unconscious response
- Self-Other Awareness – I feel for the other but am apart from them
- Perspective Taking – while what's happening touches me and may remind me of my own experience – it's not my own experience
- Emotion Regulation – I can feel for the other person, but not “take on” their suffering.

The background is a solid purple color. At the top center, there is a large, bright green semi-circle. On the left and right sides, there are vertical strips of color, including purple, green, and pink, with some geometric shapes like triangles and squares. The word "Boundaries" is centered in the middle of the page in a white, bold, sans-serif font.

Boundaries

Learning Objectives

- Identify 7 types of boundaries and how to implement them
- Explain myths related to boundaries
- Identify resistance to internal and external boundaries



Types of Boundaries



Skin



Words



Truth



Physical Space



Geographical Distance



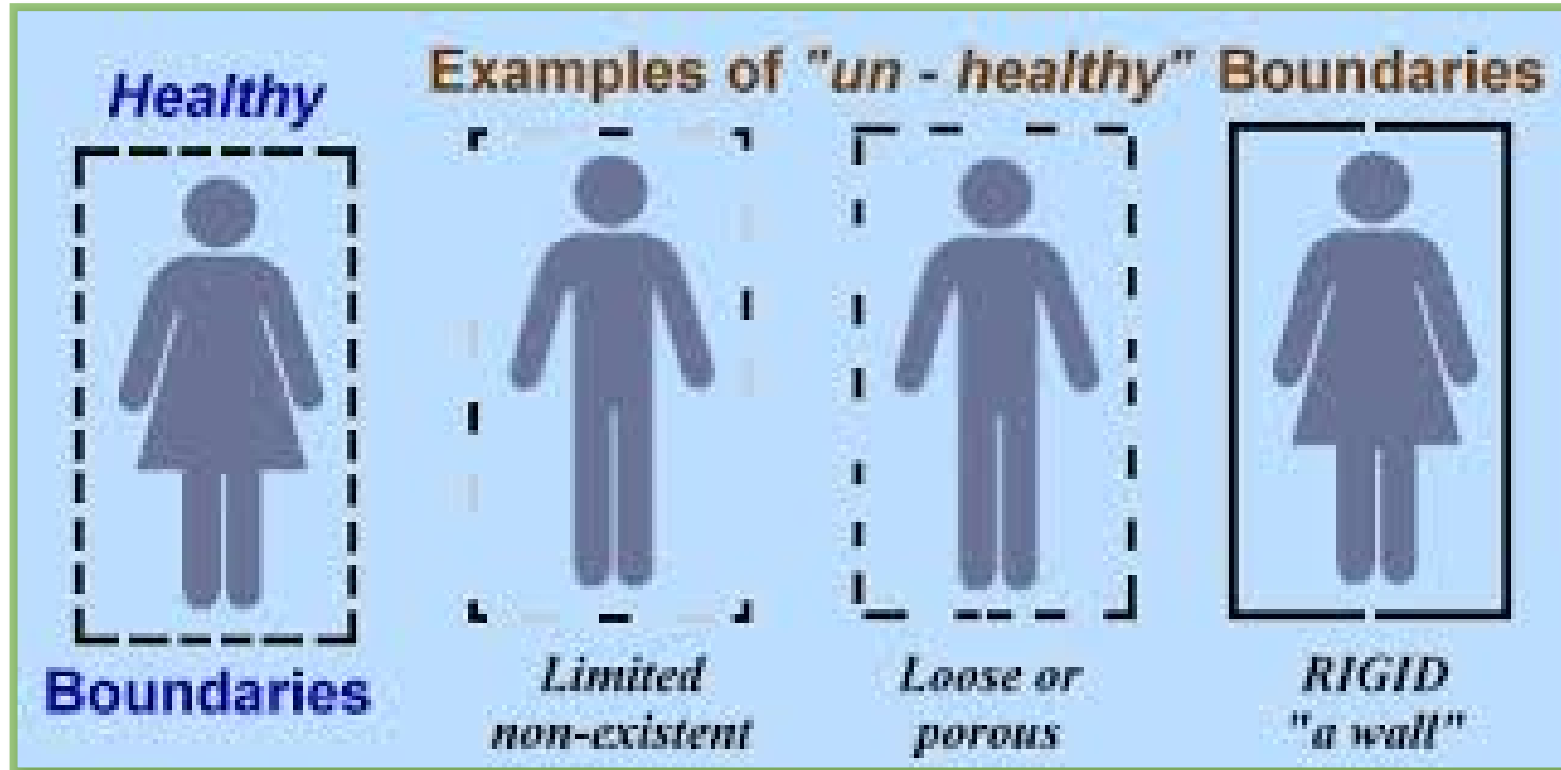
Emotional Distance



Other People



Psychological Boundaries



Boundary Myths

- Boundaries are selfish
- Boundaries are mean
- Boundaries are permanent
- Boundaries will hurt me
- I will hurt others by setting a boundary



External Resistance to Boundaries

- Fight
- Angry Reactions
- Guilt Messages
- Counter Moves
- Pain of Others
- Blamers
- Real Needs



External Resistance to Boundaries

- Fear of abandonment
- Loss of love from someone
- Fear of another's anger
- Fear of loneliness
- Guilt
- Need for approval
- Over identification with someone's loss



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Wellness Break



Navigating Compassion Fatigue Through Self-Care

Learning Objectives

- Recognize the 15 Steps to Self-Care and how to incorporate them into your life
- Implement a plan for self-care



Do / Don't

DO

- Find someone to talk to.
- Understand that the pain you feel is normal.
- Exercise and eat properly.
- Get enough sleep.
- Take some time off.
- Develop outside interests.
- Identify what's important to you

DON'T

- Blame others.
- Look for a new job, get a divorce or have an affair.
- Make a habit of complaining to your colleagues.
- Work harder and longer.
- Self-medicate.
- Neglect your own needs and interests.



Ask for help – A critical step

- “When helping professionals make the crucial first step of reaching out to ask for help, they are already well on their way to recovery.
- Many helping professionals who have successfully resolved their symptoms of Compassion Fatigue credit this reaching out as one of the most important personal and professional moves of their career.
- Not only do these professionals report a marked reduction in Compassion Fatigue symptoms, they also state that they feel more empowered, more energetic, and enlivened with a strong sense of self-worth.”

Closer Look

- Care = to pay close attention to, to keep from harm
- Self Care = pay close attention to your body, mind and spirit to make sure you are avoiding harm to yourself



15 Steps to Better Self-Care

There are many things we can do to better care for ourselves. We're going to look at 15 possibilities and we'll explore them in five broad areas:

- You might want to take a step to do something to better manage your workload.
- You might want to take a step something to Enhance and nourish your inner life - feed your spirit.
- You might want to take a step to achieve better balance between work and the rest of life.
- You might want to take a step to better “re-create” energy and interest in your life.



Manage my workload

- Take something off your plate and don't replace it with anything.
- Delegate at work and at home.
- Learn to say no (or yes).
- Balance your schedule: intersperse easy with hard.
- Seek more and regular supervision. Ask for what you need.



Enhance my Inner Life

- Increase your spiritual or mindfulness practice.
- Increase your self-observations and self-awareness.
- Find a quiet and undisturbed time for yourself every day.
- Assess your trauma inputs.
- Avoid falling into a victim mentality.



Enhance Balance

- Create transition rituals
- Cherish your family and friendships.
- Attend education and training outside of your work.



Increase my Recreational Activities

- Add more movement and nourishment to your life.
- Engage in short term goal-oriented hobbies or sports.



Developing a Plan for Self-Care

You will be randomly assigned to groups of three or four.

- In your smaller groups, review the suggestions on the Handout and discuss the benefits of each suggestion.
- As you work through the suggestions, identify the sources of Secondary Traumatic Stress – or just stress - in your own life.
- If what you will find helpful is not on the Worksheet, there are blank lines to add other Steps.
- Select no more than two suggestions to enhance your own self-care.
- Share your suggestions in your smaller group.
- As you complete the Plan, “Dig where the ground is soft.” Which of these opportunities to enhance your care of yourself will bring you energy and reduce your stress?



Debrief



Role Play Conversations

Prepare a Role Play

Choose from one of the following role plays:

- You are a co-worker having a supportive and respectful conversation with a co-worker about your concerns for their well-being and possible compassion fatigue.
- You are a supervisor having a supportive and respectful conversation with a direct report about your concerns that the individual is experiencing compassion fatigue
- You are someone concerned that you may be experiencing compassion fatigue and having a conversation with your supervisor or a co-worker.



What are the Vulnerabilities and Warning Signs?

- Review the Vulnerabilities in your workplace?
- What are the Risk Factors that may be impacting the individual?
- Select three Warning Signs to identify in your conversation



Outline the Conversation Flow

- Outline the conversation flow you would like to follow.
- Be prepared that the conversation may go in a different direction.



Have the Conversation

- One person will initiate the conversation and let their conversation partner know what role she/he is playing.
- Both will engage fully in the conversation.
- The third person will observe and note what's going well and what might go better,
- Play all three role-plays out and then discuss the conversations all at one time.



Debrief

Wrap-Up

- Name one thing you learned
- Name one thing you will do with your learning





**Thank you for your
participation**



Q & A

Upcoming Trainings!

Training Focus	Date(s)
Ethics, Values & Boundaries in Peer Recovery Support Work	February 4 th , 2021
The Impact of Compassion Fatigue in Peer Support Work	February 18 th , 2021

For training information: Cindy Christy, Sr. Program Manager, christyc@umkc.edu
For general information: Callan Howton, Director, howtonc@umkc.edu





Thank You

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