



Objectives

- Explore the relationship between recovery and resilience and the ways in which recovery can help us as we encounter secondary stressors and traumatic memories in providing peer based recovery support services (P-BRSS).
- Build understanding that Compassion Fatigue is real and it is a hazard for individuals providing P-BRSS,
- Look at the current environment which may bring social isolation, increased demand for P-BRSS, new ways of providing these services for many, and may require us to discover and prioritize new means of support to address secondary traumatic stress and avoid compassion fatigue.
- People who provide P-BRSS and those who support them do well to be aware of the need to seek assistance, support, and professional help when needed.

Today's Roadmap

- Who is with us?
- Resilience and Recovery
- What is Compassion Fatigue and how does it happen?
 - Why is this important to people providing Peer Recovery Support Services (PRSS)?
 - What's different about these days with Covid-19, Black Lives Matter, Political Polarization? Unemployment?
- What are some of the symptoms of Compassion Fatigue?
- What do we do to prevent it? To address it?



WHO IS WITH US?

Poll – Who is with us

I am

- A peer providing support to people in or seeking recovery
- A family member or close friend of a person in or seeking recovery
- A person who supervises peers who provide services to other people in or seeking recovery
- A person who is primarily involved in administration or administrative services
- A person providing clinical services to people in or seeking recovery
- Other



RESILIENCE & RECOVERY

Resilience is

The ability to recover from setbacks, adapt well to change, and keep going in the face of adversity. Learning to become more resilient can offer individuals the opportunity to improve their life, maximizing their potential and success.

Andrea Ovans, Harvard Business Review, January, 2015
<https://hbr.org/2015/01/what-resilience-means-and-why-it-matters>

Breakout – 5 minutes

How has recovery helped you to

- Develop the ability to recover from setbacks?
- Adapt to change?
- Keep going in the face of adversity?

Resilient People

“Resilient people possess three characteristics—

- a staunch acceptance of reality;
- a deep belief, often buttressed by strongly held values, that life is meaningful;
- and an uncanny ability to improvise.

You can bounce back from hardship with just one or two of these qualities, but you will only be truly resilient with all three. Resilient people face reality with staunchness, make meaning of hardship instead of crying out in despair, and improvise solutions from thin air.”

Diane Coutu, Harvard Business Review, May, 2002

<https://hbr.org/2002/05/how-resilience-works>

Resiliency Skills

- **Self-Regulation:** Ability to intentionally control and lessen energy while engaged in the activities of daily life.
- **Intentionality:** Ability to be deliberate rather than reactive with actions that match our intentions.
- **Perceptual Maturation:** Ability to shift our perceptions so that we understand when we are in real “danger” rather than “perceived” danger that is not actual but has been formed by our history and experiences.
- **Connection and Support:** Feeling supported, heard and cared for by colleagues.
- **Self-Care and Revitalization:** “Refueling” – if we are going to be burning – we need to be burning fuel and not burning ourselves.

Eric Gentry and Anna Baranowsky, 2013

<https://psychink.com/wp-content/uploads/2019/08/Compassion-Resiliency-A-New-Attitude-2019.pdf>

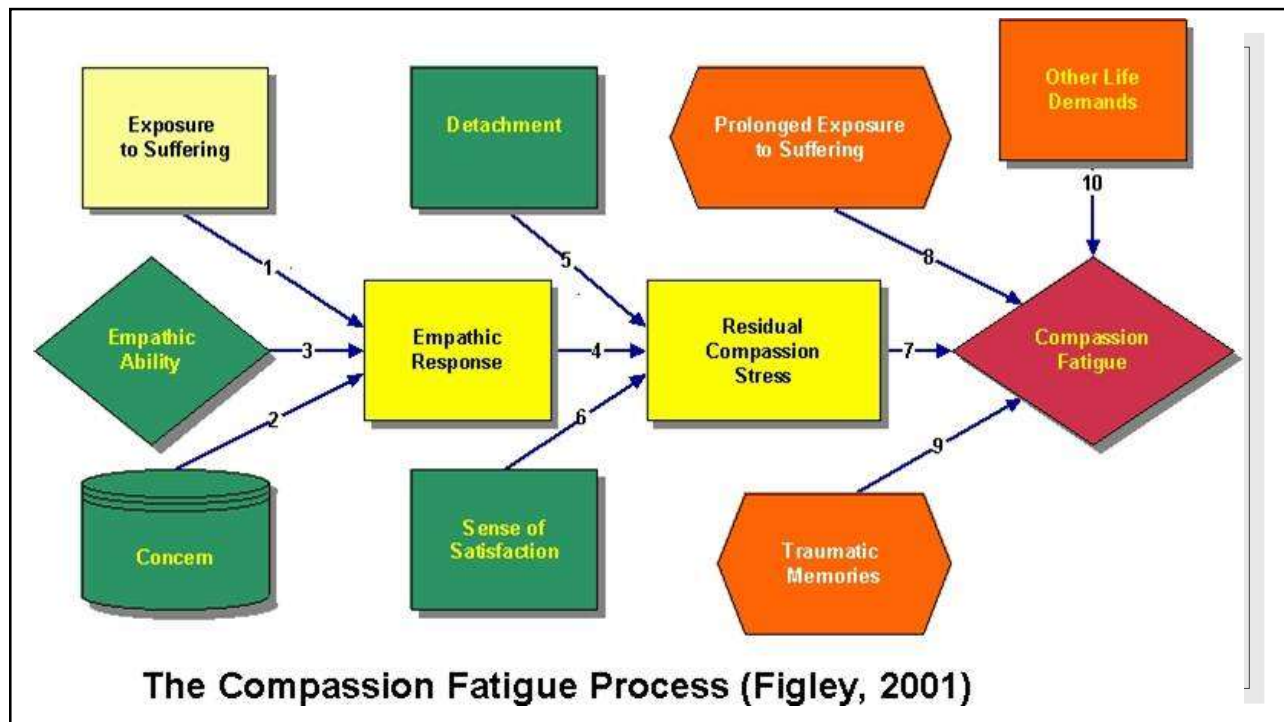


COMPASSION FATIGUE

What is it? How does it happen?
Why is this important in providing PRSS?

Definition

- Charles Figley, PhD: "Compassion fatigue is a...concept that refers to the emotional and physical exhaustion that can affect helping professionals and caregivers over time. It has been associated with
 - ...gradual desensitization to ...stories,
 - ...decrease in quality care,
 - ...increase in errors,
 - ...higher rates of depression and anxiety disorders among helpers,
 - ...rising rates of stress leave and degradation in workplace climate.
- "Helping professionals have also found that their empathy and ability to connect with their loved ones and friends is impacted by compassion fatigue. In turn, this can lead to increased rates of stress in the household, divorce, and social isolation. The most insidious aspect of compassion fatigue is that it attacks the very core of what brings helpers into this work: their empathy and compassion for others."



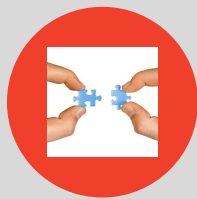
Secondary Traumatic Stress

- Individuals become traumatized not by directly experiencing a traumatic event, but by hearing about a traumatic event experienced by someone else.
- Indirect exposure to trauma may occur in the context of a familial, social, or professional relationship.
- The negative effects of secondary exposure to traumatic events are the same as those of primary exposure including intrusive imagery, avoidance of reminders and cues, hyperarousal, distressing emotions, and functional impairment.
- In the most severe instances, where symptoms result in significant distress or impairment in functioning, STS may warrant a diagnosis of Posttraumatic Stress Disorder (PTSD).

“Other Life Demands”

- Family
- Covid-19 (Quarantine Fatigue is REAL)
- Remote Working
- Financial Insecurity
- Racial Equity
- What else?

Why is this important for PRSS?



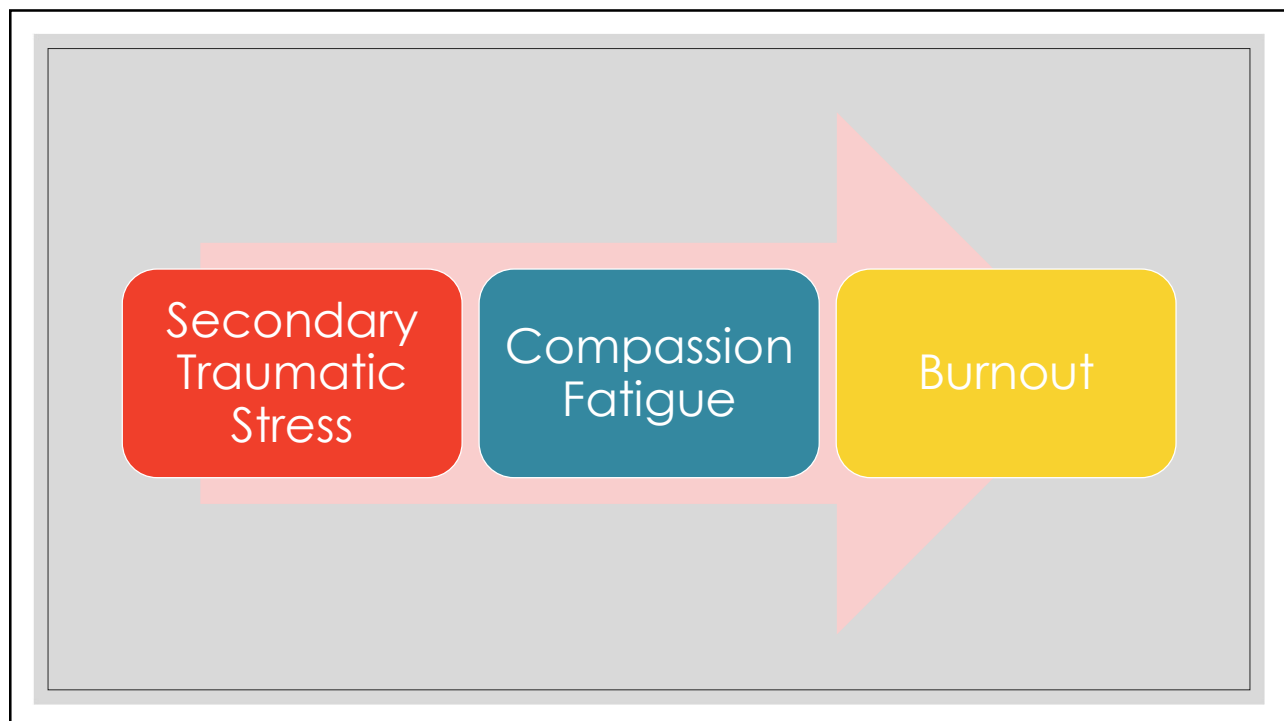
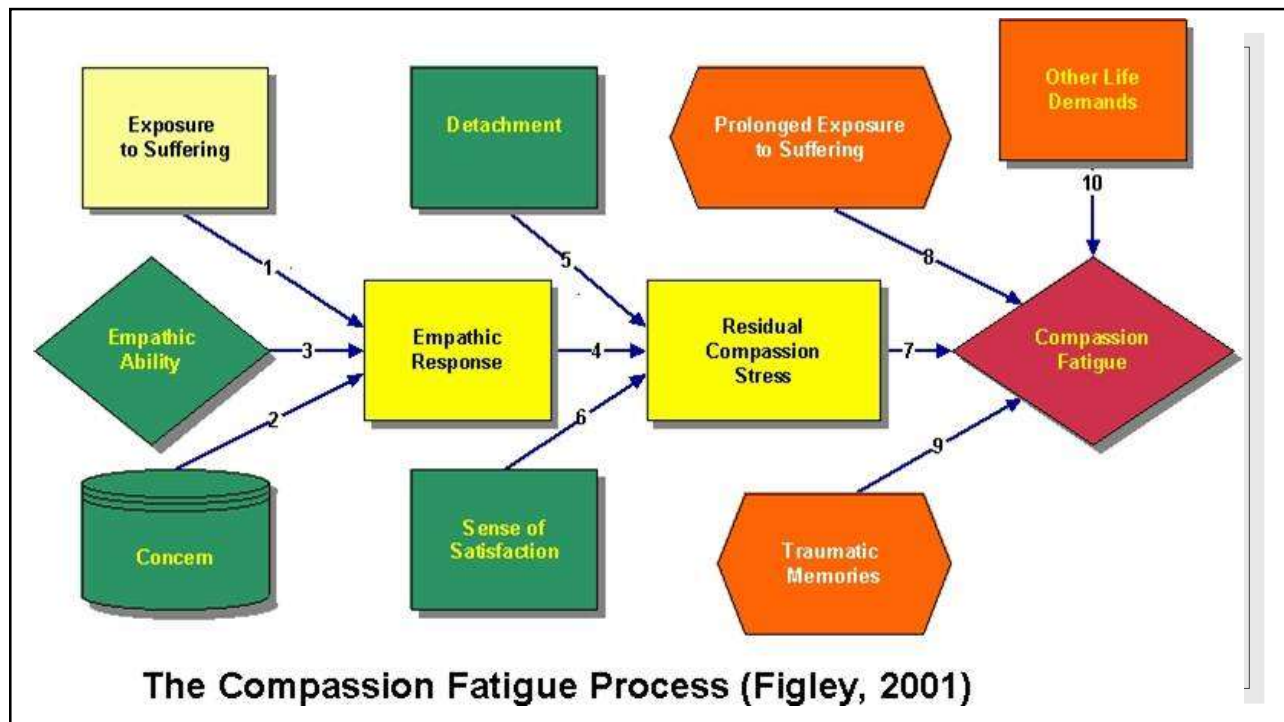
CONNECTION



DETACHMENT



TRAUMA





What About Burnout?

Chronic work-related stress

Lack of motivation

Energy depletion or exhaustion

Reduced efficacy

May result from unresolved STS and/or compassion fatigue

May not be reversible

World Health Organization

SYMPTOMS

- Emotional exhaustion, anxiety, fear, sadness, anger, guilt...
- Reduced sense of personal accomplishment or meaning in work, difficulty making decisions, reduced satisfaction at work...
- Reduced stamina, crying, angry outbursts...
- Avoidance of others, decreased interactions with others...
- Depersonalization
- Physical exhaustion

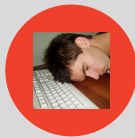
American Institute of Stress

<https://www.stress.org/military/for-practitionersleaders/compassion-fatigue>

SAMHSA: Tips for Healthcare Professionals Coping with Stress and Compassion Fatigue

<https://store.samhsa.gov/product/Tips-for-Health-Care-Practitioners-and-Responders-/SMA17-5036>

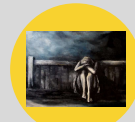
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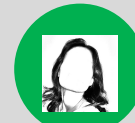
EXHAUSTION



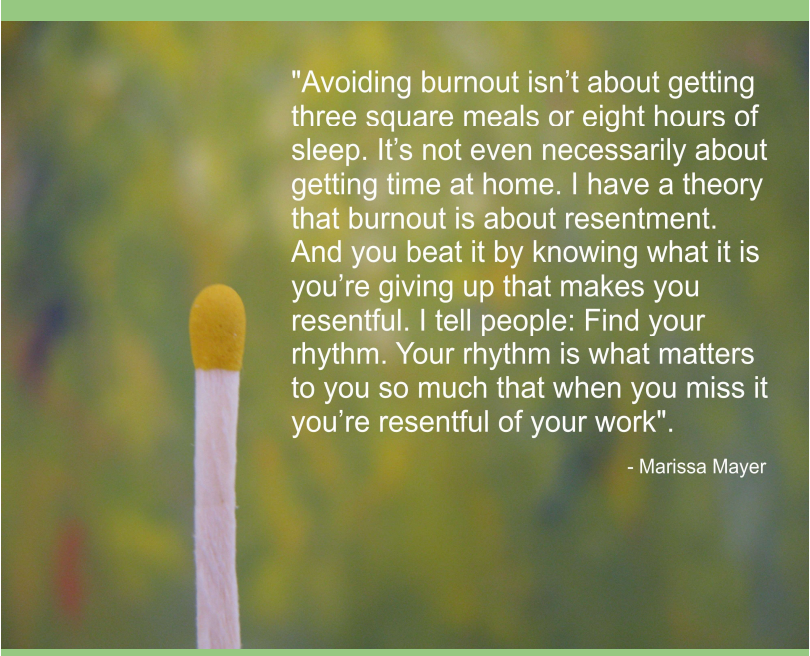
REDUCED
SATISFACTION



ISOLATION



DEPERSONALIZATION



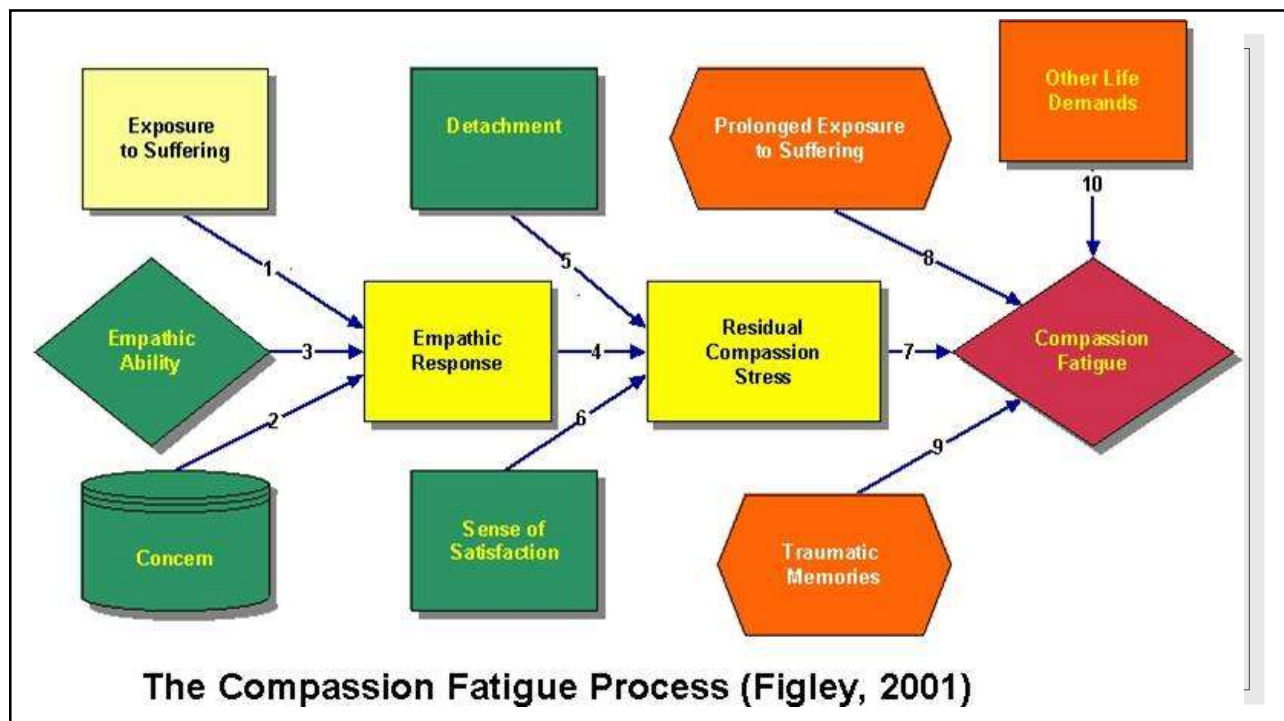
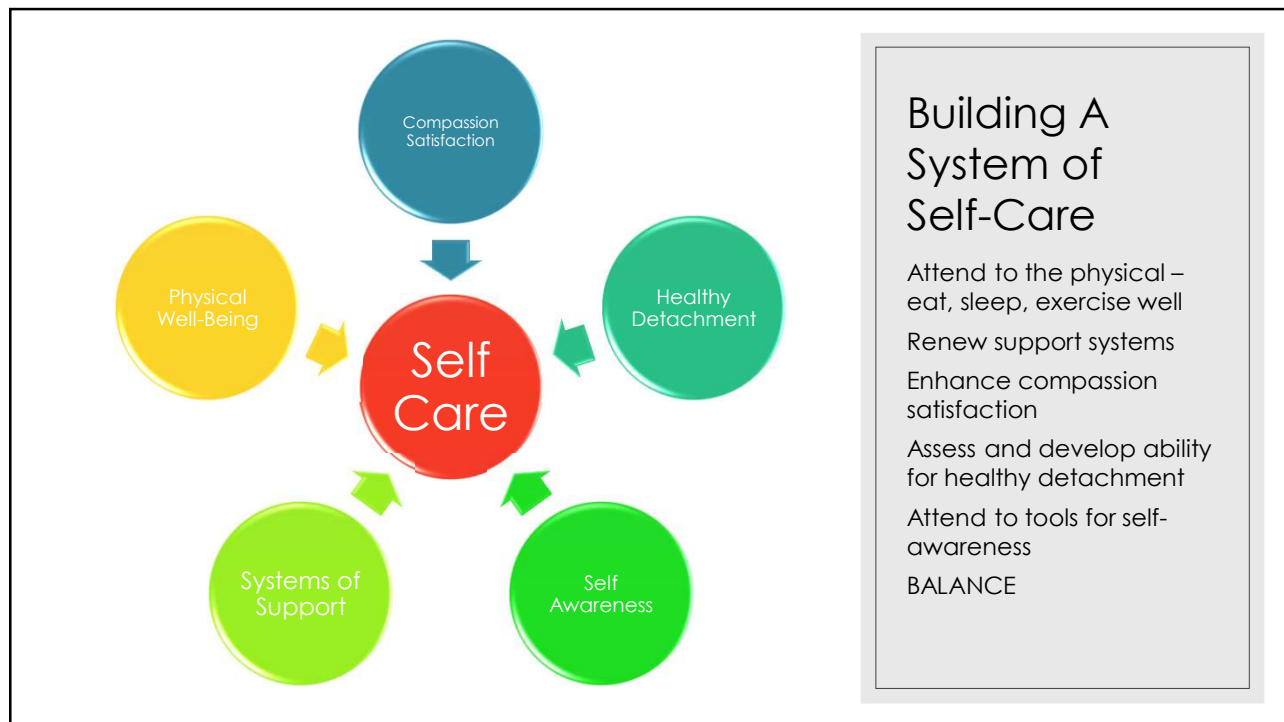
"Avoiding burnout isn't about getting three square meals or eight hours of sleep. It's not even necessarily about getting time at home. I have a theory that burnout is about resentment. And you beat it by knowing what it is you're giving up that makes you resentful. I tell people: Find your rhythm. Your rhythm is what matters to you so much that when you miss it you're resentful of your work".

- Marissa Mayer

What About Resentment?



WHAT DO WE DO ABOUT IT?



Breakout – 5 minutes

What's working for you, what, if anything, do you want to do more?

- Be physical: eat, sleep, exercise?
- Enhance systems of support: family friends, co-workers?
- Improve Mindfulness & Self-Awareness: meditation, yoga, breathing?
- Work on Healthy Detachment: supervision, process with peer, journal?
- Remember & build on compassion satisfaction: gratitude list, journaling?

Seek help if needed!

- Your employer and Employee Assistance Program
- Georgia Council on Substance Abuse CARES Warmline: 844-326-5400
- SAMHSA Disaster Distress Helpline Toll-free (English and español): 1-800-985-5990 TTY: 1-800-846-8517 SMS (English): text "TalkWithUs" to 66746 SMS (español): text "Hablanos" to 66746 Website: <https://www.samhsa.gov/find-help/disaster-distresshelpline> Website (español): <https://www.samhsa.gov/find-help/disasterdistress-helpline/espanol>
- National Suicide Prevention Lifeline Toll-free (English): 1-800-273-TALK (1-800-273-8255) Toll-free (español): 1-888-628-9454 TTY: 1-800-799-4TTY (1-800-799-4889) Website (English): <https://suicidepreventionlifeline.org> Website (español): <https://suicidepreventionlifeline.org/helpyourself/en-espanol> Treatment

Summary

- In the process of recovering, we have the opportunity to develop resilience which can help us as we encounter secondary stressors and traumatic memories in providing peer based recovery support services (P-BRSS).
- Compassion Fatigue is real and it is a hazard for individuals providing P-BRSS, who have vulnerabilities for this condition: traumatic memories, encountering repeated stories of trauma, and empathy and compassion as essential elements of their work.
- The current environment which may bring social isolation, increased demand for P-BRSS, new ways of providing these services for many, and may require us to discover and prioritize new means of support.
- People who provide P-BRSS and those who support them do well to be aware of the need to seek professional assistance when needed.

RESOURCES

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| What Resilience Means and Why it Matters | Andrea Ovans | Harvard Business Review, January 2015 https://hbr.org/2015/01/what-resilience-means-and-why-it-matters |
| How Resilience Works | Diane Coutu | Harvard Business Review, May 2002 https://hbr.org/2002/05/how-resilience-works |
| Recovery and Resilience Connection | Constance Scharff, Ph.D. | Psychology Today https://www.psychologytoday.com/us/blog/ending-addiction-good/201501/recovery-and-resilience-connection |
| Compassion Fatigue Resiliency – A New Attitude | Eric Gentry and Ana Baranowsky | https://psychink.com/wp-content/uploads/2019/08/Compassion-Resiliency-A-New-Attitude-2019.pdf |
| The Compassion Fatigue Awareness Project | Founder: Patricia Smith | www.compassionfatigue.org |
| Basics of Compassion Fatigue | Dr. Charles Figley, Figley Institute | www.figleyinstitute.com |
| Compassion Unlimited | J. Eric Gentry, Ph.D. | www.compassionunlimited.com |
| Quarantine Fatigue is Real | Julia Marcus, Epidemiologist & Professor at Harvard Medical School | The Atlantic, May 2020 https://www.theatlantic.com/ideas/archive/2020/05/quarantine-fatigue-real-and-shaming-people-wont-help/611482/ |

| RESOURCES | | |
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| Running on Empty: Compassion Fatigue in Health Professionals | Francoise Mathieu, M.Ed, CCC | https://www.tendacademy.ca/wp-content/uploads/2018/11/Solutions-article-revised-2018-1.pdf |
| Professional Quality of Life Measure | | https://proqol.org/ProQol_Test.html |
| The Role of Empathy in Burnout, Compassion Satisfaction, and Secondary Traumatic Stress among Social Workers | Alex Wagaman, Jennifer Geiger, Clara Schockley, Elizabeth Siegle | Social Work, July 2015 https://academic.oup.com/sw/article-abstract/60/3/201/2280639 |
| Tips for Disaster Responders Tips for Healthcare Professionals | SAMHSA Publication | https://www.samhsa.gov/dtac/disaster-responders https://store.samhsa.gov/product/Tips-for-Healthcare-Professionals-Coping-with-Stress-and-Compassion-Fatigue/PEP20-01-01-016 |
| The Cost of Caring: 10 Ways to Prevent Compassion Fatigue | Good Therapy Staff | https://www.goodtherapy.org/blog/the-cost-of-caring-10-ways-to-prevent-compassion-fatigue-0209167 |
| Compassion Fatigue | Romayne Gallagher, MD CCFP FCFP | https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3596203/ |