SELF CARE: PERSONAL & ORGANIZATIONAL IMPERATIVES

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“Self-Care: Personal & Organizational Imperatives”

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Agenda

✓ Discuss: Compassion Satisfaction, Compassion Fatigue, Secondary Traumatic Stress, Burnout
✓ Apply: Self assessment (ProQOL5), Self-care plan, Support Group, Organizational Self-Care
Deep Breathing

Life is in the breath

APPS:
PTSD Coach
Tactical Breather
Breathe2Relax
T2MoodTracker
Sound Sleep
Breath of Life

Breathe

Breath Prayer______________________________
Self-Care
Self-care is “very” important
Why?

VA PTSD 101
http://www ptsd va gov/professional/ptsd101/ptsd-101 asp

NCTSN
Professional Self-Care: Social Work

Self-care is critical to the survival and growth of the social work profession – for the health of every social worker
NASW Code: 4.05 Impairment

a. Personal problems can disrupt your judgment and ability, and can damage the very people you trying to help
b. Social workers (helpers) should get counseling, adjust workloads, or end counseling with others to protect them
Compassion Satisfaction

• Positives of helping
  – Pleasure and satisfaction from helping others
  – Feeling good giving counseling and care
  – Encouraged by the organization
  – Enjoying work with others
  – Having positive beliefs about yourself
  – Feeling spiritual fulfillment ("work is a calling")
Compassion Fatigue

• Negative results from helping
  – Being overwhelmed giving counseling and care
  – Discouraged by the organization
  – Poor work relations with others
  – Negative beliefs about yourself (dreams, values)
  – Unfulfilled in your work
Secondary Traumatic Stress

– Working with people who have trauma
– Absorbing the trauma of others
– Personal exposure to trauma
– Retreating, avoidance, anxiety
Burnout

- Feeling hopeless and helpless
- Feeling worn out
- Burnout takes time
- Similar to Secondary Traumatic Stress but takes longer
Model for Burnout

Primary Trauma

Secondary Trauma (CF)

Stress of Life

Burnout
Burnout

Emotional exhaustion, depersonalization, and reduced personal accomplishment that can occur among those who do “people-work” of some kind.
Exhaustion

Physical, emotional and mental exhaustion caused by long term involvement in emotionally demanding situations
Disillusionment

Fatigue or frustration caused by devotion to a cause, way of life, or relationship that failed to produce the *expected reward*
Symptoms

- Fatigue
- Frequent illness
- Sleep problems
- Disillusionment with work
• Cynicism toward organization or clients
• Helplessness/hopelessnessness
• Powerless to change events
• Anger toward the organization or “clientele”
• Depression and isolation
• Staying away from co-workers
• Being absent
• Being harsh with other workers
• Reduced commitment to work
• Consumption of chemicals
Burnout: A Gradual Process

- Unaware it is happening
- Work harder – accomplishing less
- Exhausted, disillusioned, and isolated
• Results to the organization:
  – Low morale
  – Absenteeism
  – High turnover
Loss of Meaning

“Moral Injury”

- Working with atrocities of abuse and maltreatment that transgress deeply held moral beliefs and personal values
- Moral expectations are rooted in religious or spiritual beliefs, cultural values, organizational and/or group-based rules about fairness, the value of life, etc.

http://www.ptsd.va.gov/professional/pages/moral_injury_at_war.asp
Secondary Traumatic Stress

A risk to the helper when showing empathy for an adult or child who has experienced trauma
Natural Consequence

A natural consequence and by-product of caring for, listening to, and helping those with trauma

-even-

Learning about, hearing stories of persons with trauma
Three Categories of Symptoms

“Is it helper PTSD?”

1. Intrusive thoughts, images, sensations
2. Avoidance of people, places, things and experiences which elicit memories of the traumatic experience
3. Negative arousal in terms of hyper-vigilance, sleep disturbances, irritability and anxiety
**Emotional Indicators**
- Anger
- Sadness
- Prolonged grief
- Anxiety
- Depression

**Physical Indicators**
- Headaches
- Stomach aches
- Lethargy
- Sleep problems

**Personal Indicators**
- Self-isolation
- Cynicism
- Mood swings
- Irritability with spouse/family

**Work Indicators**
- Avoids certain clients
- Missed appointments
- Tardiness
- Lack of motivation
Vicarious Trauma

Experiencing within oneself the trauma experienced by another person
A Key risk: Working with Traumatized Children

- Empathy
- Experiencing children with trauma
- Not enough time to recover
- Unresolved personal trauma
- Poor support from the organization
Spiritual Compassion - Fatigue

• Having pity
• Having love and mercy
• Being torn of heart
• Having deep feelings

• Losing heart
• Becoming faint and weary
Stress

Stress develops when you perceive that **demands** exceed your personal and social **resources**.
Demands of:
- Family
- Work
- Sickness/health problems
- Friends
- Self-expectations
- Day-to-day conflicts
- Transportation
- Financial problems
- Environment (noise, crime)

Resources of:
- Good health
- Positive self-thoughts
- Social support
- Positive past experiences
- Coping skills
- Stress management skills
- Healthy diet & exercise
- Spiritual discipline
- Balanced life
- Positive work relationships
It rains—sometimes pours

We carry this invisible barrel

Stress felt in neck, shoulders, and back

Expand hole in the barrel to lighten the load
Your Resources
## Caring for Yourself
### Personal Level

<table>
<thead>
<tr>
<th>Self Assessment</th>
<th>Healthy Activities</th>
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</thead>
<tbody>
<tr>
<td>1. Examine personal traumatic experiences</td>
<td>1. Sleep</td>
</tr>
<tr>
<td>✓ Assess triggers</td>
<td>2. Exercise</td>
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<tr>
<td>2. Manage stress outside of work</td>
<td>3. Diet</td>
</tr>
<tr>
<td>✓ See “Healthy Activities”</td>
<td>4. Writing/journaling</td>
</tr>
<tr>
<td>3. Feedback</td>
<td>5. Spiritual disciplines</td>
</tr>
<tr>
<td>✓ Family, friends co-workers</td>
<td>6. Hobbies</td>
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<td></td>
<td>7. In-the-moment</td>
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<tr>
<td></td>
<td>8. Deep breathing and imagery</td>
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</tbody>
</table>
1. At Work
   - Daily beginnings – endings
   - Fatigue check
2. Professional
   - Support from others
   - Consulting
   - Hopefulness
3. System
   - Organization self-care plan
   - Support groups
   - Social activities
   - Safety plan
Daily Practice

DEEP BREATHING

IMAGERY

EXERCISE

LIVING IN THE MOMENT
Assignment

- Take & Score ProQOL
- Create a Self-care plan
- Discuss Organizational Self-Care plan
What is your organization doing for worker stress?

Embrace Corporate Care!

http://www.sanctuaryweb.com/sanctuary-model.php
Assessment Instruments & Resources
Idaho State University

ProQOL5 instrument from Idaho State University:
http://www.isu.edu/~bhstamm/
Headington Institute

Authentic Happiness Website

http://www.authentichappiness.sas.upenn.edu/Default.aspx
David Baldwin’s Trauma Information Pages
http://www.trauma-pages.com/disaster.php

Figley Institute
http://www.figleyinstitute.com/indexMain.html

Compassion Fatigue Awareness Project
http://www.compassionfatigue.org/
http://www.cmhc.utexas.edu/stress.html
Resources for PTSD and the military

http://www ptsd va gov/index asp

Gift from Within

http://www giftfromwithin org/

Sidran Institute

http://sidran org/index cfm

International Society of Traumatic Stress Studies

http://www istss org/Home htm
National Child Traumatic Stress Network

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