

Achieving and Maintaining Balance and Wellness: Strategies for Direct Service Providers

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Caring for our Children, Caring for Ourselves

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Professional Boundaries

- Parameters which describe the limits of the relationship in which one person entrusts h/her welfare to another and pays them for the service.

Professional Boundary Crossings

- Brief excursion across established boundaries (within a specific context) for a therapeutic purpose.

Boundary Violations

- Trespasses across boundaries which cause harm. These can occur when there is confusion of the professional's needs and the client's needs.

Boundary Violations

(Gabbard, 1996)

- Dual Relationships
- Gifts & Services
- Time & Duration of appointments
- Language
- Self-Disclosure (Schoener, 1998)
 - Disclosing current personal needs or problems.
 - Disclosure as common rather than rare.
 - Disclosure not clearly related to client's problems/experiences.
 - Disclosure not only frequent but using up more than a few minutes.

Boundary Violations From Clients

- Demands
 - Fix it
 - Time
 - Relationship
 - Other Resources

What is Compassion Fatigue?

- Compassion Fatigue symptoms are normal displays of chronic stress resulting from the care giving work we choose to do.
- Leading traumatologist Eric Gentry suggests that people who are attracted to care giving often enter the field already compassion fatigued.
- Simply put, these are people who were taught at an early age to care for the needs of others before caring for their own needs. Authentic, ongoing self-care practices are absent from their lives.

Compassion Fatigue

If you sense that you are suffering from compassion fatigue, chances are excellent that you are. Your path to wellness begins with one small step: **AWARENESS**

Compassion Fatigue

Healing begins by employing such simple practices as regular exercise, healthy eating habits, enjoyable social activities, journaling, and restful sleep.

You don't have to make a choice. It is possible to practice healthy, ongoing self-care while successfully continuing to care for others.

Recognizing Compassion Fatigue

Compassion Fatigue symptoms are normal displays of stress resulting from the care giving work you perform on a regular basis.

Normal symptoms present in an individual include:

- Excessive blaming
- Bottled up emotions
- Isolation from others
- Receives unusual amount of complaints from others
- Voices excessive complaints about administrative functions
- Substance abuse used to mask feelings
- Compulsive behaviors such as overspending, overeating, gambling, and sexual addictions
- Poor self-care (i.e., hygiene, appearance)

Recognizing Compassion Fatigue (Symptoms Continued)

- Legal problems, indebtedness
- Reoccurrence of nightmares and flashbacks to traumatic event
- Chronic physical ailments such as gastrointestinal problems and recurrent colds
- Apathy, sad, no longer finds activities pleasurable
- Difficulty concentrating
- Mentally and physically tired
- Preoccupied
- In denial about problems

The Path to Wellness

Once you realize that you are a candidate for Compassion Fatigue, or are already suffering its effects, exploring this new awareness can lead to insights concerning past traumas, pain, and defeating behaviors.

With support, insightful information, and authentic self-care, you can begin to understand the complexity of the emotions you've been juggling and, most likely, suppressing. Most people never take the time to understand how their jobs affect them emotionally. Give yourself credit for moving forward and affecting change.

The Path to Wellness

Authentic & Sustainable Self-Care Begins With You!

- Be kind to yourself
- Enhance your awareness with education
- Accept where you are on your path at all times
- Understand that those close to you may not be there when you need them most
- Exchange information and feelings with people who can validate you
- Listen to others who are suffering
- Clarify your personal boundaries. What works for you and what doesn't?
- Express your needs verbally
- Take positive action to change your environment

Your Continuing Journey....

Healing the Symptoms of Compassion Fatigue

In order to move forward on your path to wellness you must continually commit to authentic self-care that includes the following:

- Health-building activities such as exercise, massage, yoga, & meditation
- Eating healthy food
- Drinking plenty of water
- Practicing the art of self-management. Just say NO
- Developing a healthy support system: people who contribute to your self-esteem, people who listen well, people who care
- Organizing your life so you become proactive as opposed to reactive
- Reserving your energy for worthy causes. Choose your battles
- Living a balanced life

Secondary Traumatic Stress (STS)

A form of Posttraumatic Stress that is a result of indirect exposure to trauma that arises from a relationship with a traumatized client.

- Is a typical human response
- Comes from our perceptions of the client's traumatic experience
- Can worsen and become debilitating if ignored or unattended
- Sometimes referred to as Vicarious Traumatization or Compassion Fatigue

Burnout

- Irritability and general distrust of other's intentions
- No new ideas in the past six months
- Lack of energy – physical or emotional
- Feelings of isolation and lack of personal support
- Overwhelming urge to leave the work
- Attempts to feel good about oneself by focusing on how much one does rather than the quality of work completed

Burnout verses STS

Burnout

- Is characterized by emotional exhaustion, develops gradually, worsens as time passes, is associated with high stress and low personal reward, is situational and common in some work environments.

STS

- Emerges suddenly, either soon or long after trauma, is characterized by unpleasant memories of an intrusive nature, is characterized by feelings of helplessness, confusion, and social isolation, is based in the helper-client relationship.

Counter-Transference

Caseworker/Home Visitor/Family Service Provider

Trauma can be contagious. Therefore, the direct service provider may:

- Experience the same sort of terror, helplessness, and rage as the client (all typical human responses)
- Begin to feel distrustful and cynical
- Doubt h/her ability to assist with helping to solve the client's problem
- Set up h/her own psychological defenses to counter feelings (i.e. numbing) or have feelings of grandiosity or omnipotence
- The cruel twist: The more empathetic the worker is, the more h/she is subject to STS.

Self-Assessment: Personal Coping Skills

Physical – sleep, nutrition, exercise

Social – support, getting help, activism

Emotional – Life balance, spirituality, relaxation,
humor, contact with nature, self-expression

One's personal history of trauma and healing –
Life Book/Diary

Coping Behaviors

Positive

- ❖ Actively seeking supervision and support
- ❖ Supporting colleagues with their own coping issues
- ❖ Staying physically and mentally fit
- ❖ Maintaining a strong social support system

Negative

- ❖ Failing to practice positive coping skills
- ❖ Escaping through substance abuse, reckless thrill seeking, or risky sexual encounters

Negative Thinking Patterns

- Filtering
- Polarized
- Overgeneralization
- Mind Reading
- Catastrophizing
- Personalization
- Control Fallacies
- Fallacy of Fairness
- Emotional Reasoning
- Fallacy of Change
- Global Labeling
- Blaming
- Shoulds
- Being Right
- Heaven's Reward Fallacy

Responsibility of Self-Care

“Self-care is an ethical imperative. We have an obligation to our clients-as well as to ourselves, our colleagues, and our loved ones-not to be damaged by the work we do.”

-Saakvitne and Pearlman (1996)

Source: Josephine G. Pryce, David H. Pryce, and Kimberly K. Shackelford (2007) Preparation for UPP Students

Symptoms of Secondary Trauma

- Anger
- Anxiety
- Depression
- Low self-esteem
- Emotional exhaustion
- Difficulty concentrating
- Difficulty remembering things
- Fatigue
- Headaches or body aches
- Changes in sleep habits
- Changes in eating habits
- Increase in addictive behaviors
- Withdrawing from others

“It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself”

-Ralph Waldo Emerson

Secondary Trauma

Generally speaking, persons at risk for developing secondary trauma are those who have the responsibility of providing care to a person who has had some type of crisis.

Secondary Trauma

There are several reasons why professionals working with maltreated or traumatized children are at increased risk of developing secondary trauma:

- ✓ **EMPATHY**
- ✓ **INSUFFICIENT RECOVERY TIME**
- ✓ **UNRESOLVED PERSONAL TRAUMA**
- ✓ **CHILDREN AS THE MOST VULNERABLE MEMBERS OF OUR SOCIETY**

Preventing Burnout

Signs, Symptoms, Causes, and Coping Strategies

What is Burnout?

A state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress.

On the Road to Burnout

You may be on the road to burnout if:

- ✓ Every day is a bad day
- ✓ Caring about your work or home life seems like a total waste of energy
- ✓ You're exhausted all the time
- ✓ The majority of your day is spent on tasks you find either mind-numbingly dull or overwhelming
- ✓ You feel nothing you do makes a difference or is appreciated

The negative effects of burnout spill over into every area of life – including your home and social life. Burnout can also cause long-term changes to your body that make you vulnerable to illnesses like colds and flu. Because of its many consequences, it's important to deal with burnout right away.

Dealing With Burnout

The “Three R” Approach

- **Recognize** – Watch for the warning signs of burnout
- **Reverse** – Undo the damage by managing stress and seeking support
- **Resilience** – Build your resilience to stress by taking care of your physical and emotional health

Stress verses Burnout

The difference Between Stress and Burnout

Stress

- Characterized by over engagement
- Emotions are over-reactive
- Produces urgency and hyperactivity
- Loss of energy
- Leads to anxiety disorders
- Primary damage is physical
- May kill you prematurely

Stress verses Burnout

Burnout

- Characterized by disengagement
- Emotions are blunted
- Produces helplessness and hopelessness
- Loss of motivation, ideals, and hope
- Leads to detachment and depression
- Primary damage is emotional
- May make life seem not worth living

Causes of Burnout

Work-related causes of burnout:

- Feeling like you have little or no control over your work
- Lack of recognition or rewards for good work
- Unclear or overly demanding job expectations
- Doing work that's monotonous or unchallenging
- Working in a chaotic or high-pressure environment

Causes of Burnout

Lifestyle causes of Burnout:

- Working too much, without enough time for relaxing and socializing
- Being expected to be too many things to too many people
- Taking on too many responsibilities, without enough help from others
- Not getting enough sleep
- Lack of close, supportive relationships

Causes of Burnout

Personality Traits can Contribute to Burnout:

- Perfectionistic tendencies; nothing is ever good enough
- Pessimistic view of yourself and the world
- The need to be in control; reluctance to delegate to others
- High-achieving, Type A personality

Warning Signs and Symptoms of Burnout

Physical signs and symptoms of burnout:

- ✓ Feeling tired and drained most of the time
- ✓ Lowered immunity, feeling sick a lot
- ✓ Frequent headaches, back pain, muscle aches
- ✓ Change in appetite or sleep habits

Warning Signs and Symptoms of Burnout

Emotional signs and symptoms of burnout:

- ✓ Sense of failure and self-doubt
- ✓ Feeling helpless, trapped, and defeated
- ✓ Detachment, feeling alone in the world
- ✓ Loss of motivation
- ✓ Increasingly cynical and negative outlook
- ✓ Decreased satisfaction and sense of accomplishment

Warning Signs and Symptoms of Burnout

Behavioral signs and symptoms of burnout:

- ✓ Withdrawing from responsibilities
- ✓ Isolating yourself from others
- ✓ Procrastinating, taking longer to get things done
- ✓ Using food, drugs, or alcohol to cope
- ✓ Taking out your frustrations on others
- ✓ Skipping work or coming in late and leaving early

Preventing Burnout

Burnout Prevention Tips:

- Start the day with a relaxing ritual
- Adopt healthy eating, exercising, and sleeping habits
- Set boundaries
- Take a daily break from technology
- Nourish your creative side
- Learn how to manage stress

Recovering From Burnout

Burnout recovery strategy #1: Slow Down

Burnout recovery strategy #2: Get Support

Burnout recovery strategy #3: Reevaluate Your
Goals and Priorities

Recovering from Burnout: Acknowledge your Losses

Burnout brings with it many losses, which can often go unrecognized.

Unrecognized losses trap a lot of your energy. It takes a tremendous amount of emotional control to keep yourself from feeling the pain of these losses. When you recognize these losses and allow yourself to grieve them, you release that trapped energy and open yourself to healing:

- Loss of the idealism or dream with which you entered your career
- Loss of the role or identity that originally came with your job
- Loss of physical and emotional energy
- Loss of friends, fun, and a sense of community
- Loss of esteem, self-worth, and sense of control and mastery
- Loss of joy, meaning and purpose that make work – and life- worthwhile

Improving Emotional Health

Strategies and Tips for Good Mental Health

Improve mental and emotional health by taking care of yourself.

Tips and strategies for taking care of yourself:

- Appeal to your senses
- Engage in meaningful, creative work
- Get a pet
- Make leisure time a priority
- Make time for contemplation and appreciation

Supportive Relationships: The Foundation of Emotional Health

No matter how much time you devote to improving your mental and emotional health, you will still need the company of others to feel and be your best. Humans are social creatures with emotional needs for relationships and positive connections to others. We're not meant to survive, let alone thrive, in isolation. Our social brains crave companionship – even when experience has made us shy and distrustful of others.

Supportive Relationships

Tips and strategies for connecting to others:

- Get out from behind your TV or computer screen
- Spend time daily, face-to-face, with people you like
- Volunteer
- Be a joiner

Relaxation Techniques for Stress Relief

Relaxation Exercises to Reduce Stress, Anxiety, Depression

Relaxation techniques such as deep breathing, visualization, progressive muscle relaxation, meditation, and yoga can help you activate this relaxation response. When practiced regularly, these activities lead to a reduction in your everyday stress levels and a boost in your feelings of joy and serenity. What's more they also serve a protective quality by teaching you how to stay calm and collected in the face of life's curveballs.

Starting a Relaxation Practice

Getting the Most Out of Your Relaxation Practice:

- Set aside time in your daily schedule
- Don't practice when you're sleepy
- Choose a technique that appeals to you

Deep Breathing for Stress Relief

- Sit comfortably with your back straight
- Breathe in through your nose
- Exhale through your mouth
- Continue to breathe in through your nose and out through your mouth

Progressive Muscle Relaxation for Stress Relief

- Get comfortable, loosen clothing, remove shoes
- Relax and focus on your breathing
- Begin progressive muscle relaxation sequence:
 - Right foot
 - Left foot
 - Right calf
 - Left calf
 - Right thigh
 - Left thigh
 - Hips and buttocks
 - Stomach
 - Chest
 - Back

Guided Imagery for Stress Relief

- Visualization, or *guided imagery*, is a variation on traditional meditation that can help relieve stress. When used as a relaxation technique, guided imagery involves imagining a scene in which you feel at a peace, free to let go of all tension and anxiety. Choose whatever setting is most calming to you. Incorporate as many sensory details as possible (sight, sound, scent, touch, taste)

Yoga and Tai Chi for Stress Relief

- Yoga is an excellent stress relief technique. The physical and mental benefits of yoga provide a natural counterbalance to stress, and strengthen the relaxation response.
- Tai chi, with its self-paced, non-competitive series of slow, flowing body movements emphasize concentration, relaxation, and the conscious circulation of vital energy throughout the body. Tai Chi is primarily practiced as a way of calming the mind, conditioning the body, and reducing stress.

Massage Therapy for Stress Relief

- Self-Massage Techniques
- Swedish Massage
- Shiatsu Massage

Stress Management

- The simple realization that you're in control of your life is the foundation of stress management.
- Managing stress is all about taking charge.
- The ultimate goal is a balanced life with time for work, relationships, relaxation, and fun – plus the resilience to hold up under pressure and meet challenges head on.

Identify the Sources of Stress in Your Life

To identify your true sources of stress, look closely at your habits, attitude, and excuses:

- Do you explain away stress as temporary
- Do you define stress as an integral part of your work or home life or as a part of your personality
- Do you blame your stress on other people or outside events, or view it as entirely normal and unexceptional?

Until you accept responsibility for the role you play in creating or maintaining it, your stress level will remain outside your control.

Coping With Stress

Unhealthy Ways of Coping With Stress

These coping strategies may temporarily reduce stress, but they cause more damage in the long run:

- Smoking, drinking
- Over or under eating
- Zoning out for hours in front of the TV or computer
- Withdrawing from friends, family, and activities
- Using pills/drugs to relax
- Sleeping too much
- Procrastinating
- Filling up every minute of the day to avoid facing problems
- Taking out your stress on others (lashing out, angry outbursts, physical violence)

Learning Healthier Ways to Manage Stress

Dealing with Stressful Situations: The Four A's

Change the Situation:

- Avoid the stressor
- Alter the stressor

Change Your Reaction:

- Adapt to the stressor
- Accept the stressor

Stress Management Strategies

Stress Management Strategy #1:

Avoid Unnecessary Stress

- Learn how to say “No”
- Avoid people who stress you out
- Take control of your environment
- Avoid hot-button topics
- Pare down your to-do lists

Stress Management Strategies

Stress Management Strategy #2:

Alter the Situation

- Express your feelings instead of bottling them up
- Be willing to compromise
- Be more assertive
- Manage your time better

Stress Management Strategies

Stress Management Strategy #3:

Adapt to the Stressor

- *Reframe problems*
- *Look at the big picture*
- *Adjust your standards*
- *Focus on the positive*

Stress Management Strategies

Stress Management Strategy #4:

Accept the Things You Can't Change

- Don't try to control the uncontrollable
- Look for the upside
- Share your feelings
- Learn to forgive

Stress Management Strategies

Stress Management Strategy #5: ***Make Time For Fun and Relaxation***

Healthy Ways to Relax and Recharge:

- Go for a walk
- Spend time in nature
- Call a good friend
- Exercise
- Write in your journal
- Take a long bath
- Light scented candles
- Play with a pet
- Work in your garden
- Get a massage
- Curl up with a good book
- Listen to music
- Watch a comedy

Stress Management Strategies

Stress Management Strategy #6:

Adopt a Healthy Lifestyle

You can increase your resistance to stress by strengthening your physical health:

- Exercise regularly*
- Eat a healthy diet*
- Reduce caffeine and sugar*
- Avoid alcohol, cigarettes, and drugs*
- Get enough sleep*

Laughter *IS* the Best Medicine

The Health Benefits of Humor and Laughter;

- Laughter is more infectious than the common cold.
- Laughter triggers healthy physical changes in the body. It strengthens our immune systems, boosts our energy, diminishes pain, and protects us from the damaging effects of stress.

Laughter *IS* the Best Medicine

“Your sense of humor is one of the most powerful tools you have to make certain that your daily mood and emotional state support good health”

-Paul E. McGhee, Ph.D.

The Benefits of Laughter

Physical Health Benefits:

- Boosts immunity
- Lowers stress hormones
- Decreases pain
- Relaxes your muscles
- Prevents Heart Disease

The Benefits of Laughter

Mental Health Benefits:

- Adds joy and zest to life
- Eases and anxiety and fear
- Relieves stress
- Improves mood
- Enhances resilience

The Benefits of Laughter

Social Benefits:

- Strengthens relationships
- Attracts others to us
- Enhances teamwork
- Helps to defuse conflict
- Promotes group bonding

The Benefits of Laughter

- Laughter and humor help you stay emotionally healthy
- Laughter makes you feel good.
- Humor helps you keep a positive, optimistic outlook through difficult situations, disappointments, and loss.
- More than just a respite from sadness and pain, laughter gives you the courage and strength to find new sources of meaning and hope. Even in the most difficult of times, a laugh – or even simply a smile- can go a long way toward making you feel better.
- Laughter really is contagious. Just hearing laughter primes your brain and readies you to smile and join in on the fun.

Laughter – The Best Medicine!

A sense of humor is part of the art of leadership, of getting along with people, of getting things done.

-Dwight D. Eisenhower

Home Schooling

The kids start the day with Mom supervising breakfast.



Home Schooling

Then off to school they go. Everyone has an assigned seat in the classroom.



Home Schooling

After resting up, they're ready for some fun.



Home Schooling

Before you know it, everyone is tired out.



Home Schooling

Health Class



Home Schooling

Computers



Home Schooling

Sewing Lessons



Home Schooling

Physical Education



Home Schooling

Discipline



Home Schooling

Art



Home Schooling

Swimming Lessons



Home Schooling

LUNCH!!

