

Coping Toolbox

	Coping	Restoration	Joy//Creation/Passion/ Excitement/Commitment
Daytime			
Nighttime			
<u>Session</u> Before			
During			
After			
<u>WorkDay</u> Before			
During			
After			

Coping Toolbox

	Coping	Restoration	Joy/Passion/ Excitement/Commitment
Clients			
Peers			
Supervisees			
Supervisors			
Agency			
Internal Collaterals			
External Collaterals			
Family			
Social			

Quick Coherence Protocol

While doing the Buddha Breathing:

1. Breathe in and out through the nose if possible.
(Pursed lips if nasal congestion: gentle enough to NOT blow out candle. Breath out through straw as well)
2. Gentle, not forced breathes
(Do not empty the lungs)
3. Belly breathing, not chest breathing.
4. Breathe in for 4 counts/seconds
5. Breathe out for 6 counts/seconds

After establishing Buddha Breathing, begin:

1. Place hand over heart and notice the heart as you breath in and out
2. For a couple of breaths, feel the breath come in through the heart and leave through the heart;
3. Then, with each breath in, imagine breathing in a positive feeling through the heart, letting it fill your body;
4. As you breath out, feeling that positive feeling leaving your body through your heart and filling the air around you.
5. Repeat for 5 to 10 minutes. 3 times daily

Triple Warmer (Calms) and Triple Thump (Awakens)

Trace the triple-warmer

- a. start at eyebrow,
- b. trace to ear
- c. down the head/neck to shoulder
- d. across the shoulder to the arm
- e. down the back of the arm
- f. Ending at the nail on the ring finger
- g. REPEAT 3 times
- h. REPEAT a-g on the other side

Triple Thump Exercise (4-5 spots):

Start with positive thoughts during breathing

1. Thump on the collar bone for 30 seconds
2. Thump on the center of the chest for 30 seconds
3. Thump under arm on sore spot (or under nipple) for 30 seconds.
4. Thump under eye for 30 seconds.

Important: while tapping,

- a. SMILE with mouth and smooth forehead
- b. Think thoughts of gratitude OR just repeat "Thank You"

Additional Interventions:

1. Rub the chest sore spot or under arm sore spot as frequently as possible through out the day.

Under each eye, on the cheek bone, rub in a circular motion (top of circle is towards the nose) for draining sinus.

Giggle Away Fear / Anxiety

1. Think about something funny—really funny (no need to be politically correct or polite)
2. Begin laughing
3. Laugh out loud and laugh constantly
4. Then (while continuing to laugh) think of the situation which makes you anxious
5. Keep laughing until you feel a change in the event or how it feels.

Stop Light Meditation

Perform in Car at end of the day and at each stop light

1. Buddha Breathing
2. Each breath in, imagine a zipper on head and unzip all the way to your toes
3. Imagine you unzipped a dirty suit covering your real body, stuck with all the messy issues of the day
4. Breathing out, pull the suit off and focus on feeling the cool air on your fresh clean skin
5. Repeat with each breath until time is up.

FOUR FINGER TECHNIQUE (NLP ANCHORING)

1. When calm, practice installing desired emotions to call upon later:
 - First Finger:
 - Create image and feeling of time you felt "self-confidence" (1st person);
 - Let feeling spread through the body and build until it is at it's peak;
 - Press thumb and first finger & release
 - Second Finger: repeat with the emotion "serenity" or "calm and content"
 - Third Finger: repeat with "strong"
 - Fourth Finger: repeat w/ "compassion"
2. In times of stress, take a deep breath and then gently but firmly press each finger with the Thumb until the positive feeling returns.

RESOURCE INSTALLATION (EMT/EMDR)

Install a Safe Place:

1. Identify a place where you feel safe, protected, and can be at peace (do not pick a place where you have been victimized, past or present)
2. Begin with breath-grounding work (breath up through the ground, back down to ground)
3. Fold your arms over your chest (butterfly hug) or rest them on your thighs
4. Close your eyes (optional if you do not feel safe with them closed)
5. Build your imagery:
 - a. See your safe place in your mind
 - b. Hear the sounds of your safe place
 - c. Feel (body sensation) the feelings of your safe place
 - d. Add any taste or smell of your safe place
6. As these build, let your feelings (emotions) of safety, protection and peace fill you. Allow the feelings to spread throughout your body and gradually increase the intensity of them.
7. When the feelings reach their strongest level, begin alternate tapping with your hands while holding on to the positive feelings. After approximately 10-15 taps you can stop.
8. If the positive feelings continue to grow while you are tapping, then feel free to continue to tap. Preferably do not tap more than 1 minute.
9. Open your eyes, take some breaths to clear your mind.
10. Repeat the exercise with the same safe place 2-3 more times at this sitting.

Install a Protector:

1. Identify someone who you see as a protector, who can watch over you in times of danger, or be your sentry/guard during your down time, relaxation time, or sleep (Do not pick a past abuser, or someone real whom you had/have a relationship with—this is an internal protector)
2. Repeat steps 2-9 from "Install a Safe Place"

Install a Wise Self / Council of Elders:

1. Select one or several people to give wise advice to your inner self. These should be people who can see beyond the surface turmoil and assist you in choosing the best for your future (regardless of the emotions of current choices).

These should be people who do not criticize or demand or manipulate, but who simply offer advice when asked.

2. For each member of the council, repeat steps 2-9 from "Install a Safe Place"

Derailing Obsessive Worry

Practice the 3 step process for addressing worry:

- a. Ask: Is this a realistic worry?
- b. If yes, make a plan
- c. If no, trigger relaxation response and let go of it.

Shifting Emotional Reactivity

1. Hold the troubling thought or feeling in mind
2. DEEP BREATH
3. Then say:
Hello, Welcome, thank you for letting me know. Have a seat I'll take care of it now."
4. DEEP BREATH
5. Smile

A Sleep Protocol

1. Roll onto back,
2. Complete the Triple Warmer exercise 3 times;
3. Use butterfly hug—cross arms across chest;
4. Begin tapping your hands, alternating them, about 1 tap from each hand per second
5. While tapping, do your Buddha breathing.
6. When you breathe in, say "relax"
When you breathe out, say "let go"

Continue tapping, breathing, and saying for 5 minutes.

WAVE for Difficult Emotions (Steven Cope)

- 1. Breathe.** In the first part of this meditation practice, let yourself simply be aware of the breath. A full, deep, diaphragmatic breath is an easy way to trigger the relaxation response in the body, setting off a biochemical reaction that reduces stress. Cope states that full, diaphragmatic breathing stimulates longer, slower alpha waves in the brain, which are associated with relaxation.
- 2. Relax.** Once you have moved into diaphragmatic breathing, the next step is to scan the body for any leftover muscular tension. While practicing the full breath, become aware of stubborn areas of tension. Bring your full attention to this part of the body, and breathe into it, or “through it.”
- 3. Feel.** Explore what emotions are left in the body, and consciously move toward these emotions, even if they are troublesome. Additionally, try to suspend judgment around the emotion, and becoming fully absorbed with the emotion at the level of sensations. Ask yourself, “where is the feeling in your body, where is it most intense, does it have a physical shape, or size?”
- 4. Watch.** Move into “Witness Consciousness,” or what Freud might have called the super-ego. The “Witness Consciousness” can help us suspend judgment of emotions. Instead of asking why is it that I feel sad? You might ask yourself how is it to feel sad. Cope describes the witness as more of a coach than a judge. It is that part of us that remains in a “zone of neutrality” and remains unidentified with the problem. Remind yourself that all of your emotions are valid and that there is room for all of them.
- 5. Allow.** Surrender to the wave of sensation, let go and let the emotion happen, thereby giving the emotion the opportunity to dissolve, and melt away, or even resolve itself. By relinquishing control of the emotion, and realizing that we are not our emotions, but that emotions are transient, like clouds passing by in a blue sky.

Reconnecting without Causing Trouble

1. Pick up pack of cheap, small, “Thinking of You” cards and roll of stamps
2. Label each envelope with name and address of someone from your life you do not have regular contact with
3. Pull out calendar. Put the envelopes in order and then write a date on each in the spot where the stamp goes.
4. Have one envelope for specific days of the week.
5. On that day, pull out the envelop, werite 1-2 sentences in the card to the person on the envelope and mail it.

Guidelines: only comments of gratitude or upbeat observations about the world or life. No discussion of the past if this implies the current situation could be better (even if the comment about the past is positive—no backhand compliments allowed.) If there is nothing positive to say about the relationship, comment about the weather and something upbeat you observed.

Reconnecting with Your Purpose and Choice: **Dealing with Helpless and Trapped Feelings**

1. Write/Update your resume
2. Write your own letter of reference from the ideal supervisor
3. Write your professional mission statement.
4. Embrace change
5. Savor
6. Celebrate
7. Start a new hobby
8. MOVE: Kinetic activity

Retraining Numbness / Anhedonia

1. Gratitude Journal 1 time daily for 5 minutes
2. Smile practice with mirror: 1 minute 2 times daily
 - a. Zone 1: forehead
 - b. Zone 2: eyes and band around eyes
 - c. Zone 3: mouth and band from under nose to chin
 - d. Zone 4: Center of chest
3. Giggle practice with giggle pill, 1-3 times daily

Releasing Tension-Yawning

Goal: 10 Yawns in 1 minute

Grounding /Releasing

Feet on ground (shoes off)

Cross position

Reach to sky while lowering heels and toes

Grounding /Zip Up

Refreshing / Hook Up

Refreshing / Tennis Ball and Water

Awareness Enhancement

This exercise is adapted from Les Fehmi by Thom Hartmann, as printed in his book, “Healing ADD”

Important to stick to “noticing” or “observing” and avoid judgment, commenting or analyzing!

1. **SEE:** Sit in a comfortable position, and notice what you’re seeing in front of you. Notice its color, size, clarity, brightness, texture: all the visual details.
2. **Hear:** Now, while still looking at what’s in front of you, let the sounds in the room—or even the lack of sounds—become the most interesting thing in your world. The sight is still there, but notice the sounds.
3. **Feel:** After 10 seconds or so of that, allow your attention to shift to how you feel: the sensations of your body. The feeling of your clothes on your skin, the breath moving through your windpipes, your butt against the seat. Go through your body from head to toe and notice all the different feelings there.
4. **Smell and Taste:** Now notice the smells in the room, and any tastes you may have in your mouth. Notice how different parts of your tongue sense different tastes.
5. **Time:** Notice your sensation of the passage of time. It’s as if you’re standing in the river of time and it’s flowing past you. Feel the feeling of NOW. The past is always out there, the future is always out there, but you are always *here*, completely in the *now*. This *now* is the only time that you’ve ever experienced, the only time there is. The past is gone, and the future doesn’t yet exist. It never will, in fact: when its time comes, it’ll be the *now*. Notice your presence in the room *now*.
6. **Space:** Inside your skull are two sensory organs whose job is to detect gravity, and help you orient yourself relative to it. This, literally, is an often-overlooked sixth sense, and is sometimes referred to as the vestibular system. Notice your orientation to the rest of the room, and the empty spaces between you and the things around you. Like fish who don’t notice the water they swim in, we usually don’t notice the empty spaces all around us. Notice them now.
7. **Thinking:** Thinking is a mechanical activity of the mammalian brain. It usually runs on autopilot, chattering away like a drunken monkey. Notice how your mind generates thinking. It’s that thinking that pulls you away from experiencing *now* more often. Interesting, eh? Put your thinking into a head-sized ball and visualize it in front of you. Look at it, listen to it, feel it. Now, put it back in your head.
8. **Self-ness:** There is within you (most people visualize it in their heart) a place where your sense of who you *really* are is located. All your opinions, fears, dreams, ambitions, likes, dislikes, guilts, hopes...all the stuff that makes up *you*. Move that out from your body for a few moments and notice it, love it, feel compassion for it. Then return it within you.
9. **Repeat (or at least the first 4 steps)**

Shifting Daily Work Life (Team or Individual)

1. Begin the day with a huddle or review; set goals and helping plans for the day
2. Set positive personal or interpersonal goal for each planned contact
3. Prayer before each session / Centering
 - a. “Thank you for reminding me I am enough the way I am”
 - b. “Thank you for the gift this client brings me. Let me learn from him with humility.”
4. TAKE LUNCH and BREAKS, but use only for recharging!
5. ALWAYS De-stress before eating food at work
6. Start meetings with sharing a positive from each department (or a way each was helped by another)
7. Provide reflective supervision for each other
8. End of day ritual/plan for next day/transition to home
9. Home builds on balance/challenge/movement
10. Build regular mini-celebrations and rewards
11. Practice random acts of kindness and connection
12. “Be the umbrella, be the plow”

Avoiding SLIME and Contagion: Preparation and DeBriefing

1. Before Session/Exposure—Pre Client Prep
 - a. Raise Shields (Donna Eden)
 - b. Prep the container “Will you hurt me?”
 - c. Pre-Flight Checklist (Gaffney)
 - d. Prayer/Grounding/Centering
 - e. Giggle Technique

2. During Session / Exposure
 - a. Boundary/Empathy Checks during session
 - b. Watch for Over-identification vs Silencing
 - c. Guided Sharing/Arousal Regulation
 - d. Teach Safe Place/Safe Container
 - e. WAVE emotional
 - f. “This is not me”
 - g. Shift Observer State
 - h. Confront Boredom and Disconnect in session (yours):
 - i. Ask and Listen
 - ii. Focus on 1 Action or skill per session
 - iii. Solution focus interviewing / Strength Interviewing “find the gift”
 - iv. Elicite Change Statements
 - v. Practice silent mantra in session: “I am enough” (Henri Nouwen)
 - i. Confront overwhelm (yours) in session: Centering Breath/3 Breaths
 - j. Back up and cover the “Answers before Helping”:
 - i. “Are you going to hurt me?”
 - ii. Do you know who I am?
 - iii. Do you care about me?”
 - iv. “Can I be helped?”
 - v. Can you help me?”

3. After Session:
 - a. Release physical tension (Yawning/Stretching/Tennis Ball)
 - b. WAVE emotional/RAIN Meditation (Brach)
 - c. Stoplight Meditation (Gaffney)
 - d. NLP Rapid Phobia Protocol
 - e. Releasing and Discharging (TRE; Compassion Meditation, QC Breathing)

4. Low Impact Disclosure Rules: When Sharing with Other Professionals
(Modified from Françoise Mathieu)
 - a. Determine the Setting
 - b. Increase Self Awareness
 - c. Fair Warning
 - d. Consent
 - e. Low Impact Disclosure: regulate the flow from the tap
 - f. Close the tap and wash hands
 - g. Reconnect

5. Reflective Supervision

Three Breaths (Thomas Crum)

1. **The Centering Breath**
Breathe in the present moment with balance and energy
2. **The Possibility Breath**
Breathe in the “me I want to be” with power and purpose
3. **The Discovery Breath**
Breathe in the Mystery, let go of judgment

1. Brainstorm Life Areas

Start by brainstorming the 6 to 8 dimensions of your life that are important for you, such as:

- **The roles you play in life**, for example: husband/wife, father/mother, manager, colleague, team member, sports player, community leader, or friend.
- **Areas of life that are important to you**, for example: artistic expression, positive attitude, career, education, family, friends, financial freedom, physical challenge, pleasure, or public service.
- **Your own combination of these (or different) things**, reflecting the things that are your priorities in life.
- **Or, just use these basic categories: Physical environment; Career; Money; Health; Friends; Significant other/Romantic/Intimate contacts; Personal Growth; Fun and Recreation; Spiritual; Making a contribution**

2. Write These Down on the Wheel- One on each spoke of the wheel

3. Assess Each Area

The next step is to assess the amount of attention you're currently devoting to each area.

Consider each dimension in turn, and on a scale of 0 (low) – to 10 (high), mark each score on the appropriate spoke of your Life Wheel.

4. Think About Your Ideal with each Area

Next it's time to consider your ideal level in each area of your life. A balanced life does not mean getting 5 in each life area: some areas need more attention and focus than others at any time. And inevitably you will need to make choices and compromises, as your time and energy are not in unlimited supply!

So the question is, what would the ideal level of attention be for you in each life area?

Plot the "ideal" scores around your life wheel too.

5. Plot your Satisfaction with each Level

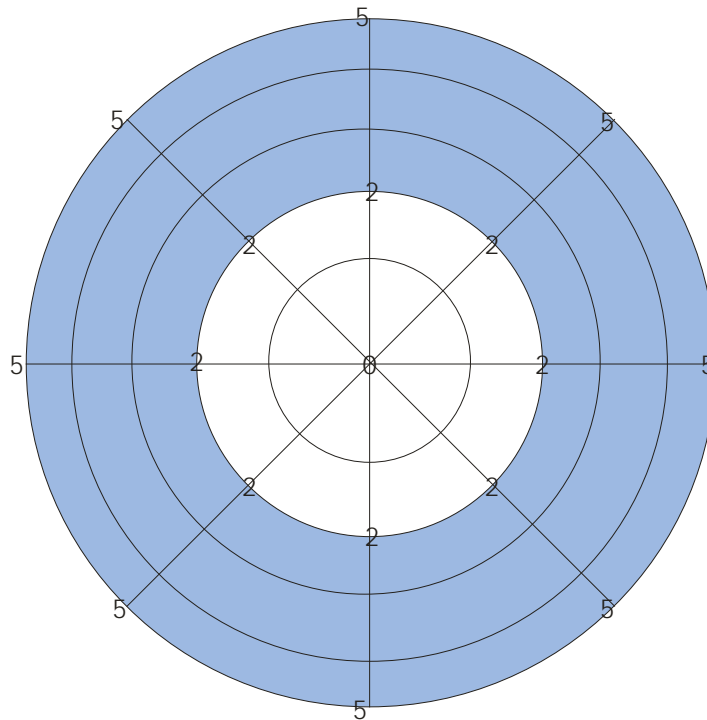
6. Take Action

Now you have a visual representation of your current life balance and your ideal life balance. What are the gaps or areas of too much focus? These are the areas of your life that need attention.

Once you have identified the areas that need attention, it's time to plan the actions needed to work on regaining balance. Starting with the neglected areas, what things do you need to start doing to regain balance? In the areas that currently sap your energy and time, what can you stop doing or reprioritize or delegate to someone else? Make a commitment to these actions by writing them on your worksheet.

Wheel of Life Worksheet

- For instructions on the Wheel of Life, visit www.mindtools.com/rs/LifeWheel.
- For personal career or life strategy, visit www.mindtools.com/rs/LifePlanWorkbook.



Things I will START doing to regain balance in my life	Things I will STOP doing, reprioritize or delegate

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mindful hub

well-being, right now.

Every day coping helps care-givers handle every day stress. Healing helps care-givers stay strong over the long haul.

Coping versus Restoration

Use our coping and restoring plan sheet to create your own plan

Every day coping

buffers stress

band-aids

Keeps situations from escalating

surviving situation

reduces tension

expresses emotions

escape from overwhelm

temporary measures

alleviates symptoms

can be light and fun

quick immediate

Examples of coping

laugh with co-worker

take a break

pray/lean on spiritual beliefs

vacation

listen to music

enjoy art

write in a journal

spend time in nature

Restoration

breaks the cycle

solves problem

creates wholeness

resolving situation

acceptance and serenity

understand, let go, move on

resolve

long lasting improvements

root causes

can be intense

takes more time

Examples of restoration

share feelings with a co-worker

take a break and come to terms with a situation

with intent to change

reflection, re-centering, professional development

intentionally meditate to music

express feelings through art/creating

reflect on what you have written

be aware of the magic of nature

QUICK-GUIDE SUGGESTIONS PREVENTION/INTERVENTION WITH THE NEGATIVE EFFECTS OF CAREGIVING

B. Hudnall Stamm, Ph.D.

Individual Level

1. Self Assessment

- a. History of traumatic events
 - i) If you have a history, welcome to the 50% who do ☺
 - ii) What are your triggers?
 - iii) Can you reduce their potency by therapy or other positive means?
- b. Stressor load outside of work environment
 - i) Do you do things that refresh you?
 - ii) What tasks do you have to do that use your energy?
 - (1) Is there a way to share the load with friends or family?
 - (2) What can you “not do” e.g. should you alter your expectations of what is “necessary”

2. Health behaviors

- a. Sleep—most people are sleep deprived which makes you more physically and psychologically vulnerable
- b. Exercise: even 20 minutes 3 times a week makes a difference.
 - i) Consider exercising with people who help “refresh” you, multi-tasking!
- c. Diet
 - i) Do you eat at regular intervals, skip meals?
 - ii) Do you eat enough fresh foods?
 - iii) How about your caffeine, nicotine intake?
- d. Interpersonal Relationships
 - i) Do you have unfinished business with others that uses energy?
 - ii) Can you tell your friends and colleagues about how your work affects you (not your client’s details) and ask for their support?
 - iii) Can you tell your friends and family not to expect you to solve their problems since you are “so good at it”?

3. Other Assessment

- a. What would your friends and family tell you about your work?
- b. Can you use them to help monitor your exposure, let you know when you start to seem stressed?
- c. What do you learn from your supervision?
 - i) Is your supervision “safe,” or do you monitor what you tell your supervisor? If it is not safe, can you change supervisors? Should you add an “outside of work” supervisor?

Work-Group Level

1. Caseload

- a. Can you vary your caseload?
- b. If you cannot see a variety of different patients/clients, can you:
 - i) Intersperse patients/clients with administrative tasks
 - ii) Distribute the level of distress of cases, mix people who are doing well and nearer completion of their therapy, or more stable cases for case management with those who are more volatile and struggling.
- c. Try to end the day (if at all possible) with a positive activity so that you don’t head home with fresh feelings of distress that you have not had time to dissipate in the work-setting where they belong. Otherwise, it is all too easy to imagine that they belong in your home/personal sphere.

2. Collegial and Professional-Peer Support

- a. Can you count on your colleagues to help
 - i) Listen if you are struggling
 - ii) Tell you when you are struggling more than a conversation by the coffee-pot can contain; when you need to seek supervision or professional support to deal with your feelings about work?
- b. If you cannot count on your work-colleagues
 - i) Find a collegial group you can trust
 - (1) This may be in person, for example, a professional “lunch” group that meets for support
 - (2) Alternatively, it can utilize technology, e.g. telehealth, and be virtual community
 - ii) Set basic ground rules for confidentiality
 - (1) Client confidentiality—you don’t have to tell their story; you really need to deal with how working with them made you feel! This is about you, not them.
 - (2) Provider (e.g. your) confidentiality—what you share should be considered confidential unless the group agrees to share particular information. It is a necessary part of feeling safe to share.

3. Professional Hope

- a. Burnout eats your ability to envision a better life.
- b. Professionals who have hope are far better at offering it to others!

The Eight Laws Governing Healthy Caregiving

- #1 Sustain Your Compassion
- #2 Retain Healthy Skepticism
- #3 Learn to Let Go
- #4 Remain Optimistic
- #5 Be the Solution
- #6 Embrace Discernment
- #7 Practice Sustainable Self Care
- #8 Acknowledge Your Successes

The Eight Laws Governing Self Care

- #1 By validating ourselves, we promote acceptance.
- #2 By validating others, we elevate ourselves.
- #3 By meeting our own mental, physical and emotional needs, we give care from a place of abundance, not scarcity.
- #4 By practicing self-goodwill, we manifest it throughout our lives.
- #5 By honoring past traumas and hurts, we allow ourselves freedom from the pain that controls us.
- #6 By “doing the work,” we reclaim the personal power that is rightfully ours.
- #7 By naming and taking ownership of the core issues that limit our growth, we create authenticity.
- #8 By managing our self-care, we welcome happiness into our lives.

The Eight Laws Governing Healthy Change

- #1 Take frequent breaks from what you are doing.
- #2 Learn the word “no.” Use it whenever necessary.
- #3 Share the load with others.
- #4 There is humor in every situation. Find it and laugh.
- #5 Recognize when you need help. Ask for it.
- #6 Give yourself credit when credit is due.
- #7 Give others credit when credit is due.
- #8 Breathe deeply as often as possible.

The Eight Laws Governing A Healthy Workplace

- #1 Employer provides a respite for staff following any traumatic event.
- #2 Employer provides continuing education for staff.
- #3 Employer provides acceptable benefits to aid staff in practicing beneficial self care.
- #4 Employer provides management and staff with tools to accomplish their tasks.
- #5 Employers direct management to monitor workloads.
- #6 Employers provide positive, team-building activities to promote strong social relationships between colleagues.
- #7 Employers encourage “open door” policies to promote good communication between workers.
- #8 Employers have grief processes in place when traumatic events occur onsite.



The Ten Laws Governing Authentic, Sustainable Self Care

1. By validating ourselves, we promote acceptance.
2. By validating others, we elevate ourselves.
3. By meeting our own mental, physical and spiritual needs, we provide care from a place of abundance not scarcity.
4. By practicing self-goodwill, we manifest it throughout our lives.
5. By honoring past traumas and hurts, we allow ourselves freedom from the pain that controls us.
6. By naming and taking ownership of the core issues that limit our growth, we create authenticity.
7. By “doing the work,” we reclaim the personal power this is rightfully ours.
8. By defining our personal boundaries, we teach others how to respect us.
9. By creating a Personal Mission Statement, we define ourselves.
10. By managing our self care, we welcome happiness into our lives.



The Ten Laws Governing Healthy Caregiving

1. Sustain Your Compassion
2. Practice Authentic, Sustainable Self Care Daily
3. Build a Support System
4. Create a Work/Life Balance
5. Apply Empathic Discernment
6. Recognize the Humor
7. Learn to Let Go
8. Acknowledge Your Successes
9. Remain Optimistic
10. Elevate Levels of Compassion Satisfaction



The Ten Laws Governing Healthy Change

1. Create systemic change as opposed to systematic change.
2. Understand the vision for change.
3. Stay focused.
4. Practice patience with others.
5. Ask the right questions.
6. Pay no attention to rumor or gossip.
7. Recognize when you need help and ask for it.
8. Collaborate with management.
9. Take time away to re-energize, when necessary
10. Breathe deeply as often as possible.



The Ten Laws Governing a Healthy Workplace

1. Employer provides debriefing for staff following any traumatic event.
2. Employer provides continuing education for staff.
3. Employer provides benefits to aid staff in practicing authentic, sustainable self care.
4. Employer provides management and staff with tools to accomplish their tasks.
5. Employer directs management to monitor workloads.
6. Employer provides positive team-building opportunities to promote strong relationships among colleagues.
7. Employer encourages "open door" policies to promote good communication among staff.
8. Employer translates the organization's Mission Statement into action.
9. Employer allows management to empower staff
10. Employer promotes transparency in all communications and dialogues.

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

Compassion Satisfaction and Fatigue (ProQOL) Version 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some-questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the last 30 days.

1=Never

2=Rarely

3=Sometimes

4=Often

5=Very Often

- _____ 1. I am happy.
- _____ 2. I am preoccupied with more than one person I [help].
- _____ 3. I get satisfaction from being able to [help] people.
- _____ 4. I feel connected to others.
- _____ 5. I jump or am startled by unexpected sounds.
- _____ 6. I feel invigorated after working with those I [help].
- _____ 7. I find it difficult to separate my personal life from my life as a [helper].
- _____ 8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].
- _____ 9. I think that I might have been affected by the traumatic stress of those I [help].
- _____ 10. I feel trapped by my job as a [helper].
- _____ 11. Because of my [helping], I have felt "on edge" about various things.
- _____ 12. I like my work as a [helper].
- _____ 13. I feel depressed because of the traumatic experiences of the people I [help].
- _____ 14. I feel as though I am experiencing the trauma of someone I have [helped].
- _____ 15. I have beliefs that sustain me.
- _____ 16. I am pleased with how I am able to keep up with [helping] techniques and protocols.
- _____ 17. I am the person I always wanted to be.
- _____ 18. My work makes me feel satisfied.
- _____ 19. I feel worn out because of my work as a [helper].
- _____ 20. I have happy thoughts and feelings about those I [help] and how I could help them.
- _____ 21. I feel overwhelmed because my case [work] load seems endless.
- _____ 22. I believe I can make a difference through my work.
- _____ 23. I avoid certain activities or situations because they remind me of frightening experiences of the people I [help].
- _____ 24. I am proud of what I can do to [help].
- _____ 25. As a result of my [helping], I have intrusive, frightening thoughts.
- _____ 26. I feel "bogged down" by the system.
- _____ 27. I have thoughts that I am a "success" as a [helper].
- _____ 28. I can't recall important parts of my work with trauma victims.
- _____ 29. I am a very caring person.
- _____ 30. I am happy that I chose to do this work.

What is my score and what does it mean?

In this section, you will score your test and then you can compare your score to the interpretation below.

Scoring

1. Be certain you respond to all items.
2. Go to items 1, 4, 15, 17 and 29 and reverse your score. For example, if you scored the item 1, write a 5 beside it. We ask you to reverse these scores because we have learned that the test works better if you reverse these scores.

You Wrote	Change to
1	5
2	4
3	3
4	2
5	1

To find your score on **Compassion Satisfaction**, add your scores on questions 3, 6, 12, 16, 18, 20, 22, 24, 27, 30.

The sum of my Compassion Satisfaction questions was	So My Score Equals	My Level of Compassion Satisfaction
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

To find your score on **Burnout**, add your scores questions 1, 4, 8, 10, 15, 17, 19, 21, 26 and 29. Find your score on the table below.

The sum of my Burnout questions	So My Score Equals	My Level of Burnout
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

To find your score on **Secondary Traumatic Stress**, add your scores on questions 2, 5, 7, 9, 11, 13, 14, 23, 25, 28. Find your score on the table below.

The sum of my Secondary Traumatic Stress questions	So My Score Equals	My Level of Secondary Traumatic Stress
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

YOUR SCORES ON THE PROQOL: PROFESSIONAL QUALITY OF LIFE SCREENING

Based on your responses, your personal scores are below. If you have any concerns, you should discuss them with a physical or mental health care professional.

Compassion Satisfaction _____

Compassion satisfaction is about the pleasure you derive from being able to do your work well. For example, you may feel like it is a pleasure to help others through your work. You may feel positively about your colleagues or your ability to contribute to the work setting or even the greater good of society. Higher scores on this scale represent a greater satisfaction related to your ability to be an effective caregiver in your job.

The average score is 50 (SD 10; alpha scale reliability .88). About 25% of people score higher than 57 and about 25% of people score below 43. If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 40, you may either find problems with your job, or there may be some other reason—for example, you might derive your satisfaction from activities other than your job.

Burnout _____

Most people have an intuitive idea of what burnout is. From the research perspective, burnout is one of the elements of compassion fatigue. It is associated with feelings of hopelessness and difficulties in dealing with work or in doing your job effectively. These negative feelings usually have a gradual onset. They can reflect the feeling that your efforts make no difference, or they can be associated with a very high workload or a non-supportive work environment. Higher scores on this scale mean that you are at higher risk for burnout.

The average score on the burnout scale is 50 (SD 10; alpha scale reliability .75). About 25% of people score above 57 and about 25% of people score below 43. If your score is below 18, this probably reflects positive feelings about your ability to be effective in your work. If you score above 57 you may wish to think about what at work makes you feel like you are not effective in your position. Your score may reflect your mood; perhaps you were having a “bad day” or are in need of some time off. If the high score persists or if it is reflective of other worries, it may be a cause for concern.

Secondary Traumatic Stress _____

The second component of Compassion Fatigue (CF) is secondary traumatic stress (STS). It is about your work-related, secondary exposure to extremely or traumatically stressful events. Developing problems due to exposure to other’s trauma is somewhat rare but does happen to many people who care for those who have experienced extremely or traumatically stressful events. For example, you may repeatedly hear stories about the traumatic things that happen to other people, commonly called Vicarious Traumatization. You may see or provide treatment to people who have experienced horrific events. If your work puts you directly in the path of danger, due to your work as a soldier or civilian working in military medicine personnel, this is not secondary exposure; your exposure is primary. However, if you are exposed to others’ traumatic events as a result of your work, such as providing care to casualties or for those in a military medical rehabilitation facility, this is secondary exposure. The symptoms of STS are usually rapid in onset and associated with a particular event. They may include being afraid, having difficulty sleeping, having images of the upsetting event pop into your mind, or avoiding things that remind you of the event.

The average score on this scale is 50 (SD 10; alpha scale reliability .81). About 25% of people score below 43 and about 25% of people score above 57. If your score is above 57, you may want to take some time to think about what at work may be frightening to you or if there is some other reason for the elevated score. While higher scores do not mean that you do have a problem, they are an indication that you may want to examine how you feel about your work and your work environment. You may wish to discuss this with your supervisor, a colleague, or a health care professional.

Silencing Response Scale (Baranowsky, 1996, 1998)

INSTRUCTIONS: This scale was developed to help caregivers identify specific communication struggles in their work. Choose the number that best reflects your experience using the following rating system, where 1 signifies rarely or never and 10 means very often. Answer all items to the best of your ability as they reflect your feelings over the previous two work weeks.

1=Rarely/Never ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10=Always Sometimes

- (1)___ Are there times when you believe your client(s) is repeating emotional issues you feel were already covered?
- (2)___ Do you get angry with client(s)?
- (3)___ Are there times when you react with sarcasm toward your client(s)?
- (4)___ Are there times when you fake interest?
- (5)___ Do you feel that listening to certain experiences of your client(s) will not help?
- (6)___ Do you feel that letting your client talk about their trauma will hurt them?
- (7)___ Do you feel that listening to your client's experiences will hurt you?
- (8)___ Are there times that you blame your client for the bad things that have happened to them?
- (9)___ Are there times when you are unable to believe what your client is telling you because what they are describing seems overly traumatic?
- (10)___ Are there times when you feel numb, avoidant or apathetic before meeting with certain clients?
- (11)___ Do you consistently support certain clients in avoiding important therapeutic material despite ample time to address their concerns?
- (12)___ Are there times when sessions do not seem to be going well or the client's treatment progress appears to be blocked?
- (13)___ You become negatively aroused when a client is angry with you.
- (14)___ Are there times when you cannot remember what a client has just said?
- (15)___ Are there times when you cannot focus on what a client is saying?

TOTAL = _____

COMPASSION FATIGUE SCALE

Consider the following items about your work/life situation. Write the number that best reflects your experiences using the following rating scale, 1 through 10:

Never/Rarely 1 2 3 4 5 6 7 8 9 10 Very Often

	a) I have felt trapped by my work.
	b) I have thoughts that I am not succeeding in achieving my life goals.
	c) I have had flashbacks connected to my clients.
	d) I feel that I am a “failure” in my work.
	e) I experience troubling dreams similar to those of a client of mine.
	f) I have felt a sense of hopelessness associated with working with clients/patients.
	g) I have frequently felt weak, tired or rundown as a result of my work as a caregiver.
	h) I have experienced intrusive thoughts after working with especially difficult client/patients.
	i) I have felt depressed as a result of my work.
	j) I have suddenly and involuntarily recalled a frightening experience while working with a client/patient.
	k) I feel I am unsuccessful at separating work from my personal life.
	l) I am losing sleep over a client’s traumatic experiences.
	m) I have a sense of worthlessness, disillusionment, or resentment associated with my work.

SOURCE: Items are from the Compassion Fatigue Scale-Revised (Gentry, Baranowsky, & Dunning, 2002).

NOTE: Secondary Trauma items are c, e, h, j, and l; Job Burnout items are a, b, d, f, g, i, k, and m.

Low scores indicate lower compassion fatigues, higher scores indicate higher compassion fatigue. The authors simply divide the lower half of the range into “low compassion fatigue” and the upper half of the range to “high compassion fatigue. As you can see there are two subscales that can be ascertained.