

CALNENA



- THAT WHICH GIVES LIGHT MUST GET BURNT.
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Why should you care about Compassion Fatigue?

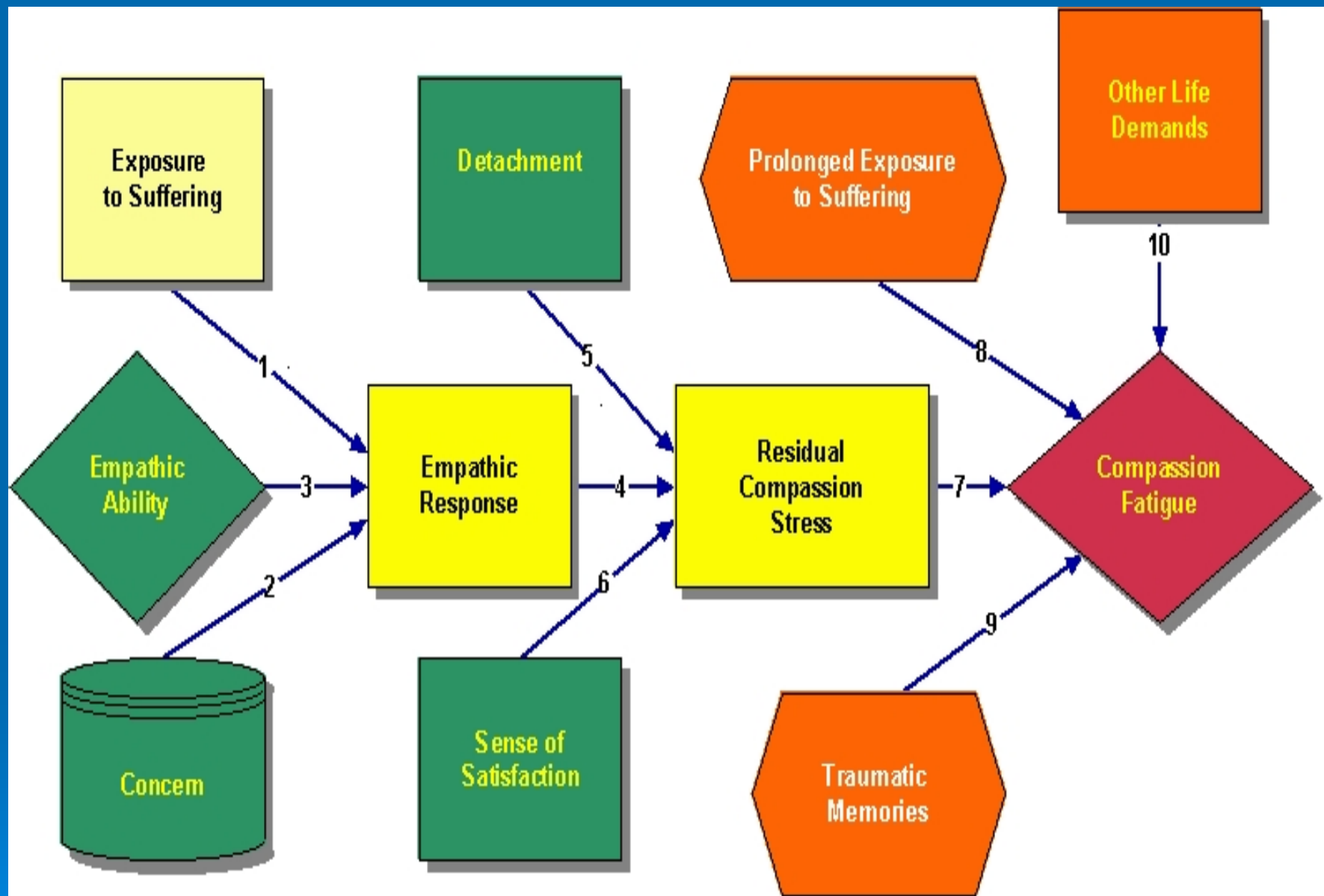


Slide 2

U1

Sharon Nichols/one year probation/15 hours community service.

User, 7/20/2008



The Compassion Fatigue Process (Figley, 2001)

Symptoms of Compassion Fatigue (intrusive)

- Thoughts and images associated with the caller's problems and pain.
- Obsessive or compulsive desire to help certain callers (13700, Child Abuse, etc.)
- Work issues encroaching on personal time
- Inability to "let go" of work related matters
- Perception of callers as fragile and needing your assistance

Symptoms of Compassion Fatigue (intrusive, cont.)

- Sense of inadequacy
- Sense of entitlement
- Perception of the world in terms of victims and perpetrators
- Personal activities interrupted by the job

Symptoms of Compassion Fatigue (avoidance)

- Silencing Response (avoiding caller's stuff)
- Loss of enjoyment/cessation of self-care activities
- Loss of energy
- Loss of hope/sense of dread working with certain calls
- Isolation
- Secretive self-medication/addiction (alcohol, drugs, work, sex, food, spending, etc.)
- Relational dysfunction

Symptoms of Compassion Fatigue

- Increased anxiety
- Impulsivity/reactivity
- Increased perception of demand/threat
- Increased frustration/anger
- Sleep disturbance
- Difficulty concentrating
- Change in weight/appetite
- Somatic symptoms

PTSD; DSM-IV

- Exposure to a traumatic event
- Persistent reexperience (e.g. flashbacks, nightmares)
- Persistent avoidance of stimuli associated with the trauma (e.g. inability to talk about things even related to the experience. Avoidance of things and discussions that trigger flashbacks and reexperiencing symptoms. Fear of losing control.)
- Persistent symptoms of increased arousal (e.g. difficulty falling or staying asleep, anger and hyper vigilance)
- Duration of symptoms more than 1 month
- Significant impairment in social, occupational, or other important areas of functioning (e.g. problems with work and relationships.)

Críterion A

- (A1) requires that "the person experienced, witnessed, or was confronted with an event or events that involved actual or threatened death or serious injury, or a threat to the physical integrity of self or others."
- (A2) requires that "the person's response involved intense fear, helplessness, or horror-
Peritraumatic disassociation

HAVE YOU SEEN THESE PEOPLE AT WORK?



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Compassion Fatigue Pathway-Gentry

- The Zealot Phase
- The Irritability Phase
- The Withdrawal Phase
- The Zombie Phase
- Pathology vs. Renewal/Maturation

Zealot Phase

- Committed, involved, available
- Solving problems/making a difference
- Willingly go the “extra mile”
- High enthusiasm
- Volunteers without being asked

The Irritability Phase

- Begin to cut corners
- Begin to avoid answering phones
- Begin to mock co-workers and callers
- Begin to denigrate the people they serve
- Use of humor is inappropriate
- Start distancing themselves from friends and coworkers

The Withdrawal Phase

- Enthusiasm turns sour
- Callers become irritants, instead of persons
- They make complaints about their work life and their personal life
- Tired all the time, don't want to talk about what they do.
- They start to neglect family, callers, coworkers and themselves
- They try to avoid their pain and sadness

The Zombie Phase

- Hopelessness turns to rage
- Begin to hate people...any/all people
- Others appear incompetent or ignorant
- Develop a real disdain for callers
- No patience...no sense of humor...no time for fun

Pathology and Victimization vs. Maturation and Renewal

- Overwhelmed and leaving the profession
- Somatic Illness
- Perpetuity of Symptoms

OR

Hardiness

Resiliency

Transformation

Accelerated Recovery Program-ARP

- Assessment/Evaluation
- Personal & Professional path to CF
- Reframing and Reprocessing
- Self Supervision-EI
- Closure and Aftercare

Some Final Thoughts

1. Compassion Fatigue is always a possibility for those who care for others.

2. If you don't care for yourself physically, emotionally, mentally and spiritually, then eventually there will not be enough of you left to care for anyone else.

3. Compassion Fatigue – It's not a character flaw!

Resources

- EAP-Traumatologists-B.C.E.T.S.
- <http://mailer.fsu.edu/~cfigley/>
- <http://www.greencross.org/>
- <http://www.compassionunlimited.com/>