Staying S.A.N.E. in a (sometimes) Insane System
Welcome!

The Plan:
1. Two Big Truths
2. Compassion Fatigue
3. The Caring Personality
4. Four Practices of Staying S.A.N.E.
5. Takeaways and Q&A’s
Keep this in mind today:

What is good for the Goose is good for the Gander!
My Perfect Little Life... a story
Five-Finger Check-in

How are you feeling about your CASA work right now?
What do you actually control?

A lot more than you may think!
Compassion Fatigue

• Compassion Fatigue: You may already be suffering from it!

• Being Compassion Fatigued is simply another sign of how caring a person you are.

• The very nature of CASA work – NO MATTER WHAT YOUR ROLE – may be causing you to become compassion fatigued.
Compassion Fatigue – 10 Signs you might be susceptible:

1. You’re the one who tries to smooth things out when others get upset.
2. You are highly critical of your own mistakes
3. When you are exposed to conflict, you assume it is your fault.
4. You try hard to put people at ease
5. It is hard for you to express sadness or anger
6. You don’t like to need others or burden others
7. You take work home frequently.
8. You find it hard to say no to things
9. You feel anxious when you aren’t busy.
10. You feel most worthwhile in a crisis situation.
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.

A strong identification with helpless, suffering, or traumatized people or animals is possibly the motive. It is common for such people to hail from a tradition of what Gentry labels: other-directed care giving.

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.
How Compassion Fatigued are you RIGHT NOW?

The PROQOL assessment
The Care Giving Personality

By Karl LaRowe, MA, LCSW
“We shall repeat instead of remember.”

-Sigmund Freud
Without boundaries, caring for ourselves is caring for others.
Empathy vs. Sympathy

“Empathy builds on self-awareness.”

- Daniel Goleman, Emotional Intelligence
Empathy vs. Sympathy in Communications

**EMPATHY**
- You are an observer
- Use intuition/feeling
- Open, receptive
- Joins by developing rapport and alignment.

**SYMPATHY**
- Loss of clarity
- Sudden tender feelings or pity
- Intense, inappropriate feelings
- Sometimes anger, repulsion.
The Need - Desire to be Right
Trapped in Giving

Do More!
Be More!
The Four Practices of staying S.A.N.E.
The Four Practices of staying S.A.N.E.

Self-Care

A.

N.

E.
S – Self Care

• You can’t give away what you haven’t got.
• Make sure your emotional, physical, and spiritual tanks are full before you do this work.
• You give a gift to others when you can show up as the best you possible
• Find ways of grounding yourself, things that bring out the authentic you, de-stress you, and revitalize you
• Be accountable – this shows you respect yourself. Do what you say you will do!
• Energy Management for Care Providers – Karl LaRowe
Self Care...

It isn’t just about more bubble baths!

The Whole YOU!
The Four Practices of staying S.A.N.E.

Self-Care

A.

N.

E.
The Four Practices of staying S.A.N.E.

- Self-Care
- Attitude
- N.
- E.
A - Attitude

• The Law of Attraction – “That which we focus on, grows.”

• Your thoughts are powerful, but they only have power when we give them meaning.

• Gratitude

• Hang onto hope.

• Attitude is a choice!

  “Extend the same attitude to those you provide services as you would to your own family.”

  – Carl Dennis,

  Father of Wraparound Care
Be the silent watcher of your thoughts and behavior. You are beneath the thinker. You are the stillness beneath the mental noise. You are the love and joy beneath the pain.

- Eckhart Tolle
Let’s try...Just sitting
The Four Practices of staying S.A.N.E.

- Self-Care
- Attitude
- N.
- E.
The Four Practices of staying S.A.N.E.

- Self-Care
- Attitude
- Non-judgmental
- E.
N – Non-Judgmental

- Know yourself – Emotional Intelligence
- Be aware of your values
- There are only two choices: FEAR or LOVE
- Don’t label. Dysfunctional → Seriously emotionally unique
- Judgments tell us something about OURSELVES, not the other person.
- Watch for “could have” “should have” “would have”.
- Start by not judging yourself.
- Just be human!
We don’t see things as they are, we see things as WE are.

– Anais Nan
The Four Practices of staying S.A.N.E.

- Self-Care
- Attitude
- Non-judgmental
- E.
The Four Practices of staying S.A.N.E.

- Self-Care
- Attitude
- Non-judgmental
- Empower!
E – Empower

• Find signs of hope. If there are none, the job is to try and build some!

• Give the power back to the people. Otherwise, you may get into a pattern of thinking that you can “save” them.

• It’s not our job to do things. It’s our job to make sure things get done!

• Get empowered yourself.

• Remember not to confuse sympathy with empathy!
These are practices. You do have to PRACTICE them!
More fun stuff:

- The Placemat Exercise
- Journaling in bullets
- Practice living in your Bigness
- Love Letters
- Find your rituals, practice them!
Takeaways

- Any "ah ha!" moments?
- What are you taking with you?
- What will you do differently when you leave the room?
Resources

- Me!  [www.rebeccamacfarlane.com](http://www.rebeccamacfarlane.com)
- "Helping the Helper" – Beverly Kyler (youtube)
- The Power of Now – Eckhart Tolle (Amazon)
- Abraham-Hicks Law of Attraction  [www.abraham-hicks.com](http://www.abraham-hicks.com)
Feedback

Loved this session?
Please, show the love here:

https://www.surveymonkey.com/s/V8GD9GF

If not, fill in the survey anyway...we can still be friends, I promise! 😊
PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

COMPASSION SATISFACTION AND COMPASSION 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.

<table>
<thead>
<tr>
<th>1=Never</th>
<th>2=Rarely</th>
<th>3=Sometimes</th>
<th>4=Often</th>
<th>5=Very Often</th>
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<tbody>
<tr>
<td>1. I am happy.</td>
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<td>2. I am preoccupied with more than one person I [help].</td>
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<td>3. I get satisfaction from being able to [help] people.</td>
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<td>4. I feel connected to others.</td>
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<td>5. I jump or am startled by unexpected sounds.</td>
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<td>6. I feel invigorated after working with those I [help].</td>
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<td>7. I find it difficult to separate my personal life from my life as a [helper].</td>
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<td>8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].</td>
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<td>9. I think that I might have been affected by the traumatic stress of those I [help].</td>
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<td>10. I feel trapped by my job as a [helper].</td>
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<td>11. Because of my [helping], I have felt &quot;on edge&quot; about various things.</td>
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<td>12. I like my work as a [helper].</td>
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<td>13. I feel depressed because of the traumatic experiences of the people I [help].</td>
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<td>14. I feel as though I am experiencing the trauma of someone I have [helped].</td>
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<td>15. I have beliefs that sustain me.</td>
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<td>16. I am pleased with how I am able to keep up with [helping] techniques and protocols.</td>
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<td>17. I am the person I always wanted to be.</td>
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<td>18. My work makes me feel satisfied.</td>
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<td>19. I feel worn out because of my work as a [helper].</td>
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<td>20. I have happy thoughts and feelings about those I [help] and how I could help them.</td>
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<td>22. I believe I can make a difference through my work.</td>
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<td>23. I avoid certain activities or situations because they remind me of frightening experiences of the people I [help].</td>
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<td>24. I am proud of what I can do to [help].</td>
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<td>25. As a result of my [helping], I have intrusive, frightening thoughts.</td>
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<td>26. I feel &quot;bogged down&quot; by the system.</td>
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<tr>
<td>27. I have thoughts that I am a &quot;success&quot; as a [helper].</td>
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<td>28. I can’t recall important parts of my work with trauma victims.</td>
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<td>29. I am a very caring person.</td>
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<tr>
<td>30. I am happy that I chose to do this work.</td>
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</table>
YOUR SCORES ON THE PROQOL: PROFESSIONAL QUALITY OF LIFE SCREENING

Based on your responses, place your personal scores 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 (CF). 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 43, 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. If your work puts you directly in the path of danger, for example, field work in a war or area of civil violence, this is not secondary exposure; your exposure is primary. However, if you are exposed to others’ traumatic events as a result of your work, for example, as a therapist or an emergency worker, 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.
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.

To find your score on each section, total the questions listed on the left in each section and then find your score in the table on the right of the section.

**Compassion Satisfaction Scale:**

<table>
<thead>
<tr>
<th>Question</th>
<th>Score</th>
<th>Compassion Satisfaction questions</th>
<th>So My Score Equals</th>
<th>My Level of Compassion</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td>22 or less</td>
<td>Low</td>
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<td>6.</td>
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<td></td>
<td>43 or less</td>
<td>Low</td>
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<td>12.</td>
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<td>Between 23 and 41</td>
<td>Average</td>
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<td>16.</td>
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<td>42 or more</td>
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**Burnout Scale:**

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<tr>
<th>Question</th>
<th>Score</th>
<th>Burnout Questions</th>
<th>So My Score Equals</th>
<th>My Level of Burnout</th>
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<td><em>1.</em></td>
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<td>22 or less</td>
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<td><em>4.</em></td>
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<td><em>29.</em></td>
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Reverse the scores for those that are starred.

0=0, 1=5, 2=4, 3=3, 4=2, 5=1

**Total:**

**Secondary Trauma Scale:**

<table>
<thead>
<tr>
<th>Question</th>
<th>Score</th>
<th>Secondary Traumatic Stress questions</th>
<th>So My Score Equals</th>
<th>My Level of Secondary Traumatic Stress</th>
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<td>2.</td>
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<td>5.</td>
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<td>43 or less</td>
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Energy Management For Care Providers

By Karl LaRowe, MA, LCSW

BODY AWARENESS

When you are in a rush and begin to feel the tightness in your shoulders - slow down for just a second. Place your attention in the parts of your body that feels tense. Allow your conscious awareness to just enter into these places like a soothing mist. Visualize and feel your tension being soothed and liquefied. Allow yourself to breathe out a sigh of relief and visualize the tension escaping with your breath.

DISCHARGING AND RE-CHARGING

When you notice that you are feeling tired and drained try the following exercise. In a seated position with your back straight, place your hands in your lap. Allow your attention to focus on the tightness in your neck and shoulders. As you slowly breathe in, tighten and rotate your neck and shoulders pulling them up as though you could touch your ears. Visualize all of your breath and energy going straight to where you feel your stress and tension. Hold this position for just a moment as you visualize the tension and stress breaking into tiny pieces. With a gush of relief allow all of your breath and tension to rush out with your breath as you drop your shoulders. Slowly and deeply take in a deep refreshing breath visualizing the oxygen filling, soothing and re-energizing every nerve and cell in your body. Slowly exhale and repeat the exercise as needed.

ABSORBI NG AND GROUNDING

When you are confronted by a sudden, unexpected crisis or difficult situation that threatens to knock you off balance, stop! Relax and breathe. Allow your attention to return to your body. Slightly bend your knees, relax your shoulders and breathe deeply from your stomach. Allow the shock wave to pass through your body without tensing and holding onto it. Imagine the energy is passing through you and being grounded like an electrical current. Regain your emotional balance and re-focus on discovering a solution.

JOINING AND MIRRORING

When you are engaged in a communication or in a relationship and you want to develop rapport allow your body to be relaxed, loosen your shoulders and breathe out any tension. Imagine your body and mind becoming open and receptive to the Energy in MOTION of the person you are engaged with. Momentarily suspend thought and judgment to become a participant/observer. Simultaneously feel the flow of your own internal energy as you join with your
partner while observing their breath, body posture and movement. Allow yourself to effortlessly mirror their posture, movements, rhythm, tone and quality of voice. Develop a harmonious flow as you dance in movement and conversation.

**VISUALIZING PEAK PERFORMANCE**

Each day before you go to work spend just 10 minutes visualizing and rehearsing your day. Find a comfortable place where you won’t be disturbed, sit with your back straight, hands on your stomach and breathe slow, deep, relaxing breaths. Allow your attention to sink into a safe, comfortable place deep in the center of your being. From this place of comfort and safety visualize your upcoming day. Whenever you notice tension in your body or restriction in your breath relax, breathe and visualize yourself mirroring and joining with the person and/or situation that is causing your tension. Become the skillful participant/observer and allow your creative imagination to discover win/win solutions to every challenge. See and feel yourself in a state of flow as you effortlessly dance through your day!

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