


## Recognizing Compassion Fatigue Webinar

Presented by: Charlene Richard, B.S.W., M.S.W., RSW  
Compassion Fatigue Specialist


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## Webinar Details

- End of webinar will talk about chance to win a free registration
- Chatbox
- Replay for 24 hours
- Slides
- Handouts


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## What you will learn today

1. **Phases of Compassion Fatigue:** Find out where you land on the Compassion Fatigue continuum – from none to burnout.
2. **Free Assessment:** Find out your levels of Compassion Fatigue, Compassion Satisfaction and Burnout
3. **Next Steps:** What to do next if you have any signs of Compassion Fatigue
4. **Questions:** Question time for webinar content and my Fall 2016 Caring Safely program.


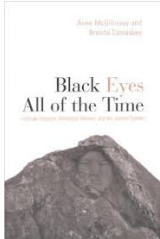
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## Who am I?

- Behavioral Health Consultant - AHS, Calgary
- Founder of Caring Safely – Online Coaching Program for Compassion Fatigue
- Addictions and Mental Health
- Grief, Trauma, Compassion Fatigue
- Solution Focused, DBT, ACT, MBI and Yoga!
- Online Classes


*From Law to Social Work....* [www.CharleneRichardRSW.com](http://www.CharleneRichardRSW.com)

## Black Eyes All of the Time (1999)

Summary: *The impetus for this book arose out of a 1995 Winnipeg study involving twenty-six Aboriginal women. The compelling accounts these women give of the domestic violence they experienced, first as children and later as wives and mothers, make it all too clear that any plan to implement diversionary reforms must first take into account this under-represented group. For survivors of domestic violence, jail terms for abusers allow time for healing, and the threat of criminal prosecution may quell violent outbreaks. Lax responses from an inconsistent criminal justice system often put Native women at risk.*

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## What is Compassion?

"Compassion is defined as the emotional response when perceiving suffering and involves an authentic desire to help" (Seppala, 2013)

"Compassion...involves the recognition and clear seeing of suffering. It also involves feelings of kindness for people who are suffering, so that desire to help – to ameliorate suffering – emerges." (Neff, 2011)

**Two components:** identifying with human suffering and a desire or motivation to do something to relieve this suffering.

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## Hello Trauma Work!

WOMEN'S CRISIS CENTRE:

30 Days Emergency Shelter  
6 Month Transition Program  
Follow Up Program

Compassion Fatigue Risk Factor: Not having adequate training.

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## Compassion Satisfaction

CS 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.

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Professional Quality of Life Screening

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## Compassion Satisfaction

*"The satisfaction of working with people and expressing your compassion and your empathy. The sense of doing the right thing, helping, people are responding to me. I'm doing the right things"*

C. Figley – Overexposed.

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## Other descriptions Compassion Satisfaction

I really like having people get better. It is really wonderful helping people

I did make a difference, I did make it better. I'm in the right profession. I should be here

The rewards outweigh the challenges by far

There is no other feeling that can compare to really helping someone who is struggling

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## Rewards of Compassion

**Compassion leads to connection, which correlates to:**

- Better mental and physical health
- Speeds up recovery of disease
- May lengthen our lifespan
- Strengthens our immune system
- Improves self-esteem
- Lowers anxiety and depression
- Increases empathy, trust and cooperation with others = more connection!

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## Vicarious Trauma

The transmission of traumatic stress through observation and/or hearing others' stories of traumatic events and results in a shift in your world view and sense of meaning

Similar to PTSD including:

- Intrusive thoughts
- Nightmare
- Avoidance/Arousal
- Change in relationship to self, family and friends

(adapted from Compassion Fatigue: A Crucible of Transformation( 2002) Eric Gentry  
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## Limiting Trauma Input

**The more trauma one is exposed to, the more likely they will experience vicarious trauma.** One strategy is to limit trauma input.

### Limit:

- Number of trauma cases per day
- Informal debriefing with colleagues
- Real trauma in news, TV, internet
- Fictional trauma in TV, movies, books

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## Signs and Symptoms of Compassion Fatigue

- Lack of excitement for work
- Tired all the time
- Avoidance of family, friends, colleagues
- Calling in sick
- If not trauma then "trivial" and "must be nice factor"
- Emotional Eating
- Excessive TV/sleep
- Zoning out during sessions
- Zombie.... Going through the motions to "getter done".
- Numb. Just don't care anymore. Lack of empathy
- Loss of hope
- Annoyance with patients/clients

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## Compassion Fatigue

CF is characterized by a deep physical and emotional exhaustion and a pronounced change in the ability to feel empathy for clients, loved ones and co-workers.

A serious, but natural consequence of working with people who are suffering and traumatized.

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## Other descriptions of Compassion Fatigue

When you have nothing left to give, you have given so much there is nothing left.

CF occurs when you are overexposed to pain and suffering

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## Other descriptions of Compassion Fatigue

Because of your kindness, compassion and empathy, you start to absorb the emotions and reactions of the people you are helping.

The cumulative toll that we, as individuals, experience as a result of exposure to suffering, hardship, crisis and trauma.

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## Other descriptions of Compassion Fatigue

Too many demands – not enough resiliency. It's a predictable phenomenon

CF is where you are just listening to this stuff and feeling hopeless and helpless and your being there isn't changing anything.

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## Other descriptions Compassion Fatigue

It's as though I don't have anymore to give emotionally, so I lose empathy for them. I become cynical or disbelieving in what they say.

Dealing with sick people and giving them what they need emotionally... you just give, give, give all the time.

Every time I'm at work, I feel dread. It's hard to fill my bucket.

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## Burnout

Extreme circumstances. It describes anyone whose health is suffering or whose outlook on life has turned negative because of the impact or overload of their work.

Signs and Symptoms have become chronic and physical illness has developed.

Brief interventions no longer help. Psychological and/or medical assistance is necessary.

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## Burnout

Associated with feelings of hopelessness and difficulties in dealing with work or 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 environment.

Professional Quality of Life Screening

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## The Compassion Fatigue Trajectory

- The Zealot Phase
- The Irritability Phase
- Withdrawal Phase
- The Zombie Phase
- Pathology and Victimization VS. Maturation and Renewal

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## The Zealot Phase

- Committed, involved, available
- Ready to problem solve and make a difference
- Willing to put in extra hours
- Tons of enthusiasm and volunteering
- Willing to go the extra mile "I'll do that"

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## The Irritability Phase

- Begin to cut corners – avoid clients – hide
- Mock colleagues or clients
- Unfair talk of medical or mental health problems
- Use of humour is strained
- Daydream or distracted when working with clients
- Oversights, mistakes, hard to concentrate
- Distance ourselves from friends and co-workers

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## The Withdrawal Phase

- Enthusiasm turns sour – bubble bursts
- Clients become a blur – run together – seen as irritants and not individuals
- Complains made at work and personal life
- Tired all the time – don't want to talk about work or admit our profession (fake job)
- Neglect family – co-workers/friends/clients/self


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## The Zombie Phase

- Auto pilot
- Not connected to our thoughts and feelings
- Disconnected from colleagues/peers/family/friends
- Lost compassion for clients
- Hear but do not understand, lost our meaning and value as helpers


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## Pathology + Victimization (Burnout) OR Maturation and Renewal (Sustainable Caring)

- Overwhelmed and leave the profession
- Somatic Illness
- Symptoms are perpetual
- OR
- Hardiness
- Resiliency
- Transformation


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## The Professional Quality of Life Scale (ProQol)

Compassion Satisfaction  
Burnout  
Secondary Traumatic Stress (Compassion Fatigue)

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## Review of Recognizing Compassion Fatigue

- Definitions
- Descriptions
- Signs and Symptoms
- Compassion Fatigue Trajectory
- Professional Quality of Life Scale

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## Next Steps – Free Training

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## Next Steps – Online Coaching

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## Scholarship Contest

## Questions

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