



Arizona
Department of
Health Services

Taking Care of the Caregivers

Purpose

- Educate ADHS responders to a disaster about:
 - critical incident stress.
 - compassion fatigue.
 - the types of crisis intervention services that will be utilized.
 - the importance of self-care.
 - the resources available to them.

Definitions

- **Stress** - a state of physical and psychological arousal
- **Eustress** - the term applied to stress as a positive motivating force; it may lead to increased health and performance. (Everly, 1994)
- **Distress** - the term applied to stress as a negative dysfunctional force; it may lead to disease and erosion of health. (Everly, 1994)

Distress Reactions

- **Physical***: elevated heart rate and BP, rapid breathing, somatic pains, profuse sweating, vertigo, gastrointestinal distress, shock symptoms (ALOC)
- **Cognitive**: difficulty remembering, can't concentrate, intrusive images, nightmares, hyper-vigilance, confused thinking, paranoid

Distress Reactions

- **Emotional:** emotional shock, sudden outbursts, anger, inability to control emotions, panic attacks, inappropriate emotional response, agitated
- **Behavioral:** erratic movements, change in speech pattern, inability to rest, anti-social, intensified pacing, increased alcohol use, hyper-alert to environment.

Definitions

- **Stressor** - a stimulus that causes or evokes, or is otherwise highly associates with the stress response. (Everly, 1994)
- **Stress response** - the sum total of “wear and tear” on the body. (Selye)
- **Target organs** - the part of the body or mind that is the “target” of the stress response and which develops signs and symptoms of over arousal. (Everly, 1994)

Definitions

- **Critical Incident** - any event which has sufficient power to overwhelm an individual's usual ability to cope.
- A crisis is **REAL** to the person experiencing it.
- **ANYONE** can have crisis at **ANYTIME**

Definitions

- **Community trauma** – a blow to the tissues of social life that damages the bonds linking people together and impairs the prevailing sense of community. (Kai Erikson)
- **Compassion Stress** – the natural consequent behaviors and emotions resulting from knowing about a traumatizing event experienced by another. (Figley, 2006)

Definitions

- **Compassion Fatigue** – a state of tension and preoccupation with traumatized individuals by:
 - Re-experiencing the traumatic events
 - Avoidance /numbing of reminders, and
 - Persistent arousal. (Figley, 2006)

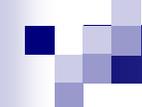
Definitions

- **Compassion Trap** – the inability to let go of the thoughts, feelings, and emotions useful in helping another, long after they are useful. (Figley, 2006)

Factors Contributing to Compassion Stress Management

(Figley, 2001)

- Emotional Contagion is experiencing the feelings of the suffering as a function of exposure to the sufferer.
- Empathic Concern is the motivation to respond to people in need.
- Empathic Ability is the aptitude for noticing the pain of others.



Factors Contributing to Compassion Stress Management

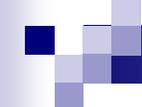
(Figley, 2001)

- Empathic Response is the extent to which the helper makes an effort to reduce the suffering of the sufferer.
- Disengagement is the extent to which the helper can distance himself or herself from the ongoing misery of the traumatized person.

Factors Contributing to Compassion Stress Management

(Figley, 2001)

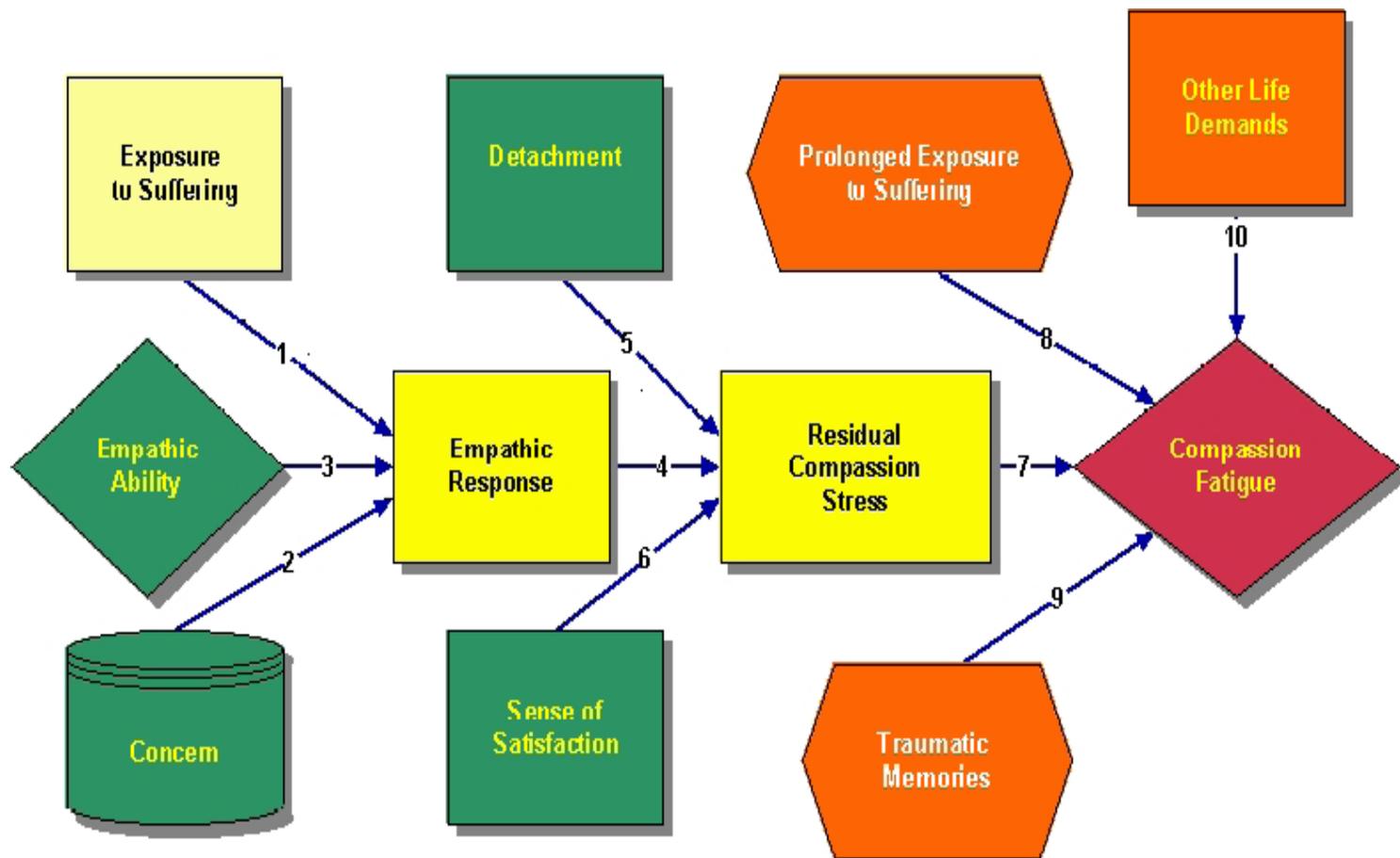
- Sense of Achievement is the extent to which the helper is satisfied with his or her efforts to help the client/sufferer.
- Compassion Stress is the demand for action to relieve the suffering of others.
- Prolonged Exposure is the on-going sense of responsibility for the care of the suffering, over a protracted period of time.



Factors Contributing to Compassion Stress Management

(Figley, 2001)

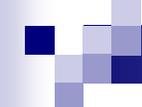
- Traumatic Recollections are memories that trigger the symptoms of PTSD and associated reactions.
- Life Disruption is the unexpected changes in schedule, routine, and managing life's responsibilities that demand attention.



The Compassion Fatigue Process (Figley, 2001)

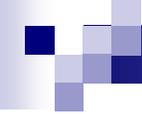
Definitions

- **Cumulative stress** – stress arousal that slowly builds up over time and sometimes leads to a condition of “burnout”. (Everly, 1994)
- **Burnout** – state of mental and physical exhaustion. It has three phases: 1) Stress arousal 2) Energy Conservation 3) Exhaustion



Critical Incident Stress Management (CISM)

- A comprehensive, integrated, system, and multi-tactic crisis intervention approach to manage critical incident stress after traumatic events.



CISM Interventions

- Pre-event preparation: preparing the worker for the stressors of the job
- Individual intervention
- Demobilization: a large group intervention used at the end of deployment of responders

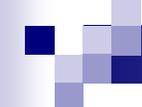
CISM Interventions

- Crisis Management Briefing: a large or small group intervention to provide information, dispel rumors, provide resources.
- Respite center: for large on-going operations, provides refreshments, and social support
- Defusing: a small group intervention provided within 12 hours of the incident



CISM Interventions

- Critical Incident Stress Debriefing (CISD): a small group process for very traumatic, distressing events
- Family Crisis Intervention: provided for the families of the responders
- Pastoral Crisis Intervention: faith based support for those struggling with a crisis of faith issue(s)



Standards of Self Care

(Adapted from Academy of Traumatology – Green Cross)

- It is unethical not to attend to your self care as a practitioner because sufficient self care prevents harming those we serve. It is your responsibility to take care of yourself and no situation or person can justify neglecting it.
- Seek, find, and remember appreciation from supervisors and clients and make it known that you wish to be recognized for your service.



Standards of Self Care

(Adapted from Academy of Traumatology – Green Cross)

- Make a commitment to: let go of work in off hours; acquire adequate rest; relax in doing things you enjoy; exercise; proper nutrition; talk to someone about your experience.



Follow-up Resources

- The State of Arizona, through their Employee Assistance Program, can provide follow-up counseling services.