

# Running On Empty

# AMERICAN IMMIGRATION LAWYERS ASSOCIATION

AUGUST 28, 2018

AILA Doc. No. 18101533. (Posted 10/17/18)

D.C. Bar Lawyer Assistance Program

# Let's check in



### FILL IN THE BLANKS

The world is a \_\_\_\_\_ place.

Life is \_\_\_\_\_.

I am \_\_\_\_ as a human being.

I want to change \_\_\_\_ about my job.

I want to change \_\_\_\_ about myself.

Most often I feel .



### I'M QUITTING LIFE TO BECOME A BURRITO



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"The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet."

- Dr. Rachel Naomi Remen

## WHAT IS BURNOUT?

Physical or mental collapse caused by overwork or chronic stress

Predictable, building over time and resulting in work dissatisfaction

Associated with high workload and few rewards

Related to the work environment (organizational, political, or administrative issues)

## WHAT IS VICARIOUS TRAUMA?

Transformation of your world view as a result of doing your work, from seeing the suffering of others

Accompanied by intrusive thoughts and imagery

## WHAT IS COMPASSION FATIGUE?

The cumulative physical/emotional/psychological effects of continual exposure to traumatic or distressing stories/events

When working in a helping capacity

Where demands outweigh resources

## **COMMON ELEMENTS?**

Fatigue, no matter how much someone rests or sleeps. This is an exhaustion that runs deeper than sleep deprivation, and it cannot be cured by a few days off

A sense of inefficacy, leaving people feeling like they are exerting significant effort, but are not making any progress or gaining any recognition

Cynicism about life, numbness, or a feeling that nothing a person does really matters

# COMPASSION FATIGUE VERSUS BURNOUT

What distinguishes compassion fatigue from burnout is that while burnout springs from where you work, compassion fatigue is associated with the work you do.

"Compassion fatigue is going to go where you are—a job switch is not going to fix that,"

Jennifer Brandt, PhD, LISW

### **DIFFERENCES BETWEEN**

### BURN-OUT and

### CF

- Cumulative
- Predictable
- Builds over time
- Results in work dissatisfaction
- Unaddressed leads to serious health problems

- Narrower focus
- Harmed by the kind of work we do
- Intrusive imagery
- Changes the meaning of life
- Affects our world view

Source: Deborah Sinclair, MSW



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A trauma exposure response may be defined as the transformation that

takes place within us as a result of

exposure to the suffering of other

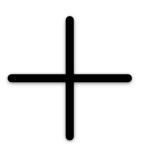
living beings or the planet.

Trauma Exposure Response

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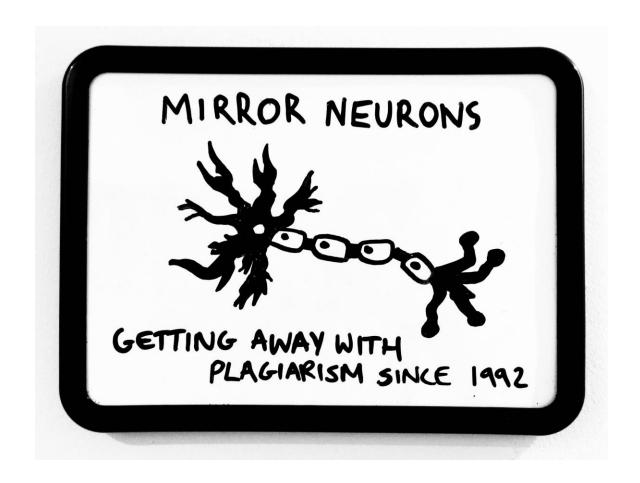
Sympathetic nervous system

# NEUROLOGICAL BASIS OF COMPASSION FATIGUE

# ROLE OF MIRROR NEURONS

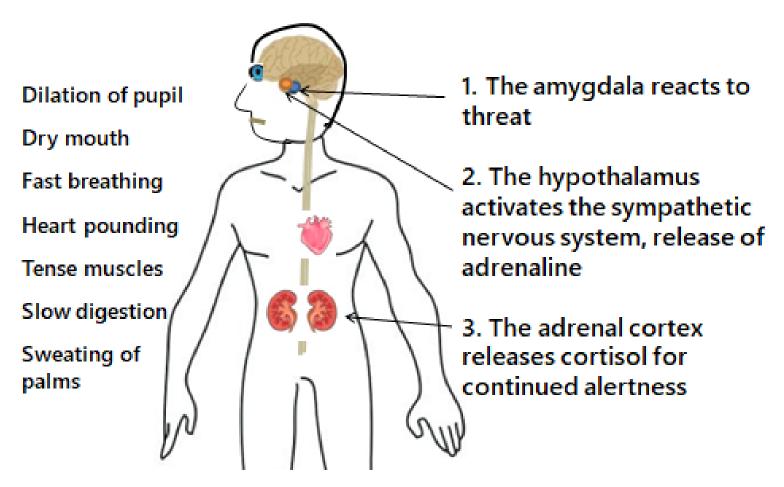
# Mirror neurons are triggered by:

- Observing the actions or experiences of another
- •Hearing the stories of another
- Reading the description of the experiences of another

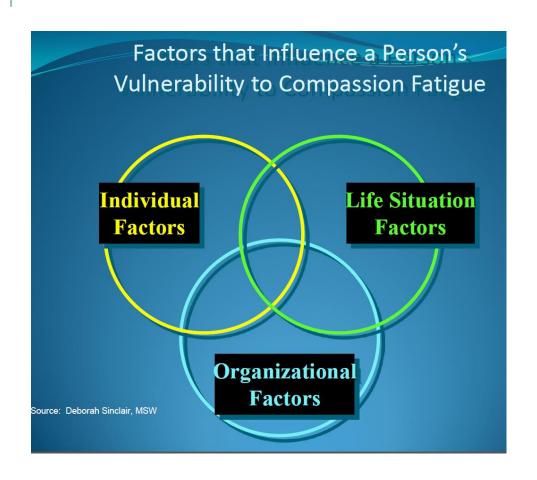


# SYMPATHETIC NERVOUS SYSTEM

### The fight or flight response



## RISK FACTORS



### Individual vulnerabilities

- History of or current trauma
- Health problems
- ☐ Alcohol or Drug use/troubles
- Poor job performance
- Depression or Anxiety
- Life problems-spouse/partner, children, parents

# DEALING WITH COMPASSION FATIGUE

"You have to have empathy; you have to care. That is the reason any of us do this work. But you need a set of tools to help you process the material."

–Margaret L Satterhwaite NYU law professor



# WHAT'S ON YOUR PLATE?

Today



## HOW DO YOU FEEL?

What is your stress level now?



## RESEARCH BASED SUGGESTIONS

- Recognize the **risks** for yourself
- Find a way to **debrief** distressing material
- Work on self awareness every day
- ☐ Take an **inventory** of how balanced your life is -- be intentional about balancing it out
- **Evaluate** your tension reducing behaviors
- ■Be **intentional** about **protecting** yourself

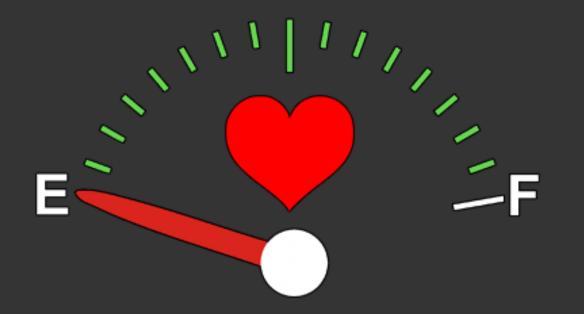
### DEBRIEF

### Low impact debriefing

- Provide fair warning
- Obtain consent
- •Limited disclosure
  - Start on the outer circle of least traumatic and slowly move into the inner circle of very traumatic information
- Stop when you feel relief



# OMPASSION FATIGU



Know your specific warning signs

Develop an early warning system

Check-in with self daily

SELF AWARENESS

### TAKE AN INVENTORY

Group Discussion: How do you manage daily stressors?

- Self-assessment: Self care inventory
- What are your tension reducing behaviors?

# DEVELOPING EFFECTIVE SELF- CARE

Self-care should be tailored to your own areas of vulnerability

- Physical
- Psychological
- Emotional
- Spiritual
- Professional
- Social



## SELF-CARE THROUGHOUT THE JOURNEY

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Physical self-care Transitions to work Transitions to trauma Grounding self check-in Recognize and anticipate potential triggers

#### DURING

Focus on the task at hand Stay present and grounded Breath, posture, and body awareness Create distance or protection: A space around yourself, take a half step back; take a moment Mantras Limit imagery Notice reactions and plan for intervention later Leave the trauma when you leave

#### LATER/ONGOING

physical movement and exercise Build and use broad support Take care of your physical health Have a life outside of work Practice spiritual renewal Transforming meaning Transitions: to and from trauma; to and from work

#### RIGHT AFTER

Regular practice of relaxation techniques and/or Body awareness: relaxation or movement techniques Breathing exercises Visualization exercises Redirected thinking or reframing Utilizing support Transitions: from trauma Transitions: from work

## ACTIVITIES TO INCREASE WELLBEING

- Expressing Gratitude
- Cultivating Optimism
- Avoiding Overthinking and Social Comparison
- Practicing Acts of Kindness
- Nurturing Social Relationships
- Developing Strategies for Coping

- Learning to Forgive
- Increasing "Flow" Experiences
- ☐ Savoring Life's Joys
- Committing to your Goals
- Practicing Religion and Spirituality
- Taking Care of your Body (Meditation. Yoga.)

Adapted from T. Ben-Shahar

# WHAT DO YOU DO AT THE END OF A WORK DAY TO TRANSITION YOURSELF PHYSICALLY, EMOTIONALLY AND SPIRITUALLY?



## WHAT IS YOUR NEXT STEP?

What is your commitment to change?

Daily Goal(s):

Weekly Goal(s):

Monthly Goal(s):

## RESOURCES

### D.C. Bar Lawyer Assistance Program

--Free and confidential assessment, referral and short-term counseling for D.C. Bar members, judges or law students at D.C. law schools

--Call 202-347-3131 or email <a href="mailto:lap@dcbar.org">lap@dcbar.org</a>

# ABA Commission on Lawyer Assistance Programs www.americanbar.org/colap

### Health Insurance or Employee Assistance Program

--Contact your health insurance to clarify mental health benefits and obtain innetwork counseling resources

### **Primary Care Physician**

-- Contact general practitioners for referral partions (18)

## **BIBLIOGRAPHY**

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Mathieu, Francoise. The Compassion Fatigue Workbook: Creative Tools for Transforming Compassion Fatigue and Vicarious Traumatization. Routledge, 2015.

Van Dernoot Lipsky, Laura and Connie Burk. Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others. Berret-Koehler, 2009.



### DISTRICT OF COLUMBIA BAR Lawyer Assistance Program

### Running on Empty Resources

#### **BOOK RECOMMENDATIONS:**

#### The Anxious Lawyer by Jeena Cho, Karen Gifford

Created by lawyers for lawyers, Cho and Gifford provide a straightforward 8-week introductory program on meditation and mindfulness that can reduce anxiety, improve focus and clarity, and enrich the quality of life.

#### From Coping to Thriving: How to Turn Self-Care into a Way of Life by Hannah Braime

A comprehensive guide to making self-care part of your everyday life, with a balance between practical suggestions, coaching-style questions and psychological groundwork.

*Hardwiring Happiness: The New Brain Science of Contentment, Calm, and Confidence* by Rick Hanson Hansen offers simple practical steps that use the power of everyday experiences to build new neural structures, rewiring your brain for greater happiness, peace and well-being.

Manage Your Time to Reduce Your Stress: A Handbook for the Overworked, Overscheduled, and Overwhelmed by Rita Emmett combines quick, easy-to-digest tips and infectious good humor to give readers positive ways to handle stress and their overly busy lives through taking control off the tasks in our lives.

#### Overcoming Compassion Fatigue by Martha Teater and John Ludgate

Offering guidance on how to deal with compassion fatigue, burnout and stress, providing the tools you need to leave work at work - and let it go.

Stress Management for Lawyers: How to Increase Personal & Professional Satisfaction in the Law Amirwn Elwork recognizes when you practice law, stress comes with the territory. He explores how you can take effective action to address the stress and create a satisfying career and personal life.

*The Age of Overwhelm: Strategies for the Long Haul* by Laura van Dernoot Lipsky Attempts to ease our burden of overwhelm, restore our perspective, and give us strength to navigate what is yet to come.

The Compassion Fatigue Workbook: Creative Tools for Transforming Compassion Fatigue and Vicarious Trauma by Francoise Mathieu provides concrete strategies to help the reader develop a personalized plan for identifying and transforming compassion fatigue and vicarious traumatization.

The Sweet Spot: How to Accomplish More By Doing Less by Christine Carter, Ph.D.

Drawing on the latest research, Carter shares the combination of practices that transformed her life from overwhelmed and exhausting to joyful, relaxed, and productive.

*Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others* by Lipsky & Burk Offers those who care for others and the planet a way to stay engaged, hopeful, balanced, and healthy when dealing with hardship, suffering, and trauma,

#### Why Zebras Don't Get Ulcers, Third Edition by Robert M. Sapolsky

This book is a primer about stress, stress-related disease, and the mechanisms of coping with stress.



### DISTRICT OF COLUMBIA BAR Lawyer Assistance Program

#### PODCASTS:

**10% Happier With Dan Harris**: Dan Harris is a fidgety, skeptical ABC newsman who had a panic attack live on Good Morning America, which led him to something he always thought was ridiculous: meditation. He wrote the bestselling book, "10% Happier," started an app -- "10% Happier: Meditation for Fidgety Skeptics" -- and now, in this podcast, Dan talks with smart people about whether there's anything beyond 10%. Basically, here's what this podcast is obsessed with: Can you be an ambitious person and still strive for enlightenment (whatever that means)?

**Happier:** Gretchen Rubin, former attorney turned author and happiness researcher, brings her practical, manageable advice about happiness and good habits to this lively, thought-provoking podcast..

**Happy Lawyer Happy Life** offers insights and resources for legal professionals seeking fulfilling careers and happiness both in law and in their life outside of the law.

**The Resilient Lawyer** podcast is inspired by those in the legal profession living with authenticity and courage. Each week, we share tools and strategies for finding more balance, joy, and satisfaction in your professional and personal life! Jeena Cho - Author of The Anxious Lawyer

The Lawyer Stress Solution: How to survive - and thrive! - in your legal career provides lawyers with concrete, practical and specialized tools for dealing with the stress, anxiety, and pressure of a legal career. Harvard Law School graduate and Certified Life Coach Kara Loewentheil combines her legal experience and coaching wisdom to teach lawyers how to deal with the unique challenges of the legal profession. You'll be surprised how much you can enjoy practicing law when you know how to manage your "lawyer brain."

**Self-Care Sundays** explores how to build inclusive communities of care, while discussing boundaries and self-care, privilege and self-care, as well as self-love. Learn through The people interviewed are activists, journalists, playwrights, digital strategists, entrepreneurs, lawyers, yoga teachers, artists and hair stylists. Through learning about their journeys of self-care, I hoped to help expose listeners to different experiences with self-care.

#### MINDFULNESS APPS:

**Headspace** makes it easy for people just learning the art of meditation. Starting on level one, you'll learn meditation basics and techniques through fun, animated videos and a guided 10-minute session each day.

**Insight Timer** is one of the most popular free apps available, offering a wealth of guided meditations appropriate for all levels and the ability to connect with a community of like-minded individuals.

**Stop, Breathe & Think**: The app prompts you to take 10 seconds to think about how you feel mentally, physically, and emotionally, and then offers a handful of meditations tailored to your state of mind. You can also track your progress through a chart that shows how you feel before and after meditating.

#### WEBSITES OF INTEREST:

**Insight Meditation Community of Washington D.C.** (IMCW), offers a range of meditation classes, workshops and retreats throughout the DC metro area. <u>imcw.org</u>

**DC Mindful Lawyers** is a group of legal professionals interested in exploring mindfulness and meditation. They come from a variety of backgrounds and levels of experience. <a href="delawyersmeditate.wordpress.com">dclawyersmeditate.wordpress.com</a>

Want to learn more? Call the Lawyer Assistance Program for free, confidential assistance at 202.347.3131.

## Running On Empty

# AMERICAN IMMIGRATION LAWYERS ASSOCIATION AUGUST 28, 2018

D.C. Bar Lawyer Assistance Program

### **Compassion Fatigue and Vicarious Trauma – Signs and Symptoms**

	al Signs and Symptoms Exhaustion Insomnia Headaches Increased susceptibility to illness Somatization and hypochondria
	Increased use of alcohol and drugs Absenteeism Anger and Irritability Avoidance of clients Impaired ability to make decisions Problems in personal relationships Attrition Compromised care for clients The Silencing Response Depleted parenting
	Emotional exhaustion Distancing Negative self image Depression Sadness, Loss of hope Anxiety Guilt Reduced ability to feel sympathy and empathy Cynicism Resentment Dread of working with certain clients Feeling professional helplessness Diminished sense of enjoyment/career Depersonalization/numbness Disruption of world view/ heightened anxiety or irrational fears Inability to tolerate strong feelings Problems with Intimacy Intrusive imagery – preoccupation with trauma Hypersensitivity to emotionally charged stimuli Insensitivity to emotional material Difficulty separating personal and professional lives Failure to nurture and develop non work related aspects of life
Sources:	Saakvitne (1995), Figley (1995), Gentry, Baranowsky & Dunning (1997), Yassen (1995)

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#### **EVALUATING YOUR CONTRIBUTING FACTORS:**

### Assess the following elements with this continuum in mind:

### **Annoying**→**Distressing**—→**Traumatic**

#### Nature of the work, the cases and the workplace; in your role:

- --what events, incidents, cases, stories are the most difficult? Why?
- -how much control do you have over your schedule?
- -does this schedule work for you; can you adequately negotiate your workload?
- -how has the workload changed over the years?
- -do your work tasks vary from day to day; do you like the work you do;
- -are you sufficiently trained to do the work you do?
- -how much support do you have; is supervision adequate; helpful; supportive?

#### Nature of the clientele; in your role:

- -how many clients do you have contact with each day?
- -do you have variety with the types of clients you work with?
- -what types of clients are the most difficult for you and why?
- -how do your clients treat you?
- -are you ever afraid of your clients? -ever been harmed by a client?
- -how do you treat your clients?

#### Nature of the worker; for you personally:

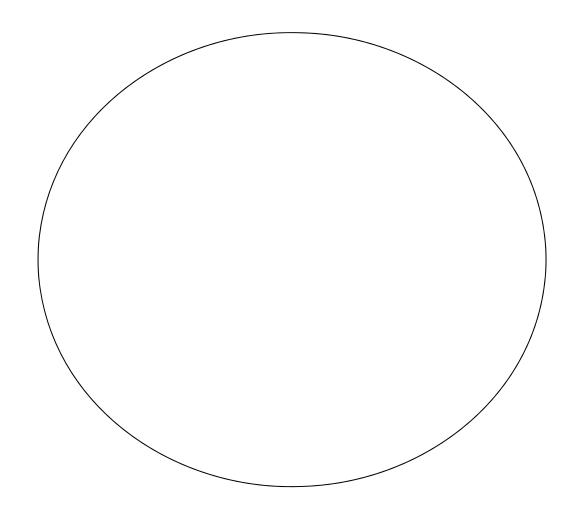
- -how well suited are you personally for the work you do?
- -how well does the work you do match your values and beliefs?
- -what does your current stress index look like on a scale of 1(no stress) to 10 (extreme stress)?
- -can you identify the factors in your life that produce the most stress?
- -what coping mechanisms do you use to manage or decrease stress?
- -do you have supportive interpersonal relationships?
- -do you engage in a hobby or leisure activity every week?

#### Nature of the social/cultural context: in your role:

- -what are the social obstacles to doing your work? (funding cuts, furlough days etc)
- -how are you received within the community based on the work that you do and the work of your organization; do you feel respected?
- -what does the community say about the clientele you serve?
- -what effect, if any, does the above have upon you personally?

Excerpted from Transforming the Pain (1996) pp 53-55 and Compassion Fatigue Train the Trainer Workbook (2008) pp 42-43.

### WHAT'S ON YOUR PLATE?



# SELF CARE INVENTORY (Reprinted with permission) Mark "X" for what you already do. Mark "O" for what you wish you did more often.

Physical Self-Care		
Eat Regularly (e.g. breakfast,	Notice your inner experience –	
lunch, and dinner)	listen to your thoughts, judgments,	
Eat healthily	beliefs, attitudes and feelings	
Exercise	Let others know different aspects	
Get regular medical care for	of you	
prevention	Engage your intelligence in a new	
Get medical care when needed	area (e.g. go to an art museum,	
Take time off when sick	history exhibit, sports event, auction,	
Get massages	theater performance)	
Dance, swim, walk, run, play	Practice receiving from others	
sports, sing, or do some other	Be curious	
physical activity that is fun	Say no to extra responsibilities	
Take time to be sexual – with	sometimes	
yourself, with a partner	Other:	
Get enough sleep		
Wear clothes you like	Emotional Self-Care	
Take vacations	Spend time with others whose	
Take day trips or mini-vacations	company you enjoy	
Make time away from telephones	Stay in contact with important	
Other:	people in your life	
	Give yourself affirmations, praise	
Psychological Self-Care	yourself	
Make time for self-reflection	Love yourself	
Have your own personal	Reread favorite books, re-view	
psychotherapy	favorite movies	
Write in a journal	Identify comforting activities,	
Read literature that is unrelated to	objects, people, relationships, places,	
work	and seek them out	
Do something at which you are	Allow yourself to cry	
not expert or in charge of	Find things that make you laugh	
Decrease stress in your life	Express your outrage in social	
	action, letters, donations, marches,	
	protests	
	Play with children	
	Other:	

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Spiritual Self-Care	Workplace or Professional Self-
Make time for reflection	Care
Spend time with nature	Take a break during the work day
Find a spiritual connection or	(e.g. lunch)
community	Take time to chat with co-workers
Be open to inspiration	Make quiet time to complete tasks
Cherish your optimism and hope	Identify projects or tasks that are
Be aware of non-material aspects	exciting and rewarding
of life	Set limits with clients and
Try at times not to be in charge or	colleagues
the expert	Balance your caseload so no one
Be open to not knowing	day or part of a day is "too much."
Identify what you is meaningful to	Arrange your work space so it is
you and notice its place in your life	comfortable and comforting
Meditate	Get regular supervision or
Pray	consultation
Sing	Negotiate for your needs
Spend time with children	(benefits, pay raise)
Have experiences of awe	Have a peer support group
Contribute to causes in which you	Develop a non-trauma area of
believe	professional interest
Read inspirational literature (e.g.	Other:
talks, music)	
Other:	Balance:
	Strive for balance with your work
	life and work day
	Strive for balance among work,
	family, relationships, play and rest

Adapted from Transforming the Pain: A Workbook on Vicarious Traumatization by Karen W. Saakvitne & Laurie Anne Pearlman. Copyright (c) 1996 by the Traumatic Stress Institute/Center for Adult & Adolescent Psychotherapy. Used by permission of W.W. Norton & Company, Inc.

### **Compassion Fatigue Self Test for Practitioners**

	Please describe yourself:MaleFemaleY	lears as a Practitioner
	Consider each of the following characteristics about you and you Write in the number for the best response. Use one of the following	
	1=Rarely/Never 2=At Times 3=Not Sure 4=Often	5=Very Often
	Answer all items, even if not applicable. Then read the instruction	is to get your score.
Items	Items about you:	
	1. I force myself to avoid certain thoughts or feelings that remind me of a	frightening experience.
2		nd me of a frightening
_	experience.	
3	3 I have gaps in my memory about frightening events.	
4	4 I feel estranged from others.	
5		
6		
7		
8		person or perpetrator.
9		
10	<del></del>	
11		_
12		
13		my life.
_	14 I have thought that I need more close friends.	
15		periences.
16	16 I have concluded that I work too hard for my own good.	
Items	Items about your clients and their families:	
	17 I am frightened of things traumatized people and their family have said	
_	18 I experience troubling dreams similar to a client of mine and their fami	
19		
20	<ol> <li>I have suddenly and involuntarily recalled a frightening experience which family.</li> </ol>	le working with a client or their
21	21. I am preoccupied with more than one client and their family.	
21. – 22.	<del></del>	
22. <u> </u>		
23. – 24.		
25. – 25.		and their families.
26. –		and their families
27. –	•	
	families.	y
28.		milies.
29. –		
_	30. I have felt that some of my clients and their families dislike me persona	illy.
		•

Item	s about being a helper and your work environment:
31.	I have felt weak, tired, and rundown as a result of my work as a helper.
32.	I have felt depressed as a result of my work as a helper.
33.	I am unsuccessful at separating work from personal life.
34.	I feel little compassion toward most of my coworkers.
35.	I feel I am working more for the money than for personal fulfillment.
36.	I find it difficult separating my personal life from my work life.
37.	I have a sense of worthlessness/disillusionment/resentment associated with my work.
38.	I have thoughts that I am a "failure" as a helper.
39.	I have thoughts that I am not succeeding at achieving my life goals.
40.	I have to deal with bureaucratic, unimportant tasks in my work life.

#### SCORING INSTRUCTIONS

- Make sure you have responded to ALL questions.
- Next, circle the following 23 items: 1-8, 10-13, 17-26 and number 29.
- Now ADD the numbers you wrote next to the items circled.

#### Note your risk of Compassion Fatigue

26 or LESS = Extremely LOW risk 27 to 30 = LOW risk 31 to 35 = Moderate risk 36 to 40 = HIGH risk 41 or more = Extremely HIGH risk

• To determine your risk of Burnout, ADD the numbers you wrote next to the items NOT circled.

#### Note your risk of Burnout

19 or less = Extremely LOW risk
20 to 24 = LOW risk
25 to 29 = Moderate risk
30 to 42 = High risk
43 or more = Extremely high risk

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#### First Self Assessment Exercise

#### Observe the work that you do. Does it have:

- A large volume of demand (and often increasing demands, such as more and more clients to see or more and more paperwork to do)?
- Continually dwindling resources?
- Exposure to difficult stories of loss, pain, death and suffering?
- Do you work with clients who face seemingly insurmountable obstacles, have chronic needs or even clients who get worse rather than get better?

All of these elements can contribute to compassion fatigue and vicarious trauma.

#### Ask yourself the four following questions:

#### 1) Where do the stories go?

What do you do at the end of a work day to put difficult client stories away and go home to your friends and family?

#### 2) Were you trained for this?

Did your training offer you an education on self care, compassion fatigue, vicarious trauma or burnout? If it did, how up to date are you on those strategies? If it didn't, which is still true for the majority of us over a certain age, how much do you know about these concepts?

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#### 3) What are your particular vulnerabilities?

Two things we know for sure about the field of helping: one, that a large percentage of helpers have experienced primary trauma at some point in their past, which may have led them to being attracted to the field in the first place. Two, that personality types who are attracted to the field of helping (rather than, say, mechanical engineering) are more likely to feel highly attuned and empathy towards others, which makes them good at their job and also more vulnerable to developing CF, VT and Burnout.

4) How do you protect yourself while doing this very challenging work?

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What stress prevention/reduction strategies will I use? (Prevention)
Adapted from Francoise Mathieu: Compassion Fatigue Train the Trainer Workbook (2008)
IDEA FACTORY
Commitment to Changes I could make in the next
Week:
Month:
Year: