



Providing Excellent and Compassionate Care to Our Clients, Their Families, Our Coworkers and Ourselves During A Crisis.

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We in the care partnering communities
frequently encounter people
with life threatening illness
at a point when they are
*no longer who they have been and
are not yet reborn into who they will be.*
We meet them in a place between
“no longer” and “not yet”

Joan Borysenko

One of the hardest things
we must do sometimes is to
be present to another person's pain
without trying to "fix" it,
to simply stand respectfully at the edge
of that person's **mystery** and **misery**.
Wholeness does not mean perfection:
it means embracing brokenness
as an integral part of life.

Parker Palmer

Trauma Informed Care



The Four Rs of Trauma-Informed Care



This figure is adapted from: Substance Abuse and Mental Health Services Administration. (2014). SAMHSA's concept of trauma and Guidance for a trauma-informed approach. HHS publication no. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration.



The truth you believe
and cling to
makes you unavailable
to hear anything new.



Pema Chodron



COVID-19 – Current Situation

1. Actively and Fully Into The Third Wave.
2. Increased in Infection Rate
3. Hospitals reaching capacity and over capacity.
4. Health Care Staff are exhausted but keep up the pace.
5. Increase in Health Care Infection Rate.
6. Family Members in the Hot Spots.
7. Same Storm – Different Boat.
8. Those that are affected financially.
9. Death rate increasing = 3% of those infected will die.
10. Influence of Suffering In India, Brazil.....
11. Fear of Deployment.

Complicated Grief – COVID-19

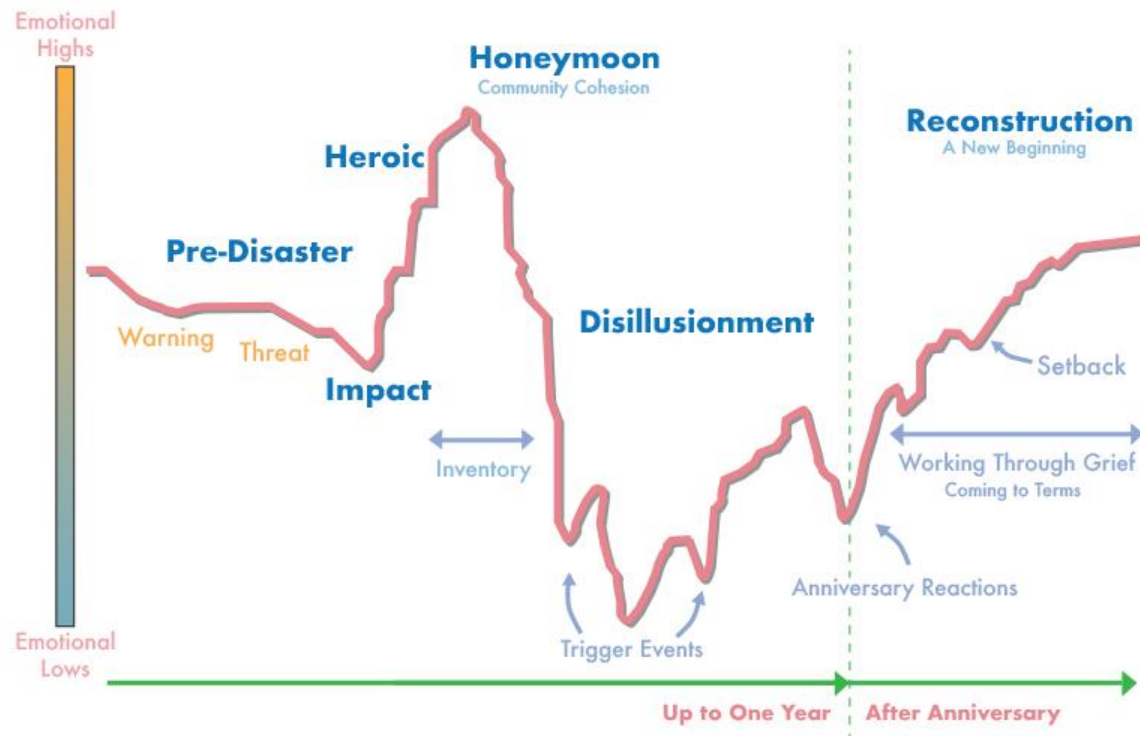
The root word for the word “Bereaved” means “to be robbed”.

1. Death bed rituals.
2. Complicated final goodbyes.
3. Restricted funerals and visitations.
4. Difficult ICU Deaths.
5. Difficult LTC and Retirement Home Deaths.
6. Grief overload – us – you – me!

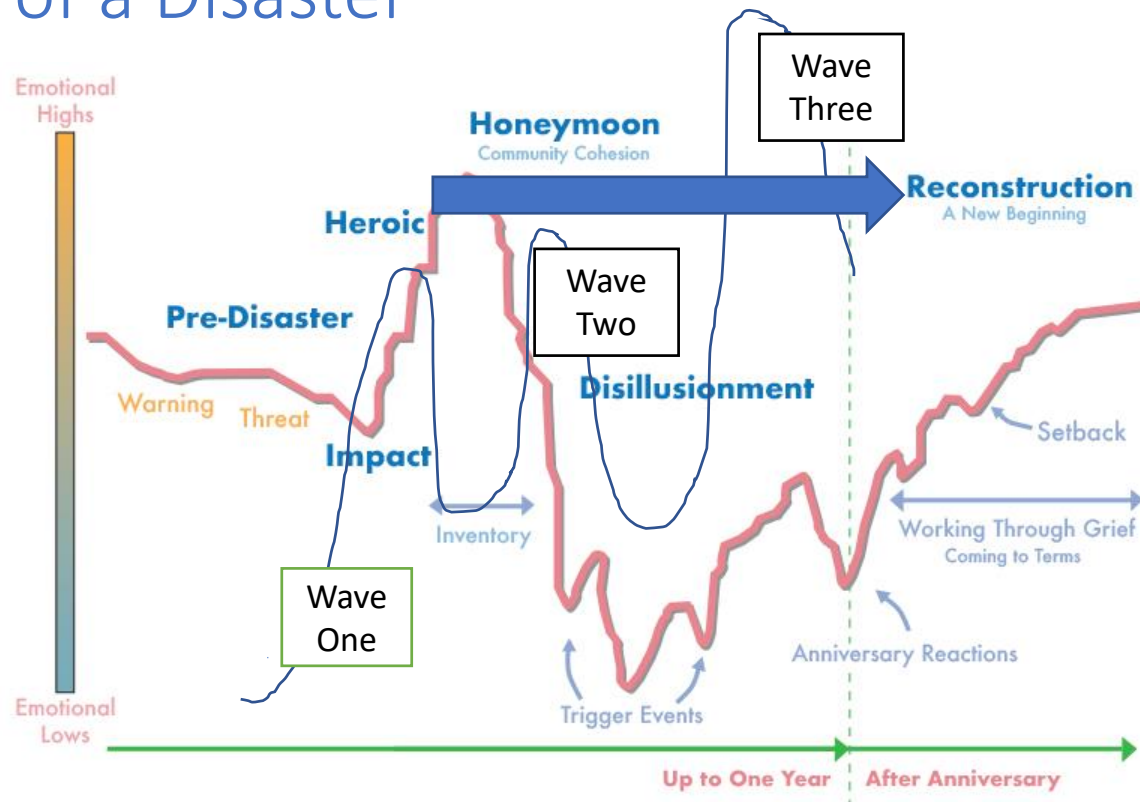
Grief that is not transformed is transferred.

Richard Rohr

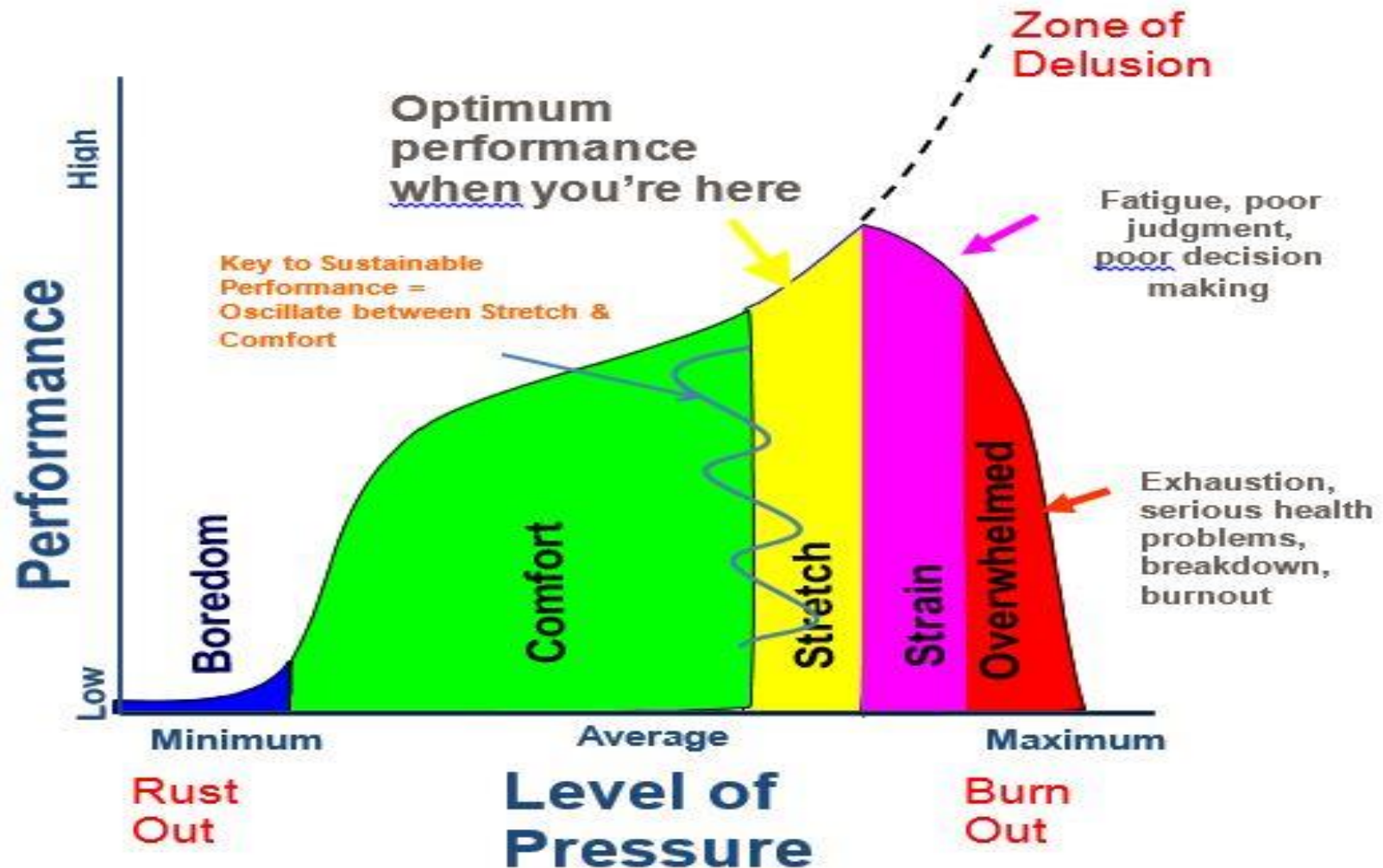
Phases of a Disaster



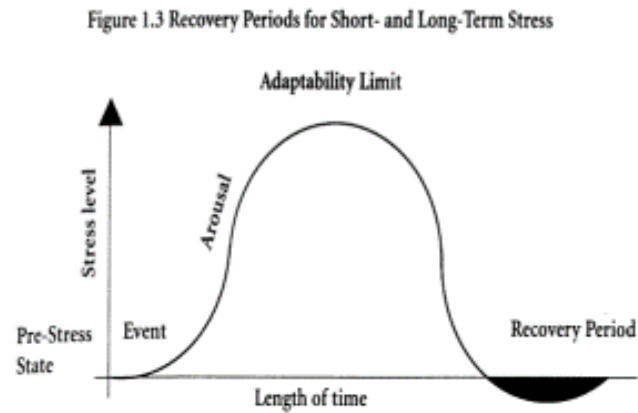
Phases of a Disaster



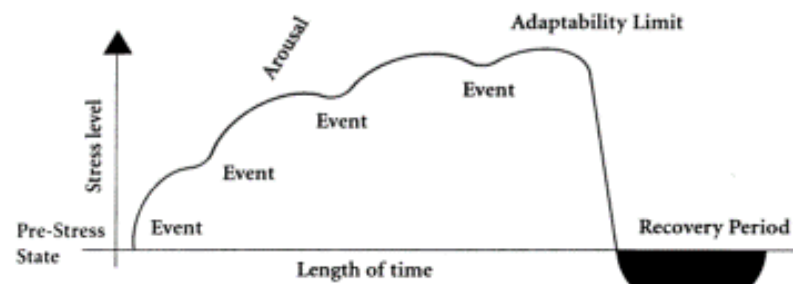
Stress and “Being”



Short - Term Stress



Long – Term Stress





“The soul speaks its truth only under
quiet,
inviting,
and trustworthy conditions.”

Parker J. Palmer, [Let Your Life Speak: Listening for the Voice of Vocation](#)





We Were Not Ready For This Kind Of Grief!!!!









Despite PPE.....We Still Can Connect.

The Sponge Analogy



Definitions: Burnout, Secondary Trauma, Vicarious Trauma, Compassion Fatigue.

Burnout is a term that describes the physical and emotional exhaustion that workers can experience when they have low job satisfaction and feel powerless and overwhelmed at work. However, burnout does not necessarily mean that our view of the world has been damaged, or that we have lost the ability to feel compassion for others.

Secondary Trauma is defined as indirect exposure to trauma through a firsthand account or narrative of a traumatic event.

Vicarious Trauma describes the profound shift in world view that occurs in helping professionals when they work with clients who have experienced trauma. Helpers notice that their fundamental beliefs about the world are altered and possibly damaged by being repeatedly exposed to traumatic material.

Compassion Fatigue refers to the profound emotional and physical erosion that takes place when helpers are unable to refuel and regenerate.

Moral Distress – Moral Uncertainty – Moral Dilemma

Complicated Grief

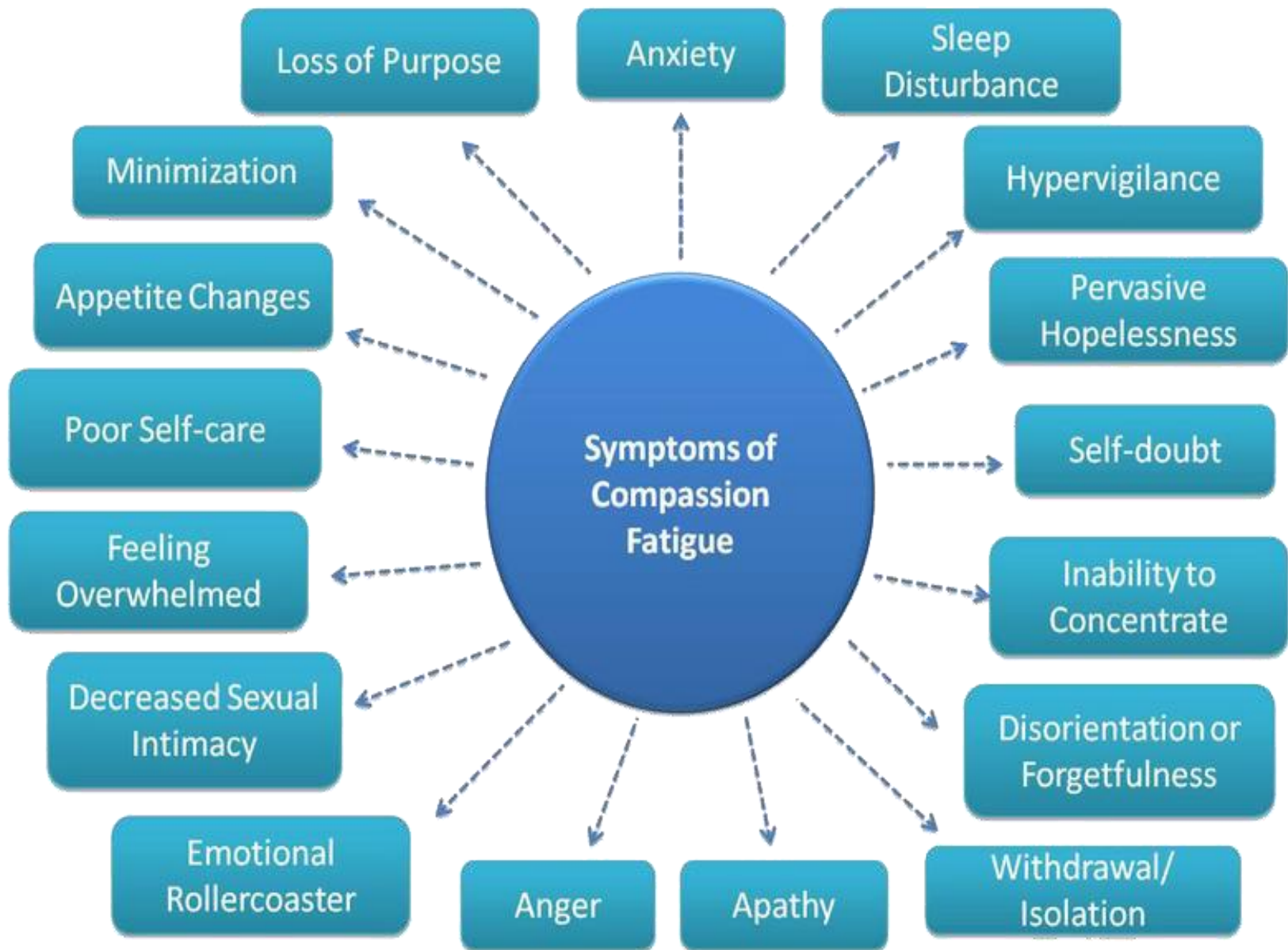
Compassion Fatigue has been described as the
“cost of caring” for others in emotional and physical pain. (Figley, 1982)

It is characterized by deep physical and emotional exhaustion
and a pronounced change
in the helper’s ability to feel empathy
for their patients,
their loved ones
and their co-workers.

It is marked by increased cynicism at work,
a loss of enjoyment of our career,
and eventually can transform into
depression,
secondary traumatic stress
and stress-related illnesses.

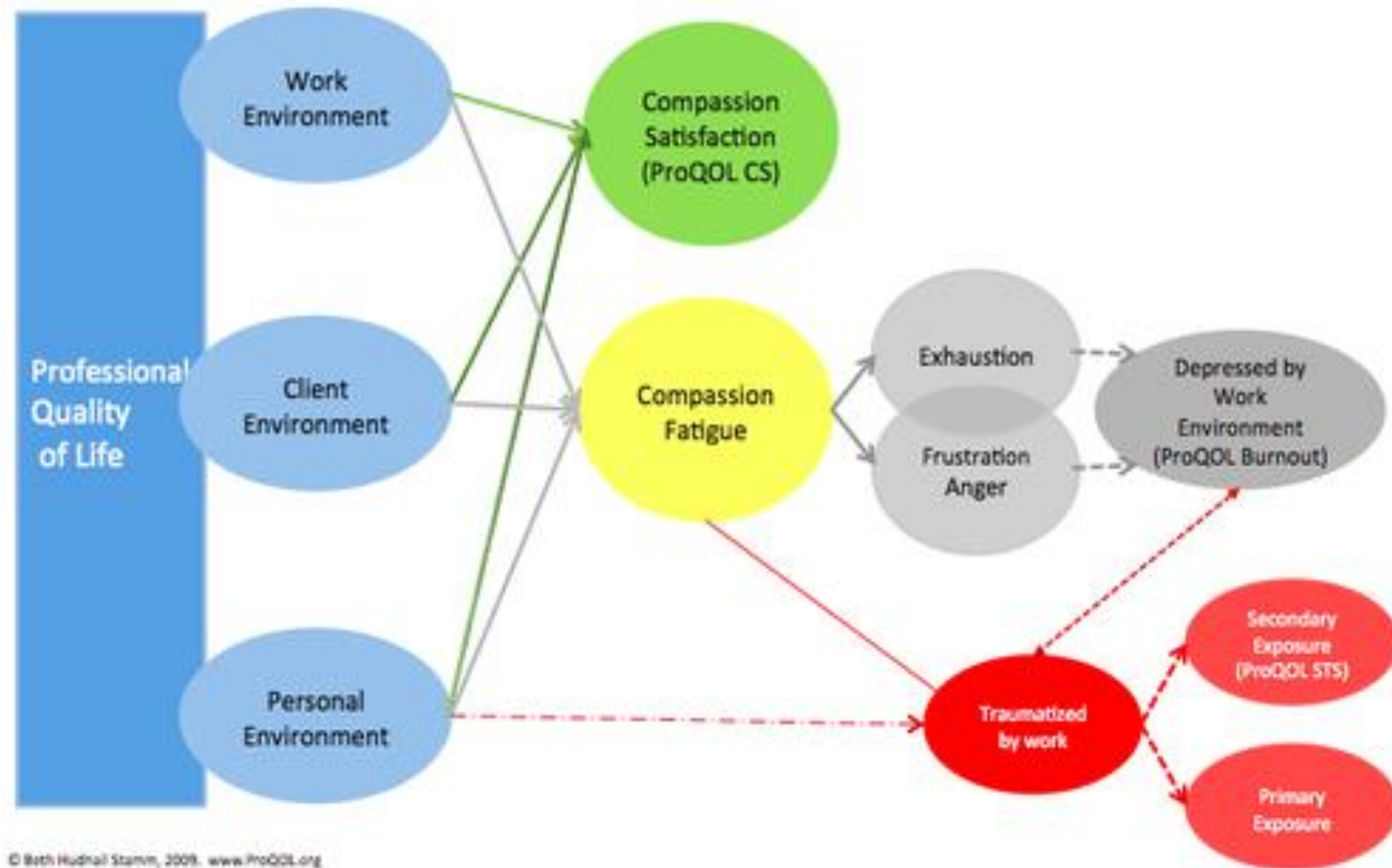
**The most insidious aspect of compassion fatigue
is that it attacks the very core of what brought us into this work:
our empathy and compassion for others.**

Françoise Mathieu, M.Ed., CCC. Compassion Fatigue Specialist



Burnout, Secondary Trauma, Vicarious Trauma, compassion Fatigue:

Complex Relationships



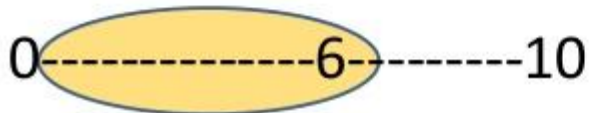
© Beth Hudnall Stamm, 2008. www.ProQOL.org

BURNOUT	COMPASSION FATIGUE	VICARIOUS TRAUMATIZATION
HALLMARK SIGNS <ul style="list-style-type: none"> • Anger & frustration • Fatigue • Negative reactions towards others • Cynicism • Negativity • Withdrawal 	HALLMARK SIGNS <ul style="list-style-type: none"> • Sadness & grief • Nightmares • Avoidance • Addiction • Somatic complaints • Increased psychological arousal • Changes in beliefs, expectations, assumptions • 'witness guilt' • Detachment • Decreased intimacy 	HALLMARK SIGNS <ul style="list-style-type: none"> • Anxiety, sadness, confusion, apathy • Intrusive imagery • Somatic complaints • Loss of control, trust & independence • Decreased capacity for intimacy • Relational disturbances (crossover to personal life)
SYMPTOMS <ul style="list-style-type: none"> • Physical • Psychological • Cognitive • Relational disturbances 	SYMPTOMS (mirror PTSD) <ul style="list-style-type: none"> • Physical • Psychological distress • Cognitive shifts • Relational disturbances 	SYMPTOMS (mirror PTSD) <ul style="list-style-type: none"> • Physical • Psychological distress • Cognitive shifts • Relational disturbances • **permanent alteration in individual's cognitive schema
KEY TRIGGERS <ul style="list-style-type: none"> • Personal characteristics • Work-related attributes • Work/organizational characteristics 	KEY TRIGGERS <ul style="list-style-type: none"> • Personal characteristics • Previous exposure to trauma • Empathy & emotional energy • Prolonged exposure to trauma material of clients • Response to stressor • Work environment • Work-related attitudes 	KEY TRIGGERS <ul style="list-style-type: none"> • Personal characteristics • Previous exposure to trauma • Type of therapy • Organizational context • Healthcare structure • Resources • Re-enactment



Two Types of Stress

Routine Stress



Traumatic Stress



Both Adversely
Effect Functioning



www.psychotherapy-center.com

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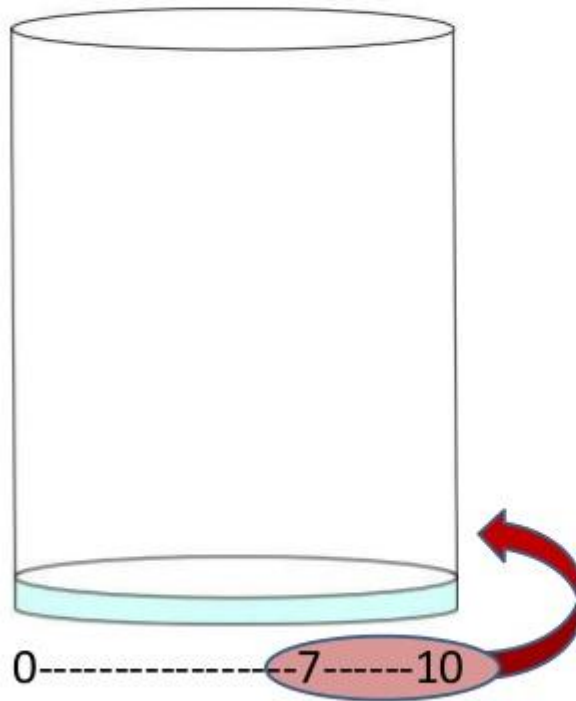
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Psychological Coping Container

Whether your capacity
for containing stress is
small, medium or large,
everyone has their limit.

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Traumatic Stress



Is too Intense
To Handle

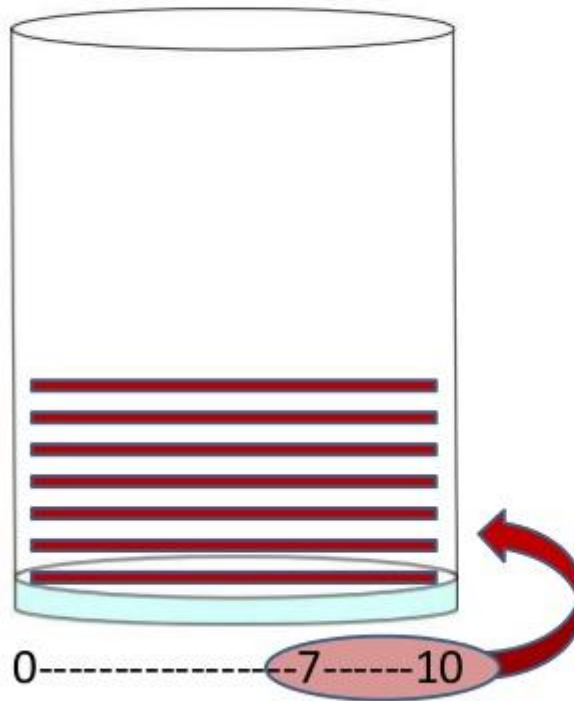
Routed Into the
Bottom of the
Coping Container

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Traumatic Stress



Compartmentalized
for
Long-Term Storage

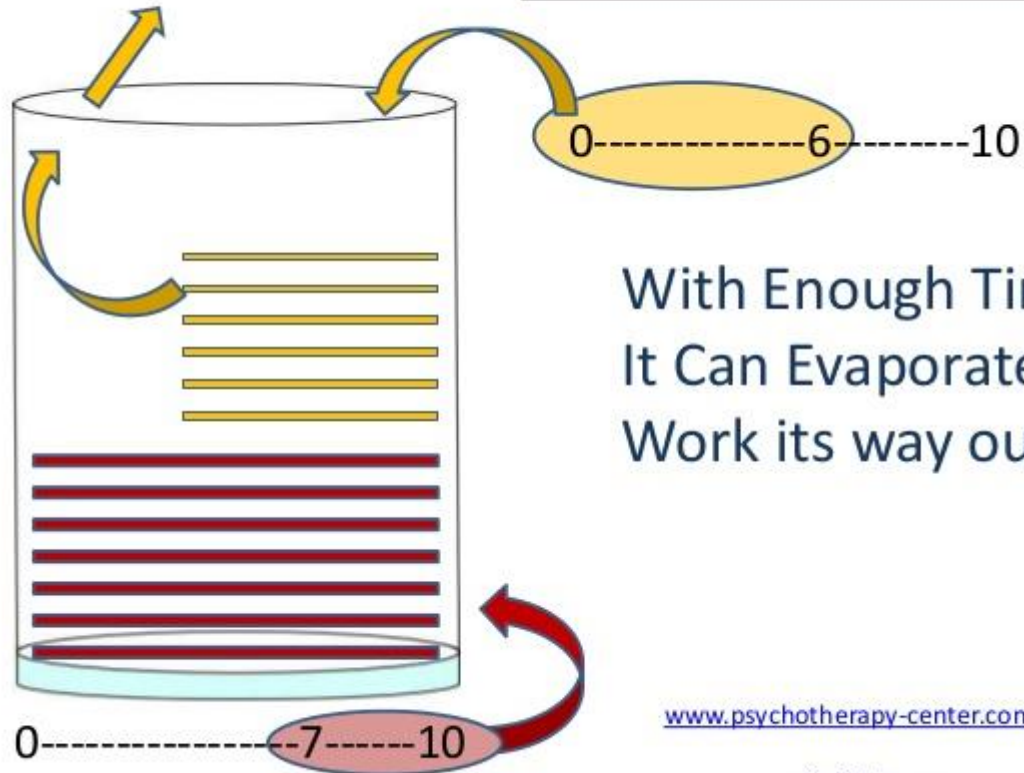
Does Not Heal
Remains Painful

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Routine Stress

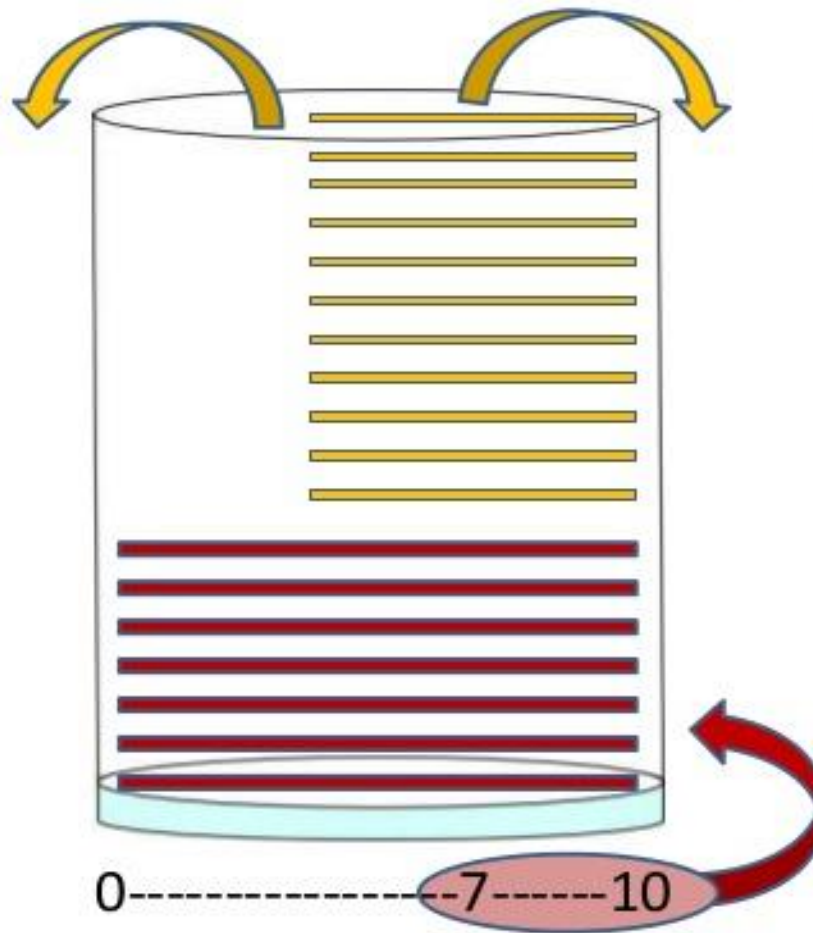


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Routine Stress

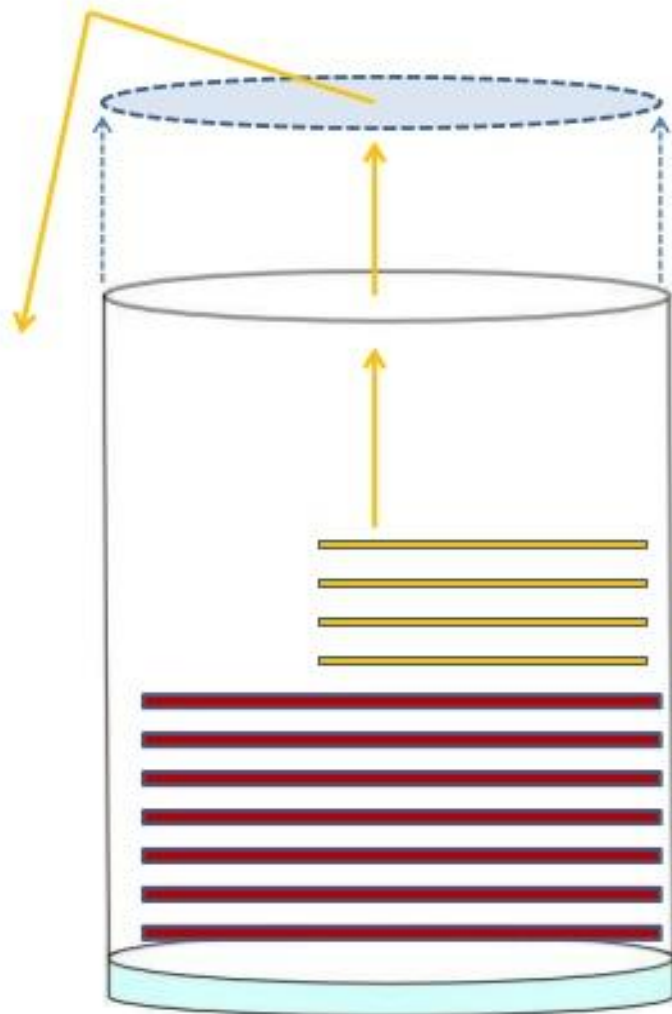


Too Much, Too Soon
Leads to Spillover
Loss of Containment
Overwhelm – Panic
It Feels Traumatic

Video – 2 min.

http://www.psychotherapy-center.com/Panic_Attack_Treatment.html

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Boost Coping Capacity

Speed Up Offloading Stress

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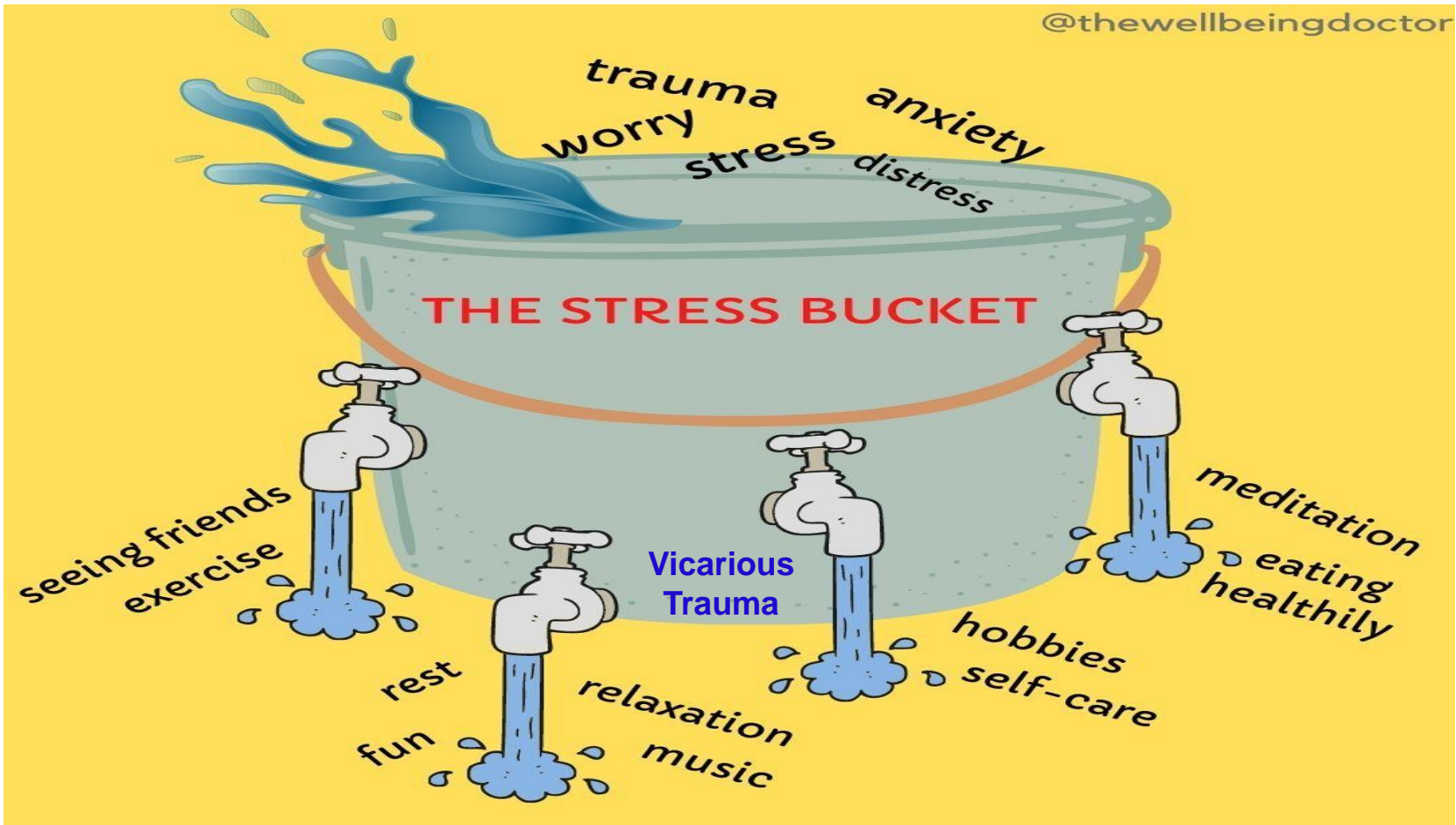
Professional Help – 2 Ways

Clean
Out the
Container



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MYTHS ABOUT SELF-CARE



Self-care is an indulgence



Meaningful self-care includes making mindful changes in patterns of thoughts and behaviours that do not contribute to your wellbeing.



Self-care is selfish



When you make time for yourself and get sufficient rest & exercise, you feel more energetic and will be able to do more - for yourself as well as for those around you.



Self-care is a one-time experience



Looking after yourself is an ongoing practice in building resilience to face hardships and in preventing burnout.



Self-care is time consuming



Self-care does not require you to take out a huge chunk of time from your busy day.









Spirit and Soul

The English word *spirit* comes from the Latin – spiritus – meaning *breath*.

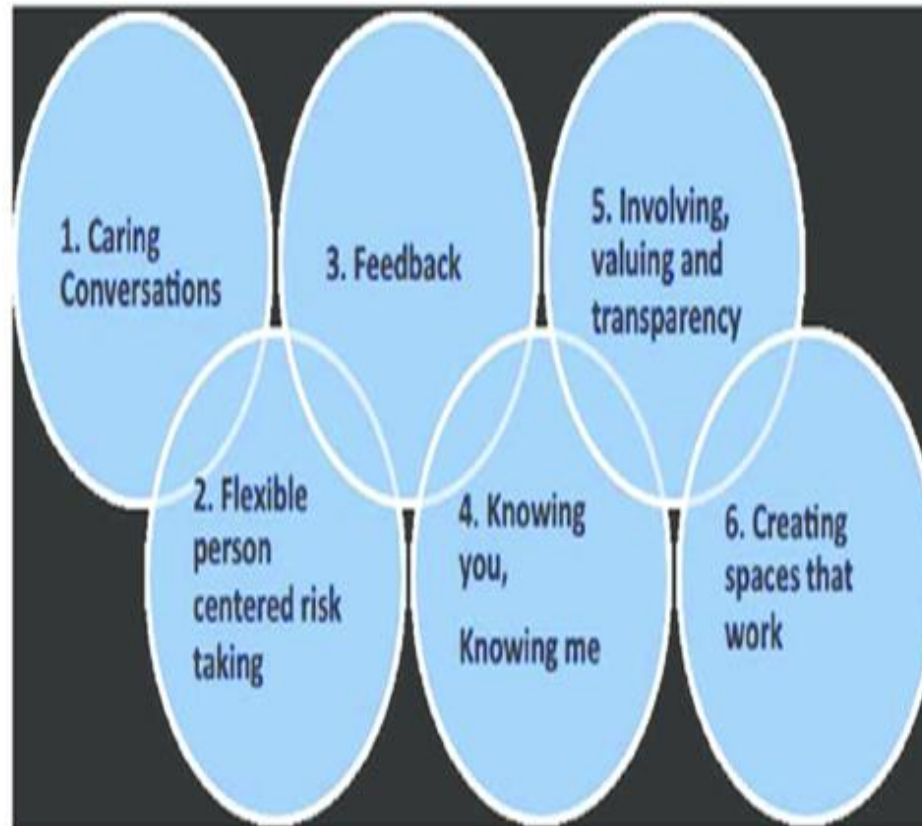
The word soul is derived from the Greek word which refers to *vital breath* –
from the depth of your person

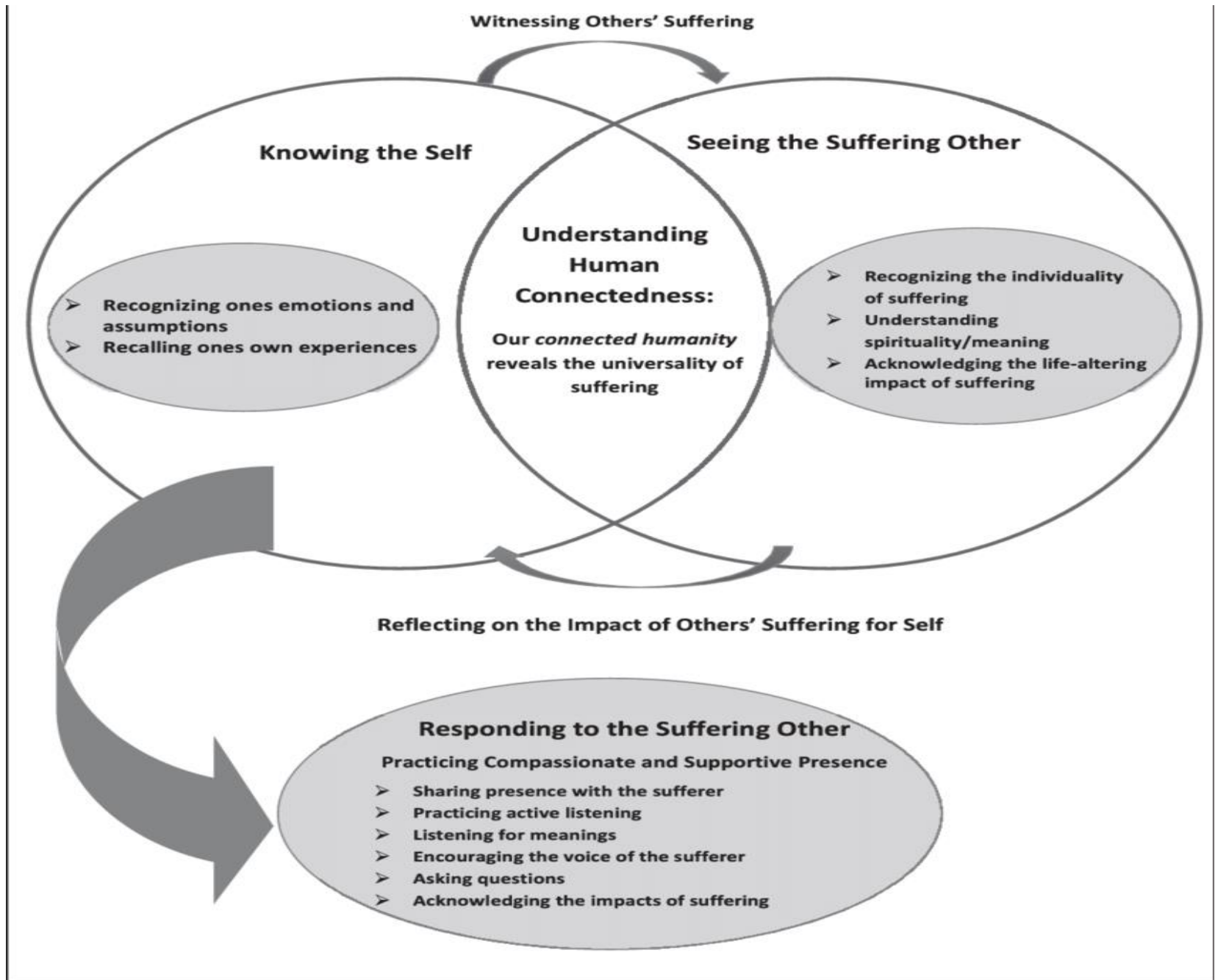
Speaking about the soul of a person refers to their *vital breath* – that which makes them ultimately unique.



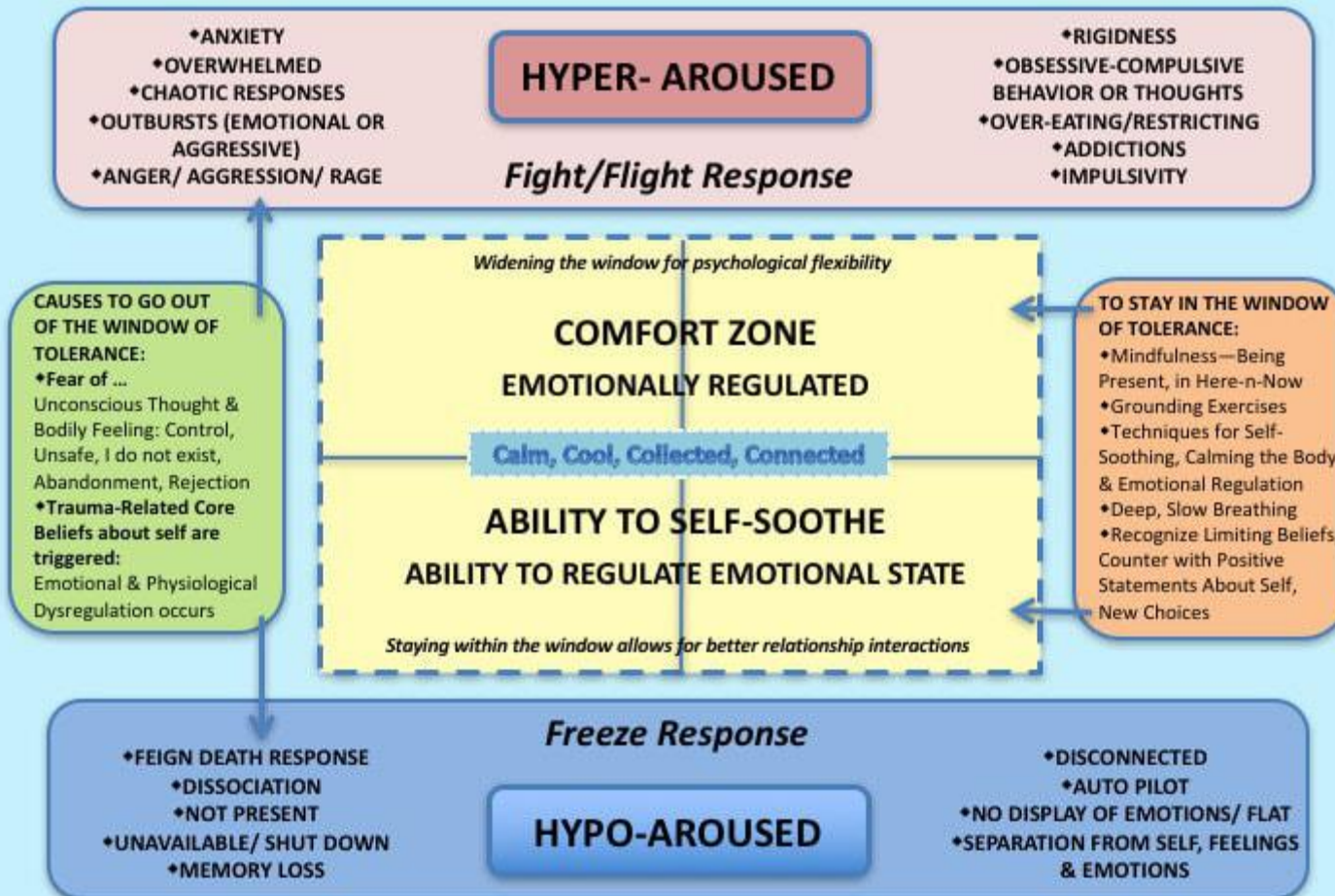
Spiritual care (vital breath) is to devote
presence,
attention,
and **respectful assistance**
to helping people to **discern**
what is the **meaning** in their life now,
in this new **environment of pain;**
and how they seek to live out that **meaning**
as life unfolds.

Model for Compassionate Care in Practice

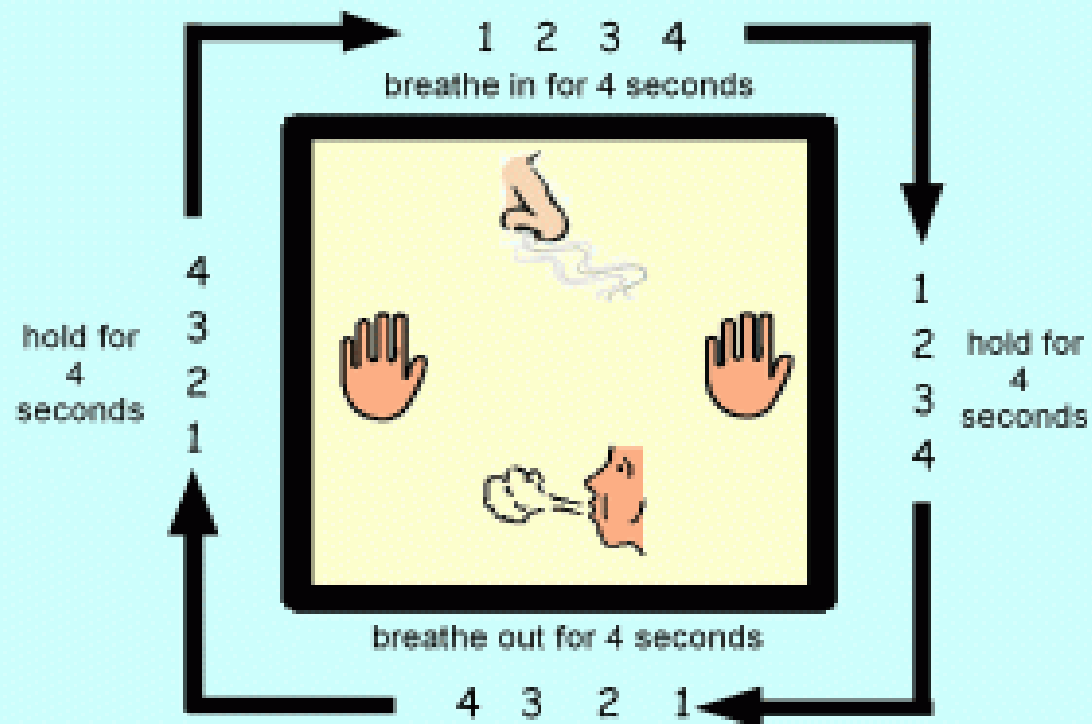




WINDOW OF TOLERANCE- TRAUMA/ANXIETY RELATED RESPONSES:
Widening the Comfort Zone for Increased Flexibility



SQUARE BREATHING





Companioning

- Show up.
- Be present.
- Walk in their shoes.
- Honor their spirit.
- Listen with the heart.
- Witness their struggle.
- Walk along side.
- Be silent.
- Respect Confusion.
- Learn from them.



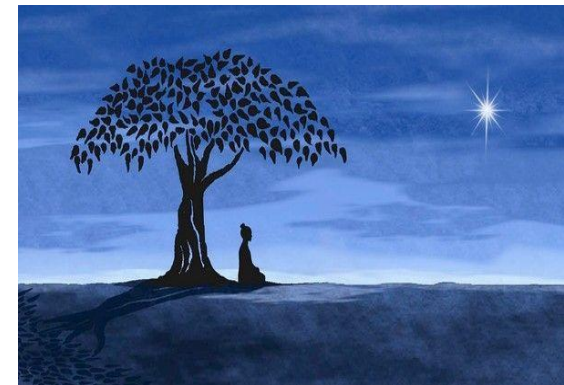
The Four Quadrants of Self Care

BEFORE	DURING
<p>Physical self-care Transitions to work Transitions to trauma Grounding self check-in Recognize and anticipate potential triggers</p>	<p>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</p>
LATER/ONGOING	RIGHT AFTER
<p>Regular practice of relaxation techniques and/or 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</p>	<p>Body awareness: relaxation or movement techniques Breathing exercises Visualization exercises Redirected thinking or reframing Utilizing support Transitions: from trauma Transitions: from work</p>



“If we want to grow as *care givers*
-- we must do something alien to academic culture:
we must talk to each other about our inner lives
-- risky stuff in a profession that fears the personal
and seeks safety in the technical, the distant, the abstract.”

Parker J. Palmer, [The Courage to Teach: Exploring the Inner Landscape of a Teacher's Life](#)









“When we deny the story,
it defines us.
When we own the story,
we can write a brave new ending”

Brene Brown