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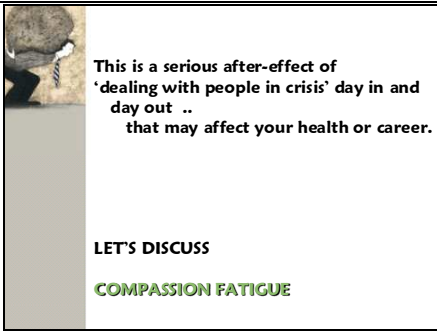
- This is a discussion of Compassion Fatigue, it will help you understand people both at work and at home, callers and peers.

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- Or at least I tried but it weighed me down.

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- This is a trainer's template for teaching. There are companion documents and handouts in your zip file on the CD.

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**Compassion Fatigue**

They line up—person after person – misery and pain, problem after problem. No end in sight.

**Callers in pain, theft, nasty officers, co-workers who stress you OUT.**

Finally, the shift ends and you go straight home...pay bills, help with homework.

**You leave pieces of your self scattered like ash. Without even realizing it, your compassion for others (and yourself)...burns out.**

- This presentation is for emergency communications personnel.

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**Compassion Fatigue**

And at the front of this line is you - weary but dedicated who has not slept enough, worked too much OT, what day is it? Which disaster is this, again?

**You serve others in work where service is difficult.**

- Talk about the amount given to the work

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**Compassion Fatigue**

And then someone calls. 

Just how much grief and suffering can you take and how can you handle it all?

**Is there a way to keep it all in perspective?**

- This call is simply an example of a person in pain that could affect the call taker, and certainly affects the person calling for her. What happens when we witness other people's pain and what 'should' happen when we witness other people's pain – discuss – without judgment what the group is thinking.

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**Compassion Fatigue**

Public Safety helpers have been heard to say...

*I wasn't doing enough, giving enough.*

It's just very hard to give yourself permission to let go, even for a little while. And when you are doing serving work – **letting go** is what you need to do.

- Using Katrina, Iraq or other types of disasters like China – why do we shut down and why does giving stop,

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**Compassion Fatigue**

Here are the behavioral clues that you or someone else may be a candidate for Compassion Fatigue:

- Diminished sense of purpose
- Loss of enjoyment of career
- Reduced ego functioning
- Lowered functioning all around
- More negativity


- How can you tell by how someone acts

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**Compassion Fatigue**

And here is how you may feel more often:

- Diminished intimacy
- Loss of hope
- Blaming "them" (whoever they are)
- Diminished balance between empathy and objectivity
- Eeyore appearance 

- From a generally happy person to a negative eeyore?

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**Normal Stress or a Disorder?**

**Not normal Stress is ...Persistently experienced by:**


Detachment and negativity.  
Reclusive behavior, avoiding certain things that were not avoided normally.

- The key is persistently

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**What Is The Answer**




Teaching all Comm Center members about CF and INTERVENTION SKILLS.




Allowing time to talk about stress, critical calls and historical events and problems.

Why don't we?  
**TIME**

- Once recognized can be worked with.

<p>Slide 22</p>	 <p><b>What Is The Answer</b></p> <p>Helping people understand they do not need to fix one another – only listen and have compassion.</p> <p><b>Compassionate listening is not fixing or giving advice...it is just listening.</b></p> <p>Reflect back the feeling</p>	<ul style="list-style-type: none"> <li>• Can use games here for communications. One that works well is to ask people to respond to a statement by a person in need. A look at their response shows that they tried to give advice, make it all better or analyze the person – instead of simply LISTEN</li> </ul>
<p>Slide 23</p>	 <p><b>What Is The Answer</b></p> <p>Allow people their feelings and help people understand there are problems with no solutions. Active listening involves being involved and connected, not running away from others feelings.</p> <p><i>"That must have hurt."</i>  <i>"You sound very sad."</i>  <i>"Are you worried?"</i>  <i>"What happened that hurt you."</i></p>	<ul style="list-style-type: none"> <li>• There is a fire department term called BLEVE – boiling liquid evaporating vapor explosion – which is when a container is full and has no place to vent it explodes – same as a person – we need to talk about our negative feelings – but we need people who know how to listen without judging, blaming, fixing, giving advice.</li> </ul>
<p>Slide 24</p>	 <p><b>Wellness Programs</b></p> <ol style="list-style-type: none"> <li>1. Teach about stress, compassion fatigue and wellness.</li> <li>2. Train all employees on the 'art of active listening'.</li> <li>3. Make everyone aware of the need to allow venting.</li> <li>4. Create a process and space for people to vent or move</li> </ol>	<ul style="list-style-type: none"> <li>• Your agency can make a difference by creating wellness programs as a part of training and in service.</li> </ul>

<p>Slide 31</p>	 <h3 style="text-align: center;">2. Encourage SOS</h3> <p><b>Seek Out Support.</b> Encourage the person to find sources of support when you recognize signs.</p> <p>As a leader for your agency make sure you know the supportive/nurturing resources available at home, at work, through church, with friends – in person, over the phone, on the Internet; is there an online or offline support group available?</p> <p>Create a <b>WHERE TO TURN</b> booklet.</p>	
<p>Slide 32</p>	 <h3 style="text-align: center;">3. Take Steps</h3> <p><b>Take Some Action Steps.</b> Encourage the person to focus on two or three actions steps that would help the individual feel a small but significant degree of enhanced feelings of effectiveness. For example – play a tape of someone who saved a life at 9-1-1. Plan a vacation. Volunteer sign up.</p> <p>Example of a SAVE. </p>	
<p>Slide 33</p>	 <h3 style="text-align: center;">4. Don't Be A Counselor</h3> <p><b>Explore the Need for Counseling.</b> Let people know about the counseling option. If in the next few weeks the person feels stuck in one of the grief stages or the post-traumatic or compassion fatigue symptoms are not subsiding, professional guidance can be suggested (or in some agencies required).</p> <p>Listening is not counseling. If listening seems to result in zero relief, more is needed. PTSD is serious and requires counseling.</p>	

<p>Slide 34</p>	 <p><b>5. This Too Shall Pass</b></p> <p><i>Communicate Optimism.</i> Reaffirm that post-traumatic stress and compassion fatigue are natural. Also make sure the person knows that to do this work, they must be at peak performance and although there is no fault – no blame and no shame – it's time to help his or her self.</p> <p>Reassure the this too shall pass with support and action - that crisis can heighten a person's problem solving capacity, enhance a person's circle of support.</p>	
<p>Slide 35</p>	 <p><b>" Paradoxically, if you survive them, it's in the bad conditions that you learn most about yourself."</b></p>	<ul style="list-style-type: none"> <li>• We grow stronger by our challenges...stories from the group?</li> </ul>
<p>Slide 36</p>	 <p><b>Thank You!</b></p>	<ul style="list-style-type: none"> <li>• Your chance to post other events or what you want here.</li> </ul>