Preventing and Healing from Secondary Traumatic Stress
Taking an Organizational Approach
Introducing Our Presenters

Rebecca Hoffmann Frances, LMFT
Senior Director of Clinical Innovation, Maine Behavioral Health

Aurora Smaldone, JD
Project Director, Maine Behavioral Health

Dory Hacker, LCSW
Clinical Manager, Maine Behavioral Health

Nilofer Ahsan
Lead, Knowledge and Partnerships, CBLCC
Moderator
Concepts and Definitions

Secondary Traumatic Stress
Compassion Fatigue
Burnout

Resilience
Well-Being

Slide adapted from training content created by Futures Without Violence
Risk Factors for Secondary Traumatic Stress

• Exposure to trauma
• Isolation
• High empathy levels
• Being Female
• Unresolved personal trauma history
• Lack of professional training and mitigation
• Large caseloads
Impact of prolonged or severe stress

Personal
• Physical
• Emotional
• Behavioral
• Cognitive
• Relational
• Spiritual

Professional
• Job Tasks
• Decision Making
• Interpersonal/Professional Demeanor
• Morale/Frustration
• Black and White Thinking
Leadership Challenges

In a Good Year
• Accountability
• Constant changes/new roll-outs
• Personnel management
• Engagement

Current Times
• Anxiety, fear, worry
• Exhaustion, overwhelm
• Moral injury
Regulation and Co-regulation

“...We are stewards not just of those who allow us into their lives but of our own capacity to be helpful...”
~Trauma Stewardship
THE 5 PILLARS OF WELLBEING

1. CAREER
   Do you like what you do and how you occupy your time?

2. SOCIAL
   Do you have love and strong relationships?

3. FINANCIAL
   Are you effectively managing your economic life?

4. PHYSICAL
   Do you have enough health and energy to get things done every day?

5. COMMUNITY
   Are you engaged with the area in which you live?

Source: SOCAP Global (2017)
Creating a Culture of Well-being

Individual Strategies

Relational Strategies

Organizational Strategies

PREVENTING AND HEALING FROM SECONDARY TRAUMATIC STRESS
Individual Mitigation Strategies

- Increase Awareness
- Set Limits and Boundaries
- Build and Maintain Connections
- Know your “hot spots”
- Practice Stress Management
- Seek Support
Supporting Each Other

- Maintain consistent and respectful communications.
- Clarify roles and team-wide strategies for managing things.
- Develop team support plans & check-in with each other often.
- Promote a sense of belonging and unity.
- Take turns taking breaks and rotating workers.
- Focus on the ways the work you do makes a difference.
- Celebrate the wins, no matter how small.
- Make time to decompress and debrief--include elements of hope, strength, meaning & purpose.
- Find genuine opportunities for play and release.
Resilient Teams

- Creating a healthy work environment and culture.
- Providing supportive leadership and quality supervision.
- Encouraging formal and informal peer support.
- Providing training and education.
- Encouraging staff health and wellness.
Organizational Strategies to Address STS

- Routine assessments of STS levels
- Trainings on trauma, STS, strategies
- Trainings on specific supervision techniques
- Post-crisis debriefing protocol
- Caseload management protocols
- Provision of mental health services
- Peer support groups
- STS normalization
- Sabbaticals
A Tiered Organizational Response

**Tier 3**
Tailored Interventions for highly impacted
- Deliver or refer to appropriate mental health services (EAP, specialized treatment services, grief support groups, recovery programs, critical incident debriefings, etc.)
- Provide one-on-one consultation re: needs of care team member
- Work with HR/others to identify specific recovery plan

**Tier 2**
Targeted Interventions for moderately impacted
- Provide peer support groups
- Conduct Wellbeing Team Academy and utilize team for targeted interventions
- Develop customized wellbeing activities to meet specific local needs

**Tier 1**
Universal Interventions for all
- Ensure basic needs are met
- Provide training and support materials on stress, resilience, and healthy team culture
- Embed and deliver wellbeing strategies
Discussion

Please type your questions into the chat box.
Resources

- Topical Webpages: [Well-Being of the Workforce](#) and its subsection on [Burnout, Compassion Fatigue, and Secondary Traumatic Stress](#)


- Publication: [Issue Brief on The Importance of a Trauma-Informed Child Welfare System](#)
  - Note: This issue brief discusses Secondary Traumatic Stress

- July 2016 CBX Issue: [Spotlight on Secondary Trauma and Professionals’ Well-Being](#)
Thank You!

Rebecca Hoffmann Frances, LMFT
rhfrances@mainebehavioralhealthcare.org

Aurora Smaldone, JD
asmaldone@mainebehavioralhealthcare.org

Dory Hacker, LCSW
dhacker@mainebehavioralhealthcare.org