Self-Care is Quality Care



The March of the Saintly Geniuses



The Marci



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Language & Approach to Training

Client/Patients (them) and Helper (us)

Informal and Interactive

Have fun!!

Stay Positive

Art: Alex Gray - alexgray.com

A Tool for Resiliency: Bilateral Stimulation

- Activating both sides of the brain facilitates the processing of new information
- Impact of Bilateral Stimulation:
 - Helps to destabilize and rob past difficult memories of their power
 - Provides strength in a situation where we might feel powerless or weak
 - Helps to integrate new experiences into perception of self

- 1. Activate parasympathetic nervous system by using techniques such as deep breathing
- 2. Bring to consciousness a resource memory, experience, concept, or figure
- 3. Activate the sensory details of that resource until it or they are alive
- 5. Begin to tap right-left, right-left 6 to 12 times. If the resource is continuing to strengthen and feels positive, continue to tap.
- 6. Can tap as long as the resource remains positive

Parnell, 2008

Going Deep Early!! The Power of Passion

Self Reflection: Take 5 minutes to write a narrative about the passion that brought you to this work and keeps your motivation and energy focused on helping others heal

Bilateral Stimulation:

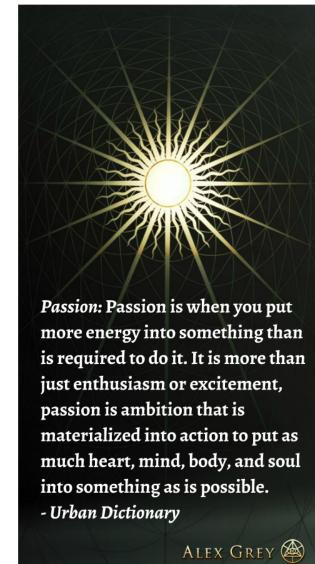
- Deep breaths
- Bring to mind the emotional connection (passion) you have for this work
- Take 2 minutes to "tap in" this feeling (stop if uncomfortable)

Small Group:

- Introductions: Name, position, organization, and location
- Discussion: Each person take about 2 minutes to share with the group: What drives your passion?

Large Group:

- Introductions: Name, position, organization, and location
- Tell us one thing that gives you energy and passion for this work



Biology

The systems of the body and how they interact with one another

Sets the structure for the flow of energy and information throughout the body

Default Setting: Efficiency, Avoid Pain & Seek Pleasure



Psychology

Mental states and process

Mind - Regulates the flow of energy and information

Volition to control biology, including the brain



Social

Relationships - How energy and information is transferred from one person to another

Environmental

- · Socioeconomic factors
- Culture
- · Family/societal mindsets





The Biopsychosocial Paradigm

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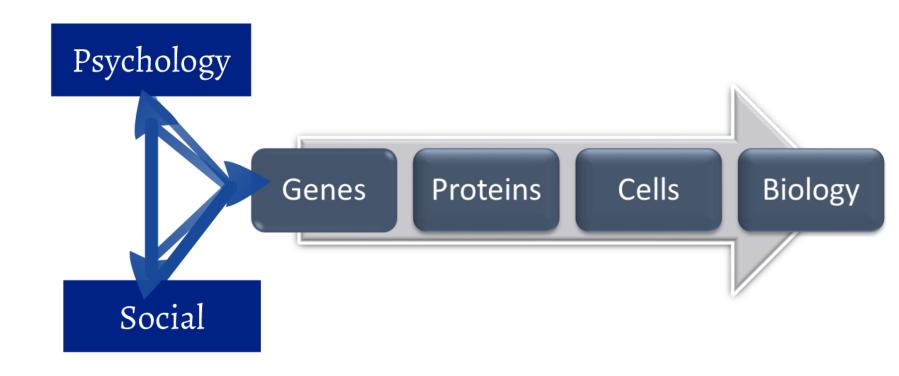


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"The tendency turnards a relatively stable equilibrium between interdependent element, especially as maintained by physiological juncesses." - Google Dictionary



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A Deeper Understanding of the Work



Choice vs. Force



Choice vs. Force

A Deeper Understanding of the Work

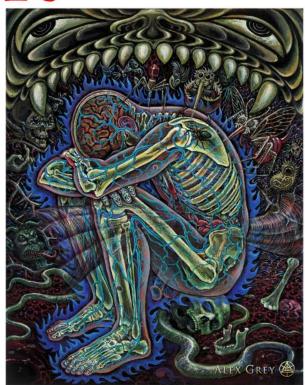


Traumatic Event

Trauma – Intense stress that overwhelms our biological, psychological, and social capacity, resulting in an existence dominated by the trauma

Passive Trauma – Being continuously overwhelmed by the trauma due to a lack of support needed to regain control

Complex Trauma – Repeated systematic trauma that occurs over time



Trauma Symptoms

Psychological

- · Inability to focus
- · Learning disrupted
 - · Short-term memory
 - Verbal memory
 - Narrative memory
- · Limited volition
- · Emotional instability
- · Nightmares
- · Diminished interest in everyday activities
- · Loss of positive point of view (self & world)
- Depression
- Suicide attempts
- · Deregulated emotional states
- · Disrupted personality development

Biological

- · Constipation or diarrhea · Risk for intimate
- · Somatic pain
- · Alcohol abuse & dependence
- · Illicit drug use
- · Smoking
- · Ischemic heart disease (IHD)
- · Fetal death
- · Chronic obstructive pulmonary disease (COPD)
- · Liver disease
- · Decreased immune function
- · Decreased health-related quality of life
- · Fear & anxiety
- · Anger & rage

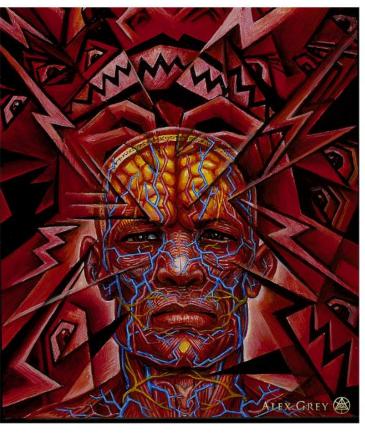
Social

- partner violence
- Disrupted sleep patterns Multiple sexual partners
 - · Sexually transmitted infections (STIs)
 - · Unintended pregnancies
 - · Difficulty trusting others
 - · Concern about burdening others with problems
 - · Feelings of detachment
 - · Attachment issues
 - · Social withdrawal
 - Isolation
 - · Lack of awareness of social cues



Acestudy.org, 2014, Levin, 2004, Herman, 1997

Disintegration



Biological fracturing

- Brain development and functioning
- · Physical health and well-being

Psychological fracturing

- · Losing one's mind and control of energy flow
- · Loss of Personal Narrative

Social fracturing

- Relationships often mirror traumatic experience
- "The core experiences of psychological trauma are disempowerment and disconnection from others."
 - Judith Herman

Reality of the Abyss



- Biological
 - Underdeveloped support for executive functioning and ability to make different choices
 - Addiction
 - Biological structure to continue to use
 - Increases severity of trauma symptoms
- Psychological
 - · Lack of volition and free will
 - Biological structures to support mind are damaged or weakened
- Social
 - Environmental: Homelessness, poverty, danger
 - Social: Isolation, danger, stuck in harmful relational templates

Healer/





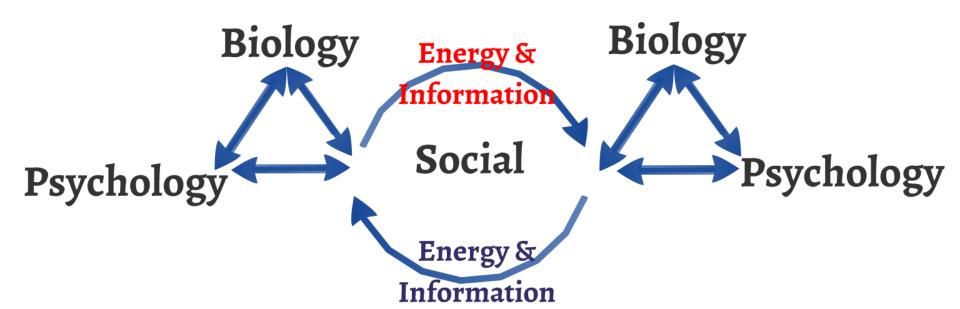


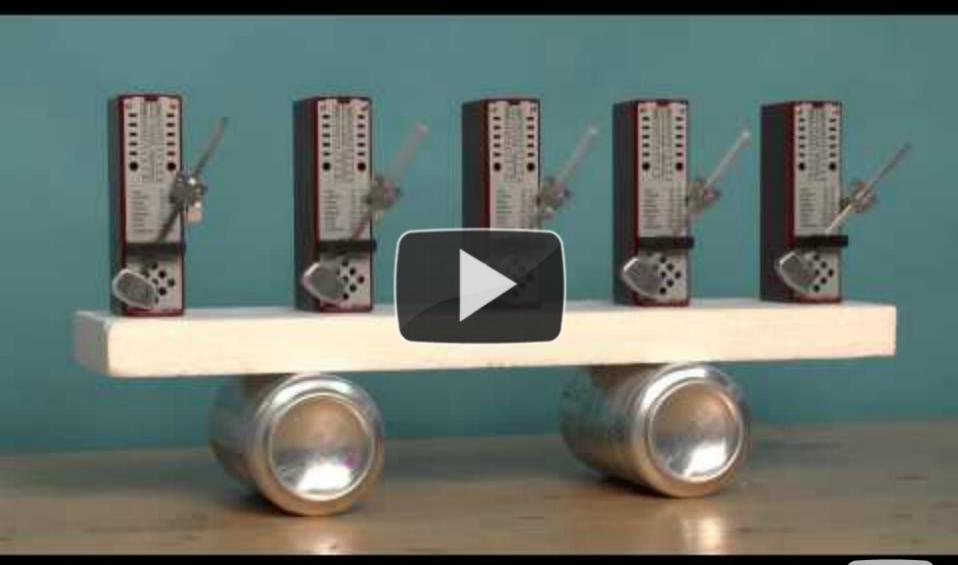






Mentor





You Tube

"Recovery can take place only within the context of relationships; it cannot occur in isolation. In her renewed connections with other people, the survivor re-creates the psychological faculties that were damaged or deformed by the traumatic experience." – Judith Herman

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"When I was a novice, I could not understand why, if the world is filled with suffering, the Buddha has such a beautiful smile. Why isn't he disturbed by all the suffering? Later I discovered that the Buddha has enough understanding, calm, and strength; that is why the suffering does not overwhelm him. He is able to smile to suffering because he knows how to take care of it and to help transform it. We need to be aware of the suffering, but retain our clarity, calmness, and strength so we can help transform the situation. The ocean of tears cannot drown us if karuna (compassion) is there. That is why the Buddha's smile is possible." - Thich Nhat Hanh

The Chemical (Quantum) Soup

To understand the mind, we must understand the quantum reality from which it emerges!

Biology (brain) and psychology (mind) rely on quantum ions to elicit certain brain states

- Attunement and regulation
- Strategically elicits brain states that support healing and change

Personal Narratives

- Mind Author
- Brain Paper
- Neurons Pen
- Ions Ink



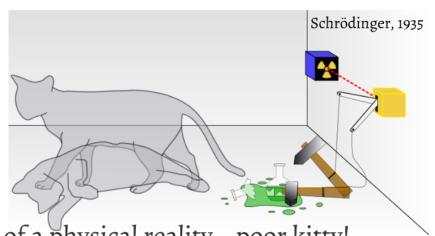
Schwartz & Begley, 2002

Quantum objects (including the ions of the action potential) have properties of both waves and particles

Without an observer, physical reality exists in a state of possibilities, or the wave function

When this reality is observed, it collapses the wave potential into one of the possibilities, or the particle function

Role of the Observer: "Quantum Zeno"



QM: The observer is critical to the creation of a physical reality – poor kitty!

- Helper's compassion collapses brain states that promote hope and healing
 Questions asked about a certain reality influence that reality
 - Through Motivational Interviewing (and other interventions), healer helps elicit certain brain states that promote behavioral change

Repeated and closely-spaced observations can slow down or stop a quantum process

• Helping clients think about thinking allows them to gain control over their reactions/behaviors

The observer cannot interact with a system without changing it

• Both the helper and client are changed by their relationship and interaction

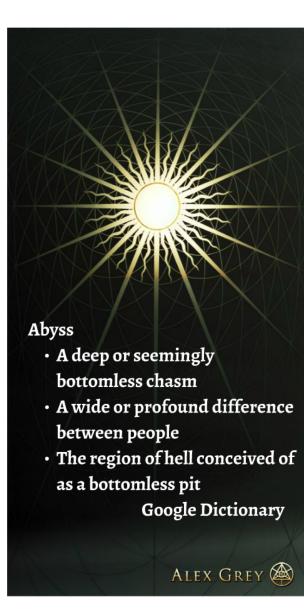
Going into the Abyss

Self Reflection: Take 5 minutes to write a narrative about how your work with those experiencing suffering, trauma, and homelessness impacts your view of yourself and the world.

Bilateral Stimulation:

- Deep breaths
- Bring to mind the strength and wisdom you have gained from dedicating your career/life to those experiencing homelessness and other suffering
- Take 2 minutes to "tap in" this feeling (stop if it gets uncomfortable)

Small Group: Discussion: Each person take about 2 minutes to share with the group: How has your work with those experiencing suffering, trauma, and homelessness impacted your view of yourself and the world?



- Establishing Safety
- Awareness & Management of Arousal States

Internal Regulation

Integration

- Find Meaning
- Integration of Trauma into View of Self & World
- Maintain Safety

- Prevent Future Trauma
- Returning Stronger & Wiser
- Giving Back

Post Traumatic Growth

A Deeper Understanding of the Work



Self-Care is Quality Care

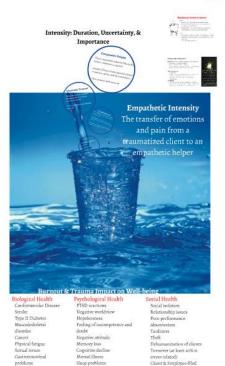


The March of the Saintly Geniuses



Surviving and Thriving In the Abyss

Pick 3 Goals



Mental fatime

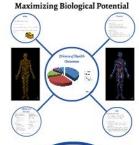
Anxiety & irritability

Litigation

Low job satisfaction Disruption of relationships Blurred boundaries

Headaches Physical illness

Tools of the Healer









Values: Our True North

Self Reflection: Take 5 minutes to complete the values worksheet

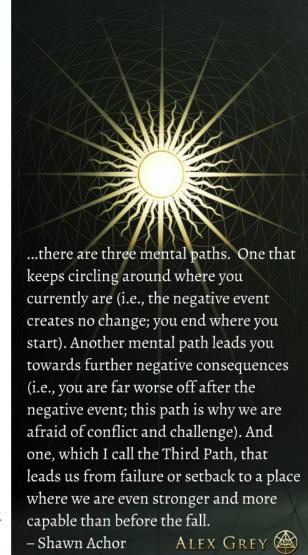
- Take a moment to review the values list
- Identify your values limit to around six
- You have 100 points to assign to these values distribute among your list reflecting the power they have in your life

Bilateral Stimulation:

- Deep breaths
- Bring to mind how your values have impacted your career and dedicating your work life to the service of others
- Take 2 minutes to "tap in" this feeling (stop if it gets uncomfortable)

Small Group:

- Introductions: Name, position, organization, and location
- Discussion: Each person take about 2 minutes to share insights on how increased focus on self-care aligns with your values



Resiliency: Levels & States



States

- · Capacity of stress/trauma an individual can hold
- Increased by: Healthy lifestyle, healthy relationships, resiliency & self-confidence
- Decreased by: Illness, diet, weather, time of day, bad relationships & trauma and long-term burnout

Levels

- Level of stress and trauma within the individual's capacity
- Cognitive and social capacity = space between water and top of cup
- Water overflowing = crisis

Window of Tolerance

Hyperarousal Zone (Flight/Fight): Increased sensation; emotional reactivity; hypervigilance; disorganized cognitive processing

Rigidity

Chaos

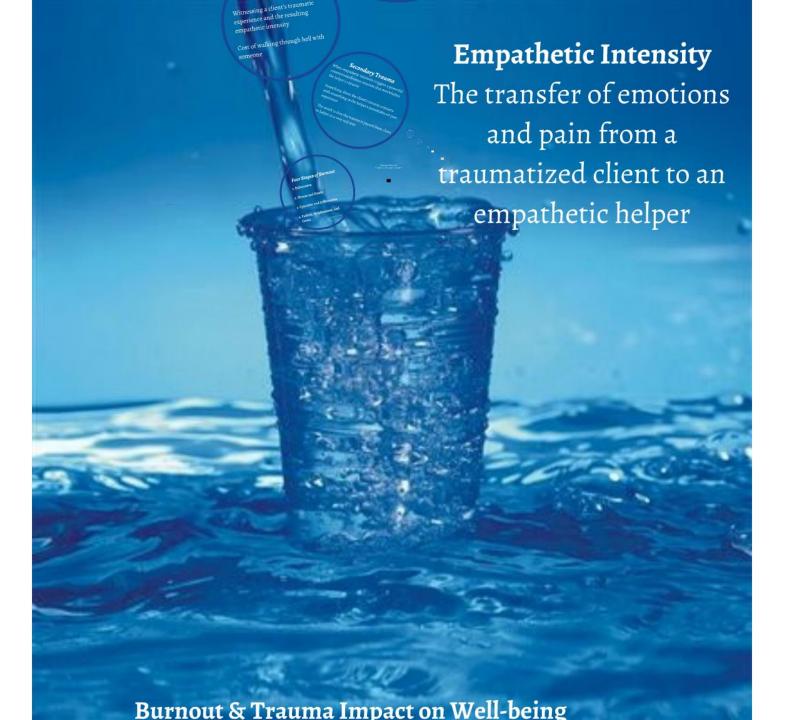


Window of Tolerance: Flexible; adaptive; coherent; energized; stable

Rigidity

Chaos

Hypoarousal Zone (Freeze): relative absence of sensation; numbing of emotions; disabled cognitive processing; reduction of physical energy



Empathetic Intensity The transfer of emotions and pain from a traumatized client to an empathetic helper

Intensity: Duration, Uncertainty, & **Importance**



- · Level of stress
- · Cognitive and top of cup
- · Water overflo

Compassion Fatigue

When empathetic intensity fills up the helper's robustness capacity

Gradual filling of your cup with clients' traumatic stories and life experiences

Often present with burnout

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Vicarious Trauma

Witnessing a client's traumatic experience and the resulting empathetic intensity

Cost of walking through hell with someone

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Dr.

Vicarious Trauma

Witnessing a client's traumatic experience and the resulting empathetic intensity

Cost of walking through hell with someone

Counter Second

with

Secondary Trauma

When empathetic intensity triggers a powerful countertransference reaction that overwhelms the helper's capacity

Something about the client's trauma connects with something in the helper's personality or past experience

The result is that the trauma is passed from client to helper in a very real way



Transference & Countertransference

Nature of the helping relationship produces intense emotional responses for both the helper and client

Transference: Past experiences of the client projected onto the helper

Countertransference: Projections of the helper placed on the client

- Being aware when our past impacts the helping relationship
- Courage to deal with our past

Traumatic Transference

Terror

- Most trauma entails abuse by someone with power over the client
- The nature of the helping relationship mirrors this power dynamic
- The traumatized client will transfer many of their feeling about their abuser • Client idealizes the helper and places onto the helper
- This brings about hyperarousal (terror) with high levels of rigidity and chaos

Hopelessness

- In most circumstances, no one was able (or chose not) to come to the aid of the traumatized individual
- The helper becomes seen as an omnipotent rescuer
- expectations on them that no one could (or should) fulfill

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Countertransference & Secondary Trauma

- Being empathetic during trauma transference often puts the helper in the role of savior or abuser
- Within the dynamics of the relationship, something about the client's story or actions trigger a "towards" response (fight) or "away" (flight) response from the helper
- Helper is left:
 - Feeling hopeless in their ability to save or fix client or their situation
 - Feeling angry, ready to give everything they possibly can to save or fix the client or situation

Secondary Trauma Reactions



- Uncertainty
- Vulnerability
- Unmodulated affect
- Empathetic enmeshment
- Loss of boundaries
- Over involvement
- Reciprocal dependency

- Denial
- Distancing
- Empathetic withdrawal
- Blank screen
- Intellectualization
- Misperception of dynamics

Example of Secondary Traumatization



Four Stages of Burnout

1. Exhaustion

2. Shame and Doubt

3. Cynicism and Callousness

4. Failure, Helplessness, and Crisis

Maslach & Leiter, 1997

Example of Burnout: If only our clients were so sweet!!



Burnout & Trauma Impact on Well-being

KINDOGICAL HEALT	
Biological Healt	Ŋ

Cardiovascular Disease

Stroke

Type II Diabetes

Musculoskeletal

disorder

Cancer

Physical fatigue

Sexual issues

Gastrointestinal

problems

Headaches

Physical illness

Back problems

Psychological Health

PTSD reactions

Negative worldview

Hopelessness

Feeling of incompetence and

doubt

Negative attitude

Memory loss

Cognitive decline

Mental illness

Sleep problems

Shame

Mental fatigue

Anxiety & irritability

Depression

Guilt

Aggression

Social Health

Social isolation

Relationship issues

Poor performance

Absenteeism

Tardiness

Theft

Dehumanization of clients

Turnover (at least 40% is

stress related)

Client & Employee-filed

grievances

Litigation

Low job satisfaction

Disruption of relationships

Blurred boundaries

Surviving and Thriving In the Abyss

Pick 3 Goals



Mental illness

Sleep problems

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Anxiety & irritability

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Litigation

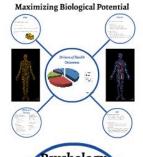
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Tools of the Healer









Maximizing Biological Potential

ack of Sleep vs. Drunkenness

Sleep and Learning

Lowers creativity and increases number of mistakes

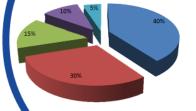
Lack of sleep - Weight Gain/Type z Diabetes/Early



- · Boosts the brain's neurogenesis · Improves learning and memory
- · Protects the brain from aging and injury
- Emotional Benefits
- · Increased energy
- · Improves overall mental health
- · Vigorous exercise for 30-45 minutes up to 6 days a week works for lowering depression as drugs do



Drivers of Health **Outcomes**



■ Environment

Behavior ■ Genetic ■ Social ■ Health Care

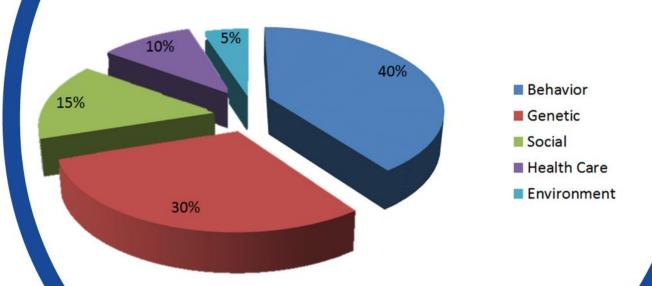
- Stop multi-tasking (90%
- and it takes as minutes to naturn to the task
- Eatup hours (r.i a day) and

- . Find your rhythm
- Prioritize like tasks
- · Turn off e-mails Turn off or silence your
- Disconnect from the internet
 Don't live in chaos
- · Do not disturb signs Schedule in time for social

- ep your blood sugar level
- · Glucose is the main fuel of our brain
- · High or low levels of glucose leads to decreased efficiency and sickness

- · Eat breakfast you will work faster, with fewer mistakes, and have more vigilance around tasks
- · Eat something every three hours decreases overall caloric intake, lowers body fat, and increases energy levels without crashes

Drivers of Health Outcomes



McGinnis, JM et a



Sleep

Lack of Sleep vs. Drunkenness

Sleep and Learning

Lowers creativity and increases number of mistakes

Lack of sleep = Weight Gain/Type 2 Diabetes/Early

Death

Exercise

Directly decreases stress chemicals

Cognitive Benefits

- Boosts the brain's neurogenesis
- Improves learning and memory
- Protects the brain from aging and injury

Emotional Benefits

- Increased energy
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Diet

Keep your blood sugar level

- Glucose is the main fuel of our brain
- High or low levels of glucose leads to decreased efficiency and sickness

A few suggestions...

- Eat breakfast you will work faster, with fewer mistakes, and have more vigilance around tasks
- Eat something every three hours decreases overall caloric intake, lowers body fat, and increases energy levels without crashes

Efficiency & Burnout

Brain is only 2% of body weight, yet consumes 25% of oxygen and glucose taken in by the body

- Take a break every 90 to 120 minutes
- Stop multi-tasking (90% productivity loss)

Distractions

- On average, we are distracted every 11 minutes and it takes 25 minutes to return to the task
- Eat up hours (2.1 a day) and brain power (10 IQ points)

Individual Strategies

- Find your rhythm
- Take breaks/change energy
- Prioritize like tasks
- Turn off e-mails
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Team Strategies

- Do not disturb signs
- Schedule in time for social connections
- Play!!

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Pick 3 Goals

Psychology



The Mindful Helper

- Feedback from others
- Awareness in the moment - Capacity building

Paying attention to what is happening in your mind allows you to recognize when you are struggling with the trauma and bernout associated with helping others

Being "present" with the clients allows you to bring the right

- Find a space
 Find a time
- Start small 270 5 minutes a day. · Find the right exercise (Active vs. Empty)
- · Practice throughout day

- · Decreased stress and anxiety
- · Increased self-efficacy
- · Higher levels of physical health, immune functioning, and healing
- Increased FACES: Flexible, Adaptive, Coherer
- Energized & Stable
- · Increased relationship satisfaction

Matt's Mindfulness Method

Your Best Day!!



Look right and cours down by rowk for appoint right love Descripted Edingly Committee

Mindful Energy & Information Flow

"This growth mindset is based on the belief that your basic qualities are things you can cultivate through your efforts. Although people may differ in every which way...they believe that a person's true potential is unknown (and unknowable); that it's impossible to foresee what can be accomplished with years of passion, toil, and training."

-Carol Dweck

Positive Mindsets increase

- · Learning
- · Problem solving
- · Creativity
- · Resiliency · Well-being
- · Endurance
- · Mood
- · Energy level
- · Confidence





The Mindful Helper

Focusing attention to consciously regulate energy and information:

- · Feedback from others
- · Awareness in the moment
- · Capacity building

Paying attention to what is happening in your mind allows you to recognize when you are struggling with the trauma and burnout associated with helping others

Being "present" with the clients allows you to bring the right energy into the helping relationship

Transforming Trauma Through Mindfulness

- Find a space
- · Find a time
- · Start small 3 to 5 minutes a day
- Find the right exercise (Active vs. Empty)
- Practice throughout day

Helper-Specific Benefits

- · Promotes empathy
- Increased compassion
- · More attentive and attuned with clients
- · Decreased stress and anxiety
- · Increased social and emotional intelligence
- Increased self-efficacy

General Benefits

- Higher levels of physical health, immune functioning, and healing
- Increased FACES: Flexible, Adaptive, Coherent, Energized & Stable
- · Improved cognitive functioning
- · Increased relationship satisfaction

Matt's Mindfulness Method

Start with an intention about a change, bringing your best self to work, or another important thing in your life

Look forward and take a deep breath while alternating tapping - keep your intention in our mind

Look to the left and hum (song or mantra) for a breath, tap left knee only

Back to middle for alternating tapping

Look right and count down by 5s while tapping right knee

Repeat until fully enlightened!!





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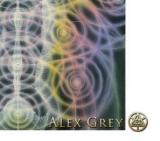
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Positive Mindsets increase

- · Learning
- · Problem solving
- · Creativity
- Resiliency
- · Well-being
- · Endurance
- · Mood
- · Energy level
- Confidence



Fixed Vs. Growth Mindsets

Fixed Mindset

- Focused on being judged
 Increased depression in face of hardship
- Belief that some people are born superior
- Missed opportunities for growth and development

Growth Mindset

- · Focused on improvement
- Increased resiliency in face of hardship
- Belief that all people are a result of their efforts
- Love opportunities for growth –

arn more!

Dweck, 2006

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- Energy level
- Confidence

Your Best Day!!



Fixed Vs. Growth Mindsets

Fixed Mindset

- · Focused on being judged
- Increased depression in face of hardship
- Belief that some people are born superior
- Missed opportunities for growth and development

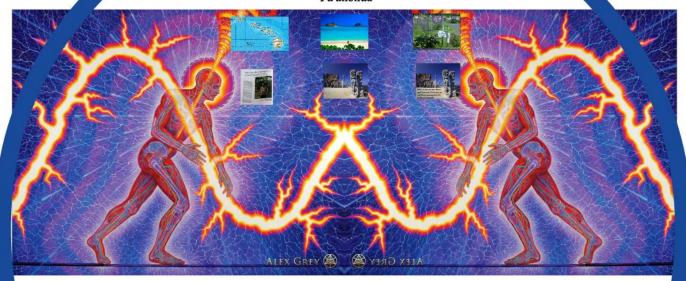
Growth Mindset

- Focused on improvement
- Increased resiliency in face of hardship
- Belief that all people are a result of their efforts
- Love opportunities for growth learn more!

Pick 3 Goals

Social

Pu'uhonua



Contagious Nature

Mirror Systems & the Power of Social Networks

Compassion Fatigue Vicarious Trauma Secondary Trauma Burnout

Culture

Organizational

Aspects of one part of a system or group are mirrored in connected parts...with both positive and negative consequences

versus

Helper's relationship with client is often a mirrored relationship to their dynamics with their supervisor/co-

Practice Collective Growth and **Positive Mindsets**

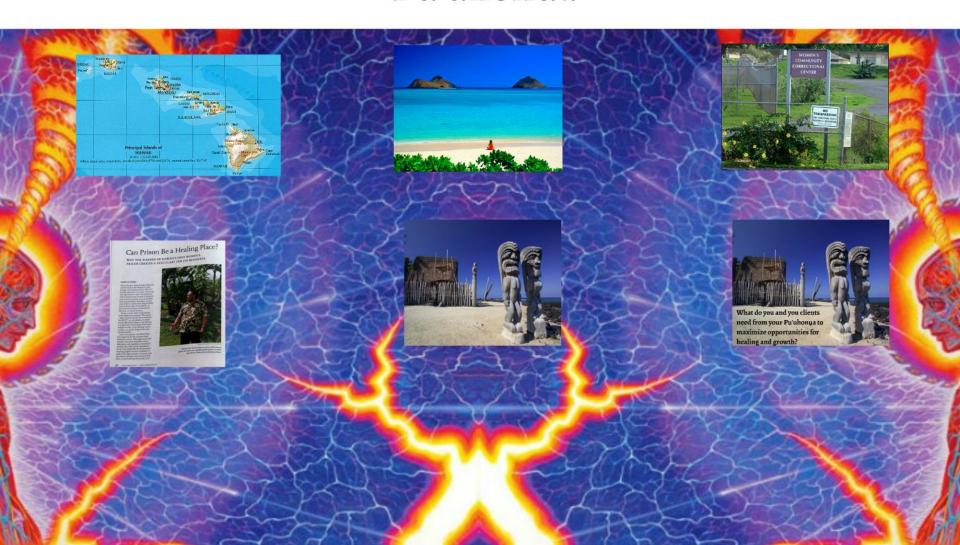
Strive for greatness

3 Positives

Start and end meetings on positive notes

Recognize great work in others

Pu'uhonua









Can Prison Be a Healing Place?

WHY THE WARDEN OF HAWAII'S ONLY WOMEN'S PRISON CREATES A SANCTUARY FOR ITS RESIDENTS.

Sarah yan Gelder

When Warden Mark Rawins Poterson started work at the Winners's Community Community Community Community Community Community Community to the Winners's alterproty due appended has since about present soily assessed for immutes at Hawari's soily assessed's present were an audicumunity of their crimen were drug soluted, and, of those who were philicity, 21 process had a history of resultance, pharacol, or around become.

These women due? novel presenment. Partnesses realized. They need a place to brad. He set out to enterest the WCCC on a provisional in traditional Hawaiian realizes, a persiloment is a successary where these who loved a taken or rate, or are floring violent conflict, can go for forgiveness and manuformation.

Lifer treaty printers, the WCCC had few programs for the intreates when Patterness across Athenugh most of the intreates were industrialed as total means are acid, the entire introduction and Canadind as total means are acid, the entire intreate population of apis was brazed like the Ro printers requiring higher accuraty measures. In apost of the large mandes of women with perchanter allowests, those were to full-time mental health performinals, but a



Number Work Species Superior observe off the Incomp plants, two parch, and regulable gardens grown on prince generals by incomme and community partners.



Contagious Nature

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Compassion Fatigue

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Aspects of one part of a system or group are mirrored in connected parts...with both positive and negative consequences

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Practice Collective Growth and Positive Mindsets

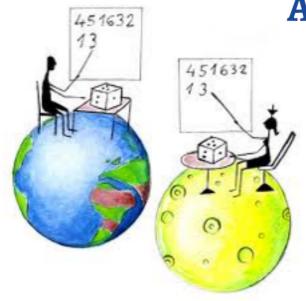
Strive for greatness

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Pick 3 Goals



A Nonlocal Universe

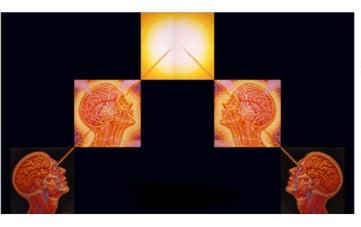
Classical physics:

- Cause and effect is caused by material local interactions
- · Similar separation between mind and world

Quantum reality

- Actions taken at one location will INSTANTANEOUSLY impact reality in another location, even if that location is on the other side of the universe
- Quantum systems are emergent (sum is bigger than parts)
- Relationships are emergent quantum phenomenons that are larger than the sum of both physical brains

Matt's Mumblings



Facts:

- · Quantum level objects are nonlocal
- The chemical soup of the brain is at least in part based on quantum particles
- Quality of the helping relationship is the #1 predictor of clinical outcomes
- Emotions, behaviors, and other manifestations of the brain are contagious
- · Relationships are an exchange of energy and information

Speculations:

- When two people create a system (relationship), particles are exchanged, altering the brain state of both helper and client
- The helpers' state (positivity, optimism, hope) creates a nonlocal influence on chemical balance in the client's brain, and vice versa (compassion fatigue, secondary trauma, vicarious trauma)
- · Healing is as much of a physical exchange as a mental and emotional one



Self-Care is Quality Care



The March of the Saintly Geniuses

