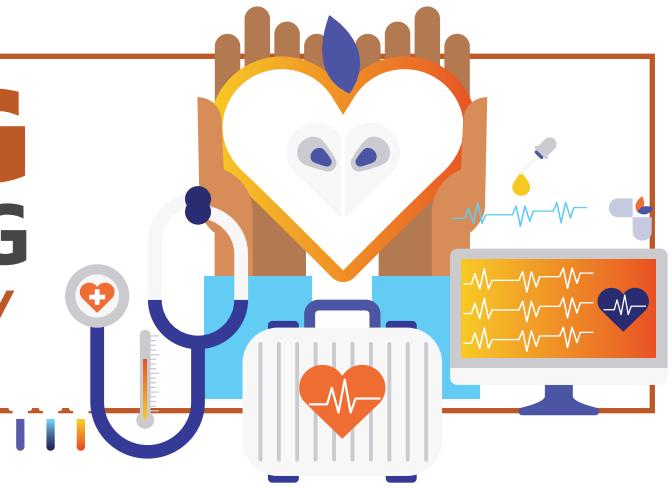


MANAGING STRESS INCREASING RESILIENCY



Managing Stress

- **Reduce Secondary Traumatic Stress**

- Acknowledge that STS can impact anyone helping families after a traumatic event.
- Learn the symptoms.

Physical Warning Signs

- Exhaustion
- Insomnia
- Headaches
- Sore back and neck
- Heart palpitations
- Fear
- Withdrawal
- Guilt

Behavioral Signs

- Increased use of alcohol and drugs
- Anger and Irritability at home and/or at work
- Avoidance of clients/patients
- Not returning phone calls at work and/or at home
- Avoiding colleagues and staff gatherings
- Impaired ability to make decisions
- Feeling helpless when hearing a difficult client story

Emotional/Psychological Signs

- Emotional exhaustion
- Negative self-image
- Depression
- Increased anxiety
- Difficulty sleeping
- Impaired appetite or binge eating
- Feelings of hopelessness
- Guilt
- Reduced ability to feel sympathy and empathy towards clients or family/friends
- Hypersensitivity to emotionally charged stimuli
- Insensitivity to emotional material/numbing
- Difficulty separating personal and professional lives
- Suicidal thoughts



- **Pay attention to basic needs**

- Food
- Water
- Sleep
- Safety

- **Prepare Yourself and Your Family**

- Learn as much as you can about your role.
 - Know the plan for any urgent work duties
- Have ways to communicate with loved ones.
 - Keep expectations realistic

- **Develop a Buddy System**

- Support and monitor each other's stress, workload, and safety.
- Identify each other's strengths and weaknesses.
- Set up times to check-in with each other. Listen carefully and share experiences and feelings.
 - **Acknowledge tough situations and recognize accomplishments, even small ones.**
- Monitor each other's workloads.
 - **Encourage each other to take breaks. Share opportunities for stress relief (rest, routine sleep, exercise, and deep breathing).**
- Communicate your buddy's basic needs and limits to leadership – make your buddy feel "safe" to speak up.

Increasing Resiliency

- **Embrace change**

- If you can accept that nothing stays the same, that there will always be flux, then you're starting with a leg up.

- **Know thyself**

- Take an inventory of yourself. Aside from what you fear you can't do or handle, and what your weaknesses are, fully acknowledge your strengths and accomplishments. These are never to be taken for granted. Have confidence in yourself and your abilities to navigate these difficulties and challenges.

- **Take action**

- Dealing with problems and issues head on lets you know you are in charge and in control of even the most difficult situation, regardless of the outcome. By taking action you know you are capable of doing something to mitigate the problem.

- **Take care of yourself**

- It's essential that you continue to care for yourself and your own well-being as best you can. Taking care of your body and mind keep you strong and better able to handle difficult times and challenges. Anything that nurtures you should be practiced on a regular basis.

- **Reflect**

- Reflection fosters learning, new perspectives, and a degree of self-awareness that can enhance your resiliency.