

# Columbus/Franklin County COVID-19 Homeless Response Network (HRN)

## *Secondary Trauma*

June 30, 2020

  
communityshelterboard  
Until everyone has a place to call home

[www.csb.org](http://www.csb.org)



# Webinar Overview

**Today's Topic:** Secondary Trauma

## Questions:

- All phones are muted – please “raise hand” to ask a question or share a comment
- Use the Question pane in control panel to submit question



**Webinar will be recorded and posted to**

<https://www.csb.org/providers/COVID-19-provider-guidance>



# Agenda

- Homeless Crisis Response System Updates
- Secondary Trauma for Social Service Workers
- Safeguarding
- Racialized Trauma



# Homeless Crisis Response System Updates

## Emergency Shelter

- De-concentration
- Shelter for Isolation/Quarantine (SIQ)

## Testing/tracing



“The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.”

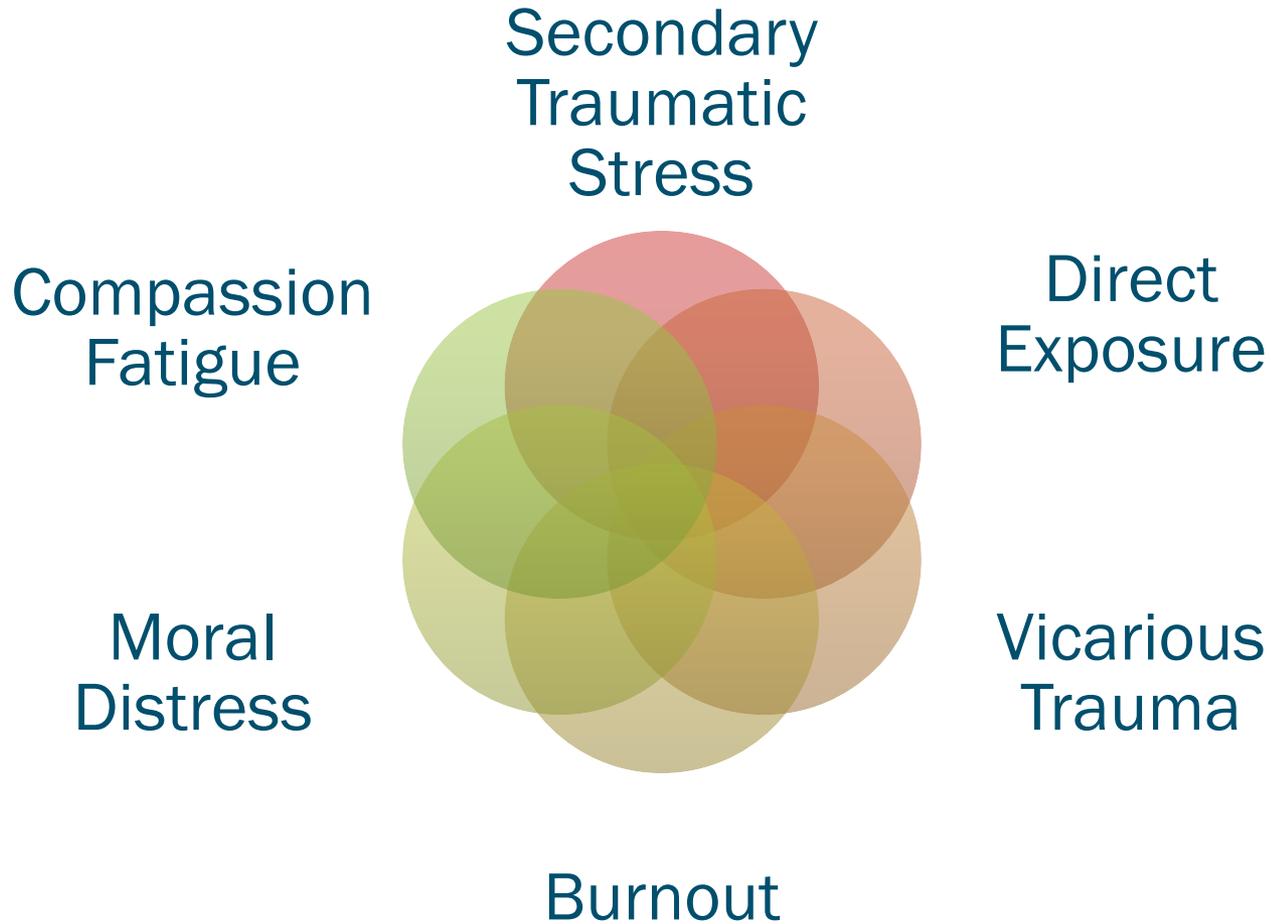
*Rachel Naomi Remen, 1996*

# Secondary Traumatic Stress

Secondary traumatic stress (STS) is the emotional duress that results when an individual hears about the firsthand trauma experiences of another.



# Related Terms



# Signs and Symptoms of Secondary Traumatic Stress

Hypervigilance

Hopelessness

Inability to embrace  
complexity

Inability to listen, avoidance  
of clients

Anger and cynicism

Fear

Chronic exhaustion

Physical ailments

Minimizing

Guilt



## Organizational Prevention Strategies to Consider

- Create an organizational culture that normalizes the effects of working with trauma survivors.
- Adopt policies that promote and support staff self-care.
- Allow for diversified workloads and encourage professional development.
- *Create opportunities for staff to participate in social change and community outreach.*
- Provide STS education to and encourage open discussion of STS among staff and administrators.
- Make counseling resources and Employee Assistance Programs available to all staff.

“We have an obligation to our clients, as well as to ourselves, our colleagues and our loved ones, not to be damaged by the work we do.”

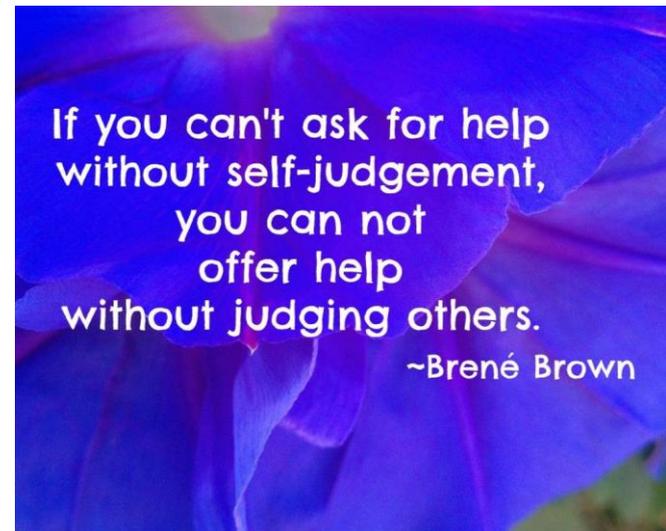
# Low Resiliency, High Anxiety

Here are some ways to notice that you may be suffering from secondary trauma:

- **You are startling easily;**
- **You are drinking more;**
- **You have physical signs of stress (e.g. racing heart);**
- **You are not sleeping well (sleeping more or sleeping less); and**
- **You have the feeling that others' trauma is yours**

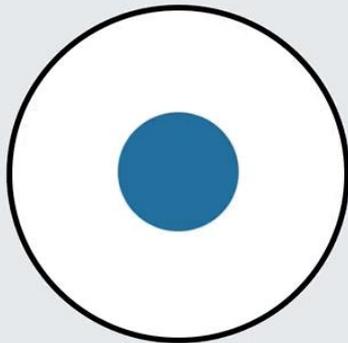
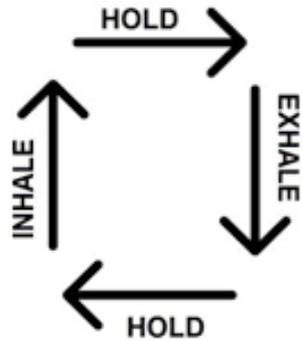
# Ways to Build Resiliency

- **Do something fun or enjoyable**
- **Avoid Toxicity:** This includes looking at your friend's new home improvements or crafting projects on social media
- **Get Sleep:** REM sleep is essential for learning, memory and emotional health
- **Therapy**



# Resources for Secondary Traumatic Stress

- [Psychological First Aid for First Responders \(SAMHSA\)](#)
- [Secondary Trauma in the Time of COVID-19 \(MHA\)](#)
- [Secondary Traumatic Stress for Child Serving Professionals](#)
- [NCTSN – COVID-19 Resources](#)
- [What About You? The Workbook for those Who Work With Others \(NCFH\)](#)



quietkit.com

## Settling and Safeguarding

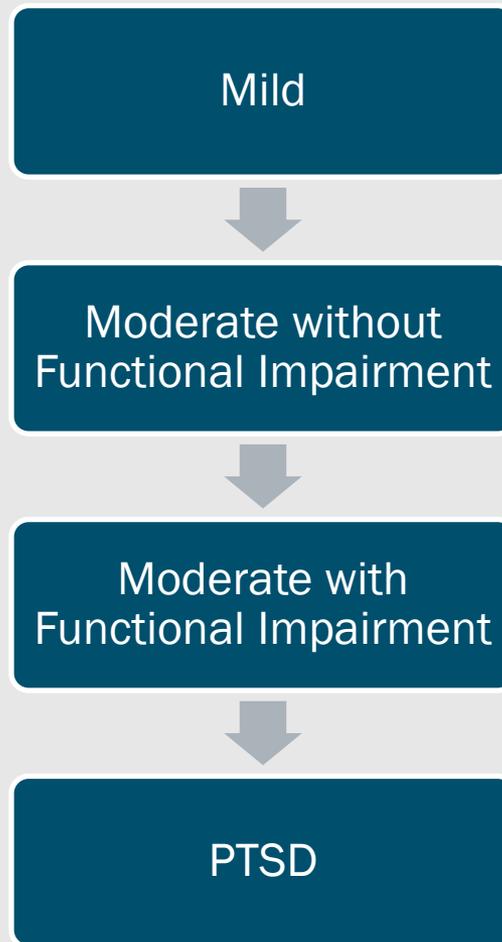
- Be aware that things will come up for you [during these conversations] and to allow yourself to be mindful and present
- Box breathing is a powerful, yet simple, relaxation technique that aims to return breathing to its normal rhythm. This breathing exercise may help to clear the mind, relax the body, and improve focus.

# The Intersection of Secondary Traumatic Stress, Race, Culture, and Historical Trauma

For clinicians and providers of color and for providers with marginalized identities, STS takes on additional complexity.



# Individual Stressors





# My Grandmother's Hands

*Racialized Trauma and the Pathway  
Mending Our Hearts and Bodies*

RESMAA MENAKEN  
MSW, LICSW, SEP

## Racialized Trauma

- An accumulation of wounds from daily microaggressions and feeling silenced or left out of conversation
- When people of color are exposed to *repetitive acts of racism*
- Witnessing ethnoviolence or discrimination of another person, historical or personal memory of racism, institutional racism, micro aggressions, and the constant threat of racial discrimination



# Organizational Considerations

## Decision-Making in Organizations

- Staff input and voice in decisions
- Policies and procedures reflect staff's values, safety, and needs

## Resource Allocation

- Trainings
- Structures
- Environment
- Staff with multiple responsibilities

## Awareness of Staff's Trauma Experience

- Staff bring their own experiences and worldview into work

# Practices for Leaders

- Implement healthy coping strategies to deal with psychological demands of the job
  - Workplace wellness groups (e.g., yoga, meditation, mindfulness)
  - Reflective practice groups
- Reflective Supervision
  - Provide opportunities to explore the impact of trauma work as well as issues of diversity, power imbalance and oppression
- Be collaborative
  - Share responsibility and control of power

# Resources for Addressing Racialized Trauma

- [My Grandmother's Hands](#)
- The 5 Anchors
- <https://www.racialequitytools.org>
- [JustJasmineBlog](#)

## STEPS TO SELF CARE AFTER EMOTIONAL AND PSYCHOLOGICAL TRAUMA

Race-based trauma can create symptoms and experiences much like PTSD. Repeated race-based trauma puts your emotional, psychological, and physical well-being at risk

### Mindful Isolation

Disconnect from triggering interactions or other situations that might elicit the fight-or-flight response

### Discharge Energy

Find ways to exert physical energy. go for a brisk walk or run. Find (safe) ways to discharge intense anger that includes physical movement.

### Ask For Help

If you find yourself unable to cope, find a trauma support group or therapist to assist you. You matter.

### Community

Connect with people who you've identified as your empathetic and open support. Process your feelings with them.

### Well-Being

- Feed yourself well
- Get good rest
- Avoid toxins
- Breath deep

**JustJasmineBlog.com**

# Future Topics

- 07/07: TBD
  - *Shout it Out!*
  - As we move into the Q&A portion of this webinar, please feel free to *share as you ask questions and share comments* about today's presentation.



# QUESTIONS

**CSB COVID-19 Information Repository:**

<https://www.csb.org/providers/COVID-19-provider-guidance>

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