

# THE TOOLBOX

*April 10, 2023*

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# MIND DUMP

PARKING  
LOT

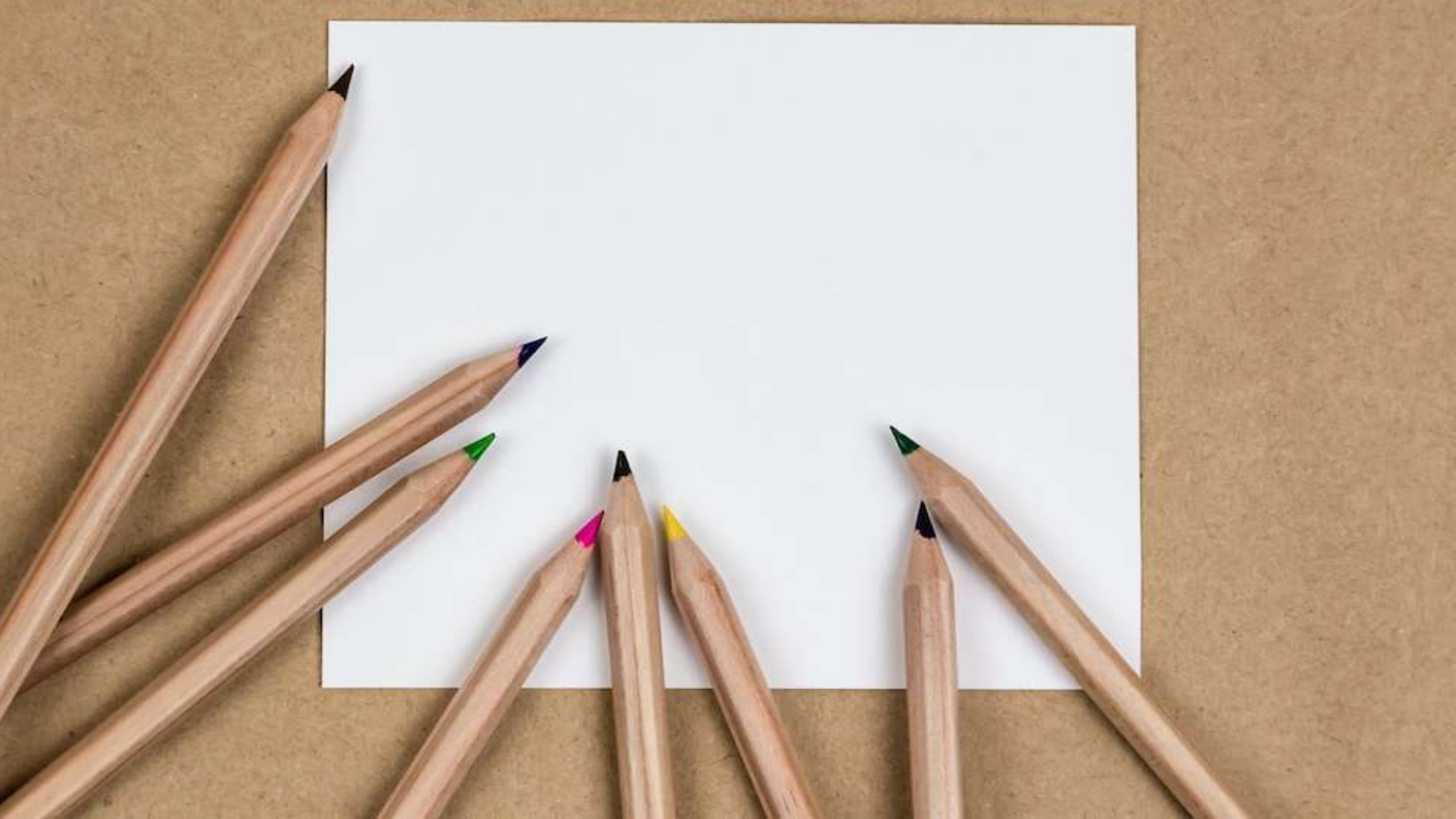
BE HERE  
NOW

Before we get started please take out a piece of paper. Draw a line down the center.

On the left side write Parking Lot. On the right side write Be Here Now.

On the *Parking Lot* side write down all the things swirling in your mind that you need to remember to do but not right now (shopping list, friends to reach out to). On the *Be Here Now* side write down the things that are on your mind about tonight's class (topics of interest, questions you have, ideas to share).

Take this moment to come into this learning space.



# THE SERIES



Week 1

Death and Dying:  
The Good Death

*Session 1: An  
Overview*

*Session 2: Models of  
Care*



Week 2

The Trifecta: Grief  
Loss and Trauma

*Session 1: An Overview*

*Session 2: Practical  
Application*



Week 3

The Toolbox



Week 4

Leading the Way  
(For Supervisors)

# Course Objectives



To understand compassion fatigue, primary and secondary traumatic stress

Understand the mitigating factors of compassion satisfaction, self-compassion and self-honoring practices

Learn new strategies and tools to support self-honoring mental and physical well-being

Death

Dying

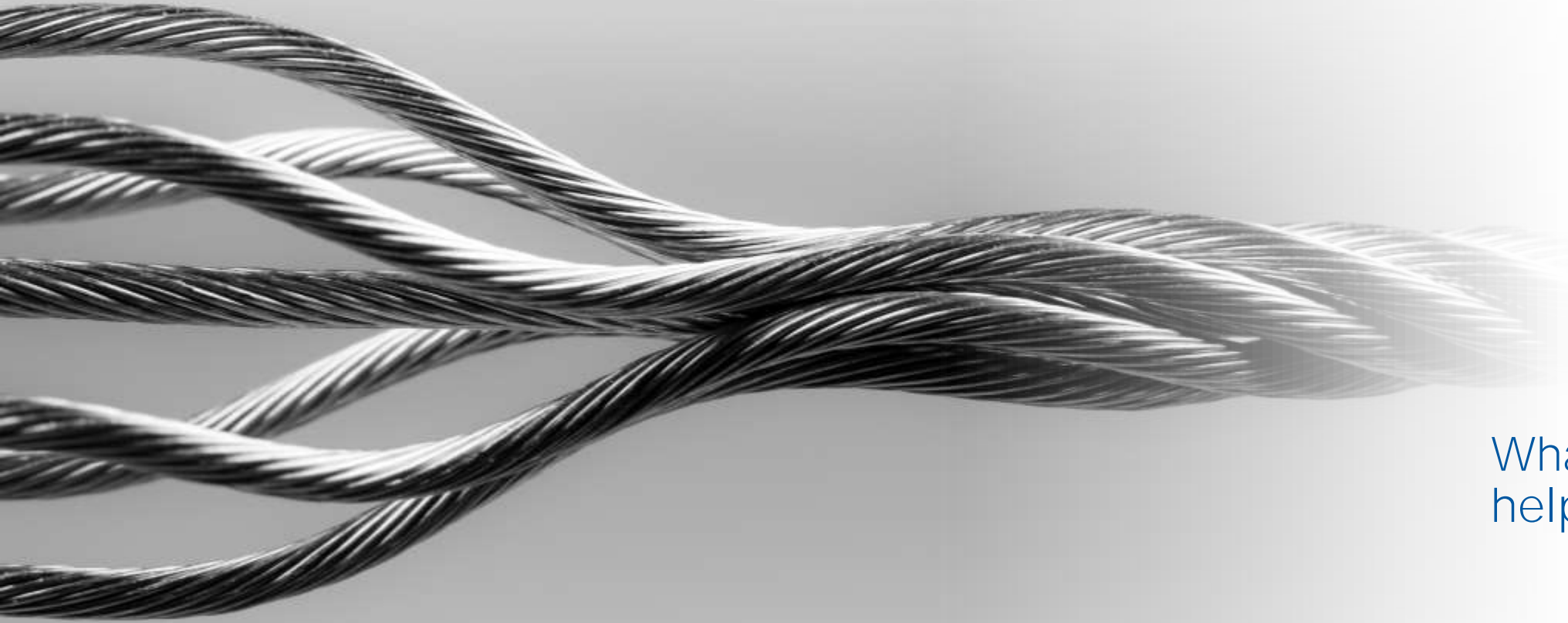
Grief

Loss

Trauma



# The “Emotional Wiring” of the Helping Professional



What are the characteristics of a helping professional?

Pros

Cons

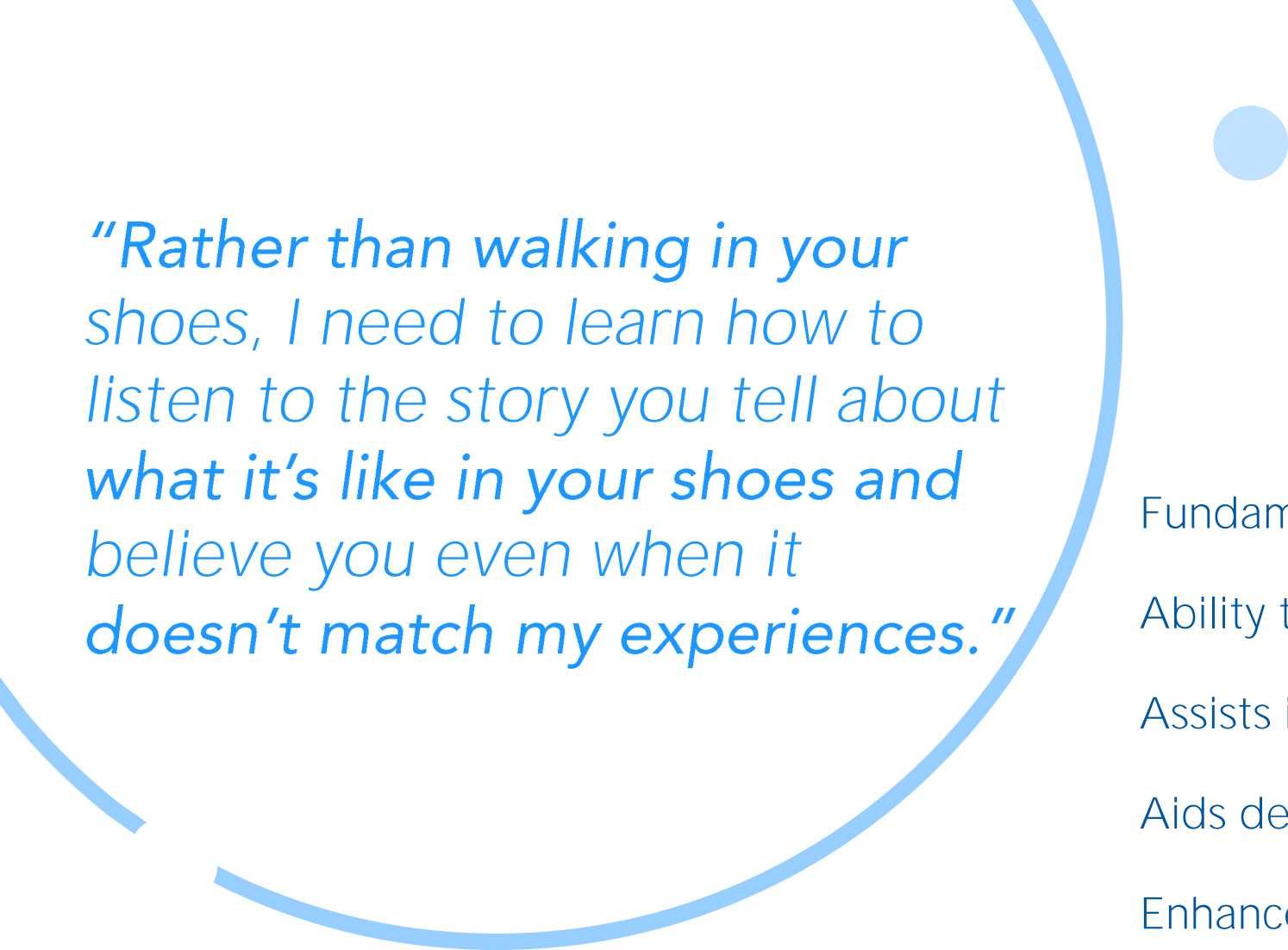


## What is Compassion?

“Compassion is the daily practice of recognizing and accepting our shared humanity so we treat ourselves and others with loving-kindness and we take action in the face of suffering.”

“Compassion is fueled by understanding that we are all made of strength and struggle—no one is immune to pain or suffering. Compassion is not a practice of ‘better than’ or ‘I can fix you’ – it’s a practice based in the beauty and pain of shared humanity.”


*Compassion involves action*



*“Rather than walking in your shoes, I need to learn how to listen to the story you tell about what it’s like in your shoes and believe you even when it doesn’t match my experiences.”*

- Fundamental element of compassion, critical in care roles
- Ability to understand and reflect the emotions someone is feeling.
- Assists in moral and ethical decision-making and judgements
- Aids decision-making
- Enhances well-being

# What is Empathy?



Caring professionals are hard wired for  
compassion and empathy.

But they put us at risk.



# The Culprits of COMPASSION FATIGUE



## PRIMARY TRAUMATIC STRESS

Exposure to an incident or series of events that are emotionally disturbing or life-threatening with lasting adverse effects on the individual's functioning.  
*(Trauma-Informed Care website).*



## SECONDARY TRAUMATIC STRESS

Natural result of engaging with those who are suffering traumatic events.



## BURNOUT

Require display or repression of emotions regularly; heavy use of empathy over a prolonged period of time.

# Signs and Symptoms

*A symptom is a manifestation of disease apparent to the patient himself, while a sign is a manifestation of disease that the physician perceives.*

*The sign is objective evidence of disease; a symptom, subjective.*



A word cloud centered around the words "coping" and "lack". The words are arranged in a circular pattern around these two central terms. The words are color-coded: "coping" and "lack" are in black, while other words are in yellow, red, or blue. The words include:

- damage
- empathy
- negative
- questions
- fear
- spiritual
- addictive
- behaviors
- disconnectedness
- forgetfulness
- irritability
- habits
- control
- fatigue
- difficulty
- isolation
- hypervigilance
- anxiety
- disengagement
- diminished
- ability
- physical
- outlook
- maladaptive
- exhaustion
- emotional
- ailments
- inability
- creativity
- deregulation
- concentrating
- loss
- existential
- failure
- interpersonal
- nurture
- problems
- cynical

# Compassion Fatigue:

## What is it? What does it look like? Why does it matter?

Compassion Fatigue (CF) is the phenomenon of stress resulting from exposure to a traumatized individual rather than from exposure to trauma itself (Figley, 1995).

A state of exhaustion and dysfunction biologically, psychologically, and socially as a result of prolonged exposure to compassion stress and all it invokes (Figley, 1995)

The state of exhaustion that is dependent on a caring relationship (Day & Anderson, 2011) with a loss of coping ability (Nolte, 2017) characterized by a gradual lessening of compassion over time.

**CF results from “the change in empathetic ability of the carer in reaction to the prolonged and overwhelming stress of” providing care** (Lynch & Lobo, 2012).

Characterized by exhaustion, anger, irritability, negative coping behaviors including alcohol and drug use, reduced ability to feel sympathy and empathy, a diminished sense of enjoyment or satisfaction with work, increased absenteeism, and an impaired ability to make decisions and care for patients and or clients (Mathieu, 2007)



## Who is at Risk for Compassion Fatigue?

*"The most insidious aspect of compassion fatigue is that it attacks the very core of what brings helpers into this work: their empathy and compassion for others."*

# ProQOL Scale

## PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

### COMPASSION SATISFACTION AND COMPASSION FATIGUE (PROQOL) VERSION 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the last 30 days.

1=Never      2=Rarely      3=Sometimes      4=Often      5=Very Often

- \_\_\_\_\_ 1. I am happy.
- \_\_\_\_\_ 2. I am preoccupied with more than one person I [help].
- \_\_\_\_\_ 3. I get satisfaction from being able to [help] people.
- \_\_\_\_\_ 4. I feel connected to others.
- \_\_\_\_\_ 5. I jump or am startled by unexpected sounds.
- \_\_\_\_\_ 6. I feel invigorated after working with those I [help].
- \_\_\_\_\_ 7. I find it difficult to separate my personal life from my life as a [helper].
- \_\_\_\_\_ 8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].
- \_\_\_\_\_ 9. I think that I might have been affected by the traumatic stress of those I [help].
- \_\_\_\_\_ 10. I feel trapped by my job as a [helper].
- \_\_\_\_\_ 11. Because of my [helping], I have felt "on edge" about various things.
- \_\_\_\_\_ 12. I like my work as a [helper].
- \_\_\_\_\_ 13. I feel depressed because of the traumatic experiences of the people I [help].
- \_\_\_\_\_ 14. I feel as though I am experiencing the trauma of someone I have [helped].
- \_\_\_\_\_ 15. I have beliefs that sustain me.
- \_\_\_\_\_ 16. I am pleased with how I am able to keep up with [helping] techniques and protocols.
- \_\_\_\_\_ 17. I am the person I always wanted to be.
- \_\_\_\_\_ 18. My work makes me feel satisfied.
- \_\_\_\_\_ 19. I feel worn out because of my work as a [helper].
- \_\_\_\_\_ 20. I have happy thoughts and feelings about those I [help] and how I could help them.
- \_\_\_\_\_ 21. I feel overwhelmed because my case [work] load seems endless.
- \_\_\_\_\_ 22. I believe I can make a difference through my work.
- \_\_\_\_\_ 23. I avoid certain activities or situations because they remind me of frightening experiences of the people I [help].
- \_\_\_\_\_ 24. I am proud of what I can do to [help].
- \_\_\_\_\_ 25. As a result of my [helping], I have intrusive, frightening thoughts.
- \_\_\_\_\_ 26. I feel "bogged down" by the system.
- \_\_\_\_\_ 27. I have thoughts that I am a "success" as a [helper].
- \_\_\_\_\_ 28. I can't recall important parts of my work with trauma victims.
- \_\_\_\_\_ 29. I am a very caring person.
- \_\_\_\_\_ 30. I am happy that I chose to do this work.

© B. Hudnall Stamm, 2009-2012. Professional Quality of Life: Compassion Satisfaction and Fatigue Version 5 (ProQOL). www.proqol.org. This test may be freely copied as long as (a) author is credited, (b) no changes are made, and (c) it is not sold. Those interested in using the test should visit www.proqol.org to verify that the copy they are using is the most current version of the test.

## YOUR SCORES ON THE PROQOL: PROFESSIONAL QUALITY OF LIFE SCREENING

Based on your responses, place your personal scores below. If you have any concerns, you should discuss them with a physical or mental health care professional.

### Compassion Satisfaction

Compassion satisfaction is about the pleasure you derive from being able to do your work well. For example, you may feel like it is a pleasure to help others through your work. You may feel positively about your colleagues or your ability to contribute to the work setting or even the greater good of society. Higher scores on this scale represent a greater satisfaction related to your ability to be an effective caregiver in your job.

If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 23, you may either find problems with your job, or there may be some other reason—for example, you might derive your satisfaction from activities other than your job. (Alpha scale reliability 0.88)

### Burnout

Most people have an intuitive idea of what burnout is. From the research perspective, burnout is one of the elements of Compassion Fatigue (CF). It is associated with feelings of hopelessness and difficulties in dealing with work or in doing your job effectively. These negative feelings usually have a gradual onset. They can reflect the feeling that your efforts make no difference, or they can be associated with a very high workload or a non-supportive work environment. Higher scores on this scale mean that you are at higher risk for burnout.

If your score is below 23, this probably reflects positive feelings about your ability to be effective in your work. If you score above 41, you may wish to think about what at work makes you feel like you are not effective in your position. Your score may reflect your mood; perhaps you were having a "bad day" or are in need of some time off. If the high score persists or if it is reflective of other worries, it may be a cause for concern. (Alpha scale reliability 0.75)

### Secondary Traumatic Stress

The second component of Compassion Fatigue (CF) is secondary traumatic stress (STS). It is about your work related, secondary exposure to extremely or traumatically stressful events. Developing problems due to exposure to other's trauma is somewhat rare but does happen to many people who care for those who have experienced extremely or traumatically stressful events. For example, you may repeatedly hear stories about the traumatic things that happen to other people, commonly called Vicarious Traumatization. If your work puts you directly in the path of danger, for example, field work in a war or area of civil violence, this is not secondary exposure; your exposure is primary. However, if you are exposed to others' traumatic events as a result of your work, for example, as a therapist or an emergency worker, this is secondary exposure. The symptoms of STS are usually rapid in onset and associated with a particular event. They may include being afraid, having difficulty sleeping, having images of the upsetting event pop into your mind, or avoiding things that remind you of the event.

If your score is above 41, you may want to take some time to think about what at work may be frightening to you or if there is some other reason for the elevated score. While higher scores do not mean that you do have a problem, they are an indication that you may want to examine how you feel about your work and your work environment. You may wish to discuss this with your supervisor, a colleague, or a health care professional. (Alpha scale reliability 0.81)

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## WHAT IS MY SCORE AND WHAT DOES IT MEAN?

In this section, you will score your test so you understand the interpretation for you. To find your score on each section, total the questions listed on the left and then find your score in the table on the right of the section.

### Compassion Satisfaction Scale

Copy your rating on each of these questions on to this table and add them up. When you have added then up you can find your score on the table to the right.

3. \_\_\_\_\_
6. \_\_\_\_\_
12. \_\_\_\_\_
16. \_\_\_\_\_
18. \_\_\_\_\_
20. \_\_\_\_\_
22. \_\_\_\_\_
24. \_\_\_\_\_
27. \_\_\_\_\_
30. \_\_\_\_\_

Total: \_\_\_\_\_

The sum of my Compassion Satisfaction questions is	And my Compassion Satisfaction level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

### Burnout Scale

On the burnout scale you will need to take an extra step. Starred items are "reverse scored." If you scored the item 1, write a 5 beside it. The reason we ask you to reverse the scores is because scientifically the measure works better when these questions are asked in a positive way though they can tell us more about their negative form. For example, question 1, "I am happy" tells us more about

- \*1. \_\_\_\_\_ = \_\_\_\_\_
- \*4. \_\_\_\_\_ = \_\_\_\_\_
8. \_\_\_\_\_
10. \_\_\_\_\_
- \*15. \_\_\_\_\_ = \_\_\_\_\_
- \*17. \_\_\_\_\_ = \_\_\_\_\_
19. \_\_\_\_\_
21. \_\_\_\_\_
26. \_\_\_\_\_
- \*29. \_\_\_\_\_ = \_\_\_\_\_

Total: \_\_\_\_\_

You Wrote	Change to	the effects of helping when you are not happy so you reverse the score
1	5	
2	4	
3	3	
4	2	
5	1	

The sum of my Burnout Questions is	And my Burnout level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

### Secondary Traumatic Stress Scale

Just like you did on Compassion Satisfaction, copy your rating on each of these questions on to this table and add them up. When you have added then up you can find your score on the table to the right.

2. \_\_\_\_\_
5. \_\_\_\_\_
7. \_\_\_\_\_
9. \_\_\_\_\_
11. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
23. \_\_\_\_\_
25. \_\_\_\_\_
28. \_\_\_\_\_

Total: \_\_\_\_\_

The sum of my Secondary Trauma questions is	And my Secondary Traumatic Stress level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

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SO, WHERE DO WE GO FROM HERE?





It's more than just hanging for dear life...



Ready to do some exploring?

(self-**exploring**, that is....)

# How We Act/Re-act

We are all numbing at some level or another.  
The question is how and how often.

How are we wired? How do we cope?

Not everyone has the same wiring and doesn't cope the same



Positive Coping Strategies  
Negative Coping Strategies

# CS-CF Model





The happiness of your **life**  
depends upon the quality  
of your **thoughts.**

– *Marcus Aurelius*

*Roman emperor from 161 to 180 AD and a Stoic philosopher. He was the last of the rulers known as the Five Good Emperors, and the last emperor of the Pax Romana, an age of relative peace and stability for the Roman Empire  
Born: April 26, 121 AD, Rome, Italy; Died: March 17, 180 AD, Sirmium*



Our brain releases some type of chemical with our every thought.

### Positive Thoughts

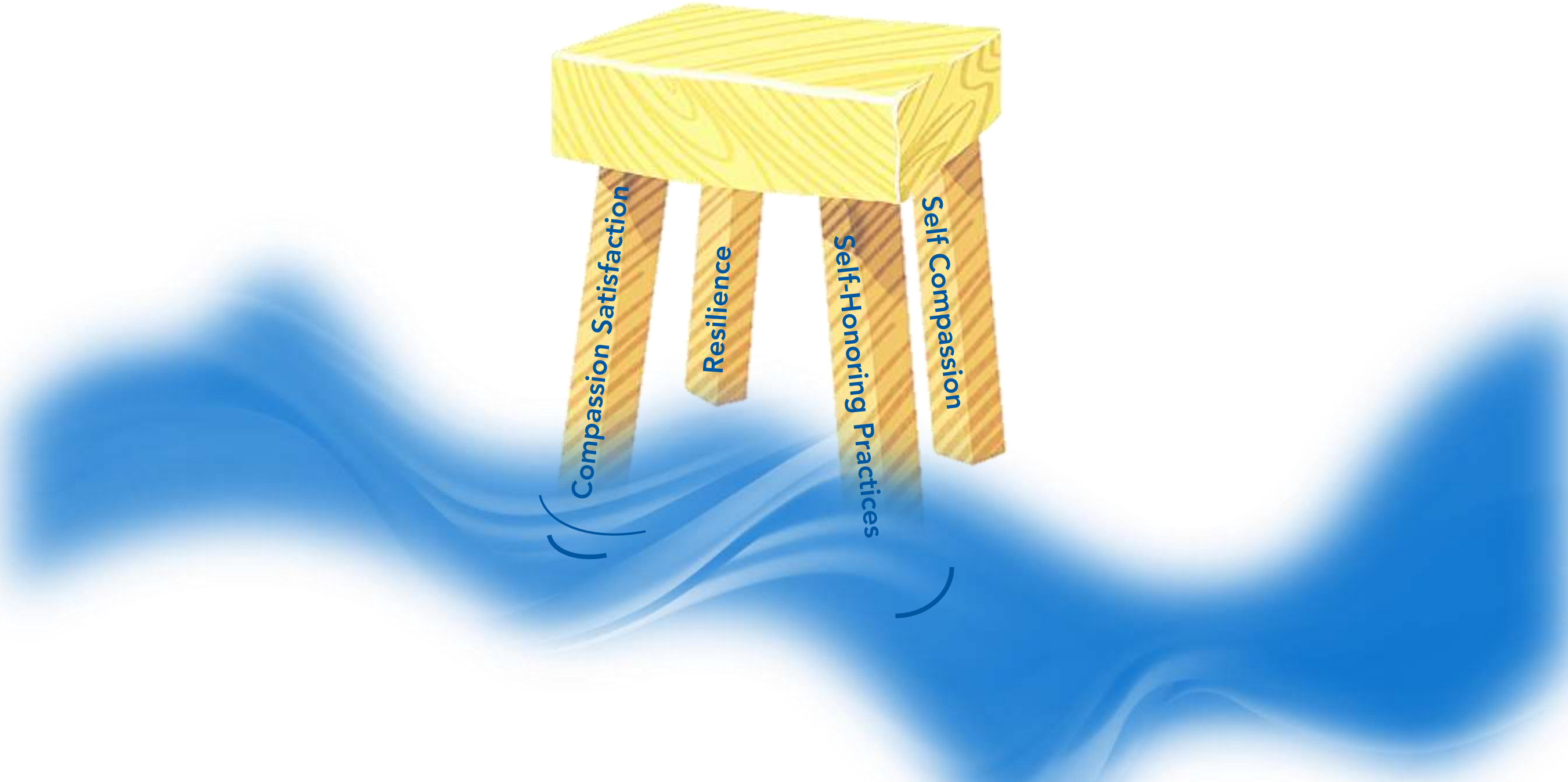
- Synapse activity increases significantly
- Improves cognition. improving mental productivity
- Focus and attention intensifies
- Improves ability to analyze incoming information and think more clearly
- Enhances creativity
- Problem solving improved

### Negative Thoughts

- Draw metabolic energy
- **Impairs brain's ability to think clearly**
- Slow brain coordination
- Blocks or impairs creative ability
- Impairs ability to process data
- Impacts mood, memory and impulse control



**We're not asking you to be a  
Pollyanna.....**



Compassion Satisfaction

Resilience

Self-Honoring Practices

Self Compassion

# Compassion Satisfaction

Feeling a sense of fulfillment in your work

Focuses on the positive reward for helping others

Provides a sense of accomplishment and meaning

Re-frames and refocuses negative experiences

Offers a positive protective offset to negative impact of compassion fatigue

## Associated Feelings

- Happiness, Enrichment, Gratitude, Hope,
- Energy



# MY BIG WHY?

Compassion Satisfaction  
Practice Pause

# How often do we ask ourselves...?

---

What could I have done differently?  
Did I do all I could to prevent this?  
Was this my fault?  
I don't like the way I'm feeling.  
I should have.....(fill in the blank).  
I'm such a .... (fill in the blank).

BREATHE IN



THINK ABOUT  
EVERY MISTAKE  
YOU'VE EVER MADE



BREATHE OUT



# Self-Compassion

*“Self compassion has been related to a more adaptive psychological profile, with lower levels of rumination, avoidance, better emotional validation skills and greater wisdom, emotional intelligence, life satisfaction and well-being. In the health care arena, self-compassionate health care professional can build resilience against stress and burnout, and self-compassion has been associated to professional quality of life.”*

*(Galiana, 2021, p. 2)*

Developed by Kristen Neff, developmental psychologist and student of Buddhist meditation

Mitigating factor in Compassion Fatigue; Supports Compassion Satisfaction

Helps fight anxiety, stress and depression

More “in the midst” focus

Improvement in coping skills, increased feelings of acceptance, peace and a more positive outlook

# Self-Compassion is:

---



## Self Kindness

Be loving towards ourselves, instead of self-critical.



## Common Humanity

Everyone suffers. You are not perfect. No one is. You are not alone.



## Mindfulness

Notice our struggle. Feel it, instead of being reactive. Be with it, avoiding self-judgement or overreaction.



# Self-Kindness

*Yes, you are allowed to be kind to yourself!"*

Being more loving to self and accepting of self, silencing the inner critic

Approaches self as compassionately as would a client, friend or loved one.  
(Even if they "blew it")

Acknowledges strengths and accepts limitations

Celebrates successes large and small

Creates a deeper connection to self

# Common Humanity

Focuses on our interconnectedness, central to self-compassion

Recognizes flawed human nature and the commonality of mistake making and hardship

“We are all suffering and screw up, not just me”

Helps moves us away from the “supposed to’s”

The lie of perfection on social media

# Mindfulness

Stopping to absorb the reality of the present moment in a clear, rational manner

“Awareness of present experience with acceptance”; non-judgement (Germer, Neff, 2014)

Dealing with the reality of emotions and sitting with them; “feeling the feels”

Allows space for taking care of self with kindness, rather than avoidance or jumping into problem solving

# Myths of Self-Compassion

Self compassion is not self pity

Self-compassion will make me selfish

Self-compassion will make me weak

I need to be harder on myself to stay focused and motivated

Self compassion means I don't have high standards

A landscape painting featuring a mountain range in the background, rendered in shades of blue and green, suggesting a misty or hazy atmosphere. The foreground is dominated by dense, vibrant purple and pink flowers, likely azaleas, set against a backdrop of lush green foliage. The sky is filled with dramatic, dark, and light clouds, with a bright light source breaking through the clouds on the right side, creating a strong contrast and highlighting the textures of the clouds and the foliage.

# Self-Compassion Practice Pause

# Words Matter

What do you think of when you hear these words?

**SELF CARE**

Words Matter

How about this?

SELF-HONORING  
PRACTICES

Self a person's essential being that distinguishes them from others, especially considered as the object of introspection or reflexive action.

Honor to regard or treat (someone) with admiration and respect

We have an ethical responsibility to honor and care for ourselves

- Need to change the language and focus ... self-care "gets a bad rap" about being "too fluffy."
- Multidimensional
- Not "one size fits all"
- Intentionality is key

Self-compassion and Self-Honoring Practices are not the same thing

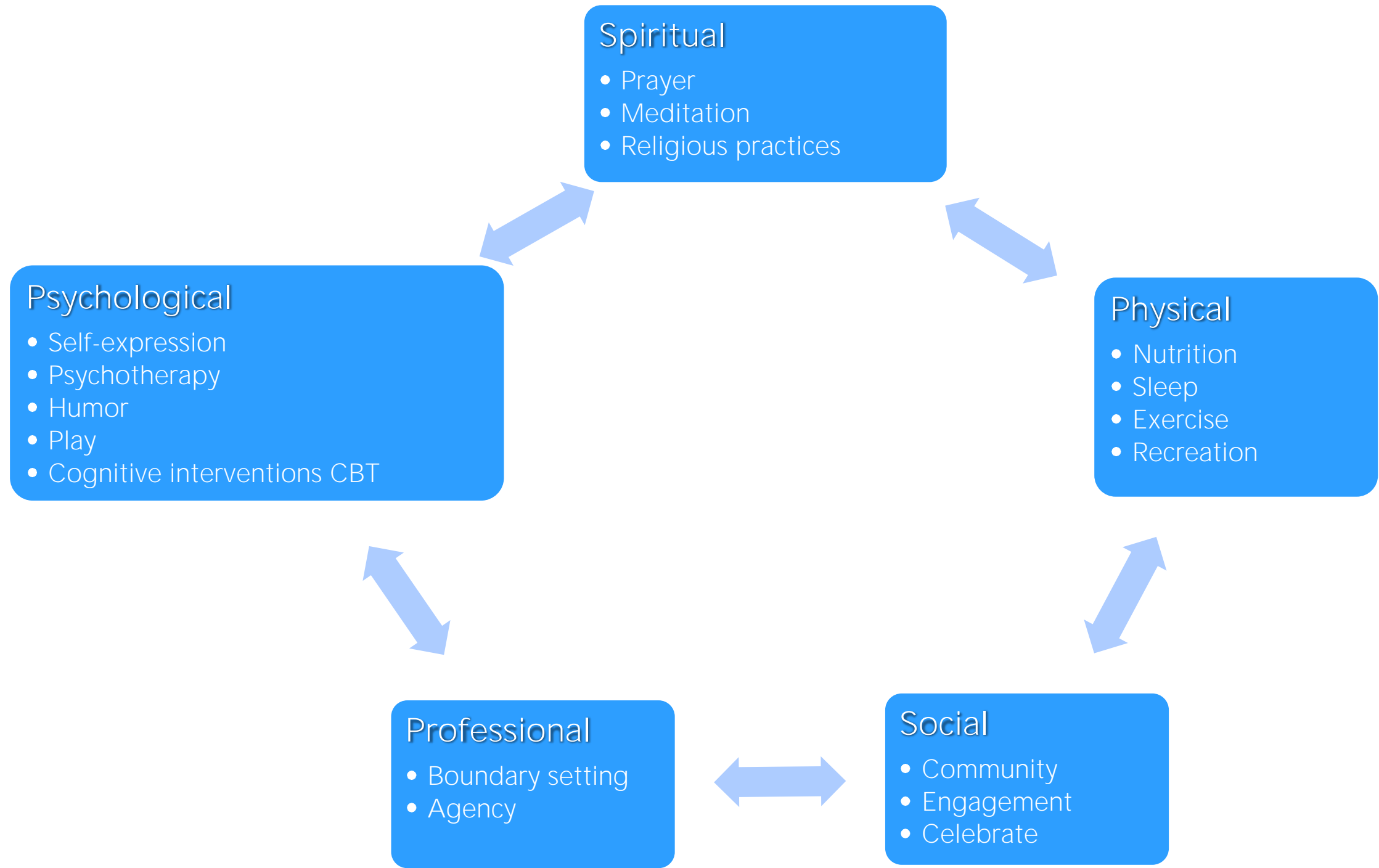
- Self-compassion "in the midst"
- Self-Honoring Practices – "ongoing commitment"

~~(Self-Care)~~

Self-Honoring  
Practices



# Self-Honoring Practices





Self-Honoring  
Practice Pause

# Resilience

Nurture a positive view of yourself

Accept that change is part of life

Take control of what you can control; Let go of **what you can't**

Connect with friends, colleagues

Focus on what gives life /your work meaning

Reframe your thinking

Take care of yourself



Resilience  
Practice Pause

# YOUR PERSONAL PLAN/ WORKSHEET

WHAT TO DO	WHAT TO THINK	WHAT TO AVOID	WHO TO CALL
<p>What can you do when you are having a hard time?</p> <p>What brings you joy, calms you down, helps you refocus?</p>	<p>What are self-compassionate thoughts or affirmations that will help you reframe your thinking?</p> <p>Think of times when you have overcome a similar situation.</p>	<p>What are your unhealthy <b>"go-tos"</b> that you need to avoid?</p>	<p>Make a list of people in your life who can provide support or help take your mind off of your situation.</p> <p>Try to avoid people (no matter how close they are) who get you more <b>"spun up"</b> or are negative.</p>

*You may want to put this on a 3 x 5 card and keep it with you.*

# GROWTH MINDSET

IS FREEDOM

Persevere in the face of failures  
Effort is required to build new skills  
Find inspiration in others  
success Embrace challenges  
Accept criticism  
Desire to learn  
Build abilities

# FIXED MINDSET

IS LIMITING

Avoid challenges Give up easily  
Threatened by others success  
Desire to look smart Effort is  
fruitless Ignore feedback Fixed  
abilities

# IN CLOSING...

## How Reflecting on Your Own Death Makes Your Life Better

Research reveals that death awareness can trigger behaviors/attitudes that enhance life

- **"Don't sweat the small stuff."**
- Can improve physical health outcomes
- Encourages mindfulness and gratitude for the present
- Encourages intentionality
- Facilitates realignment of goals and values
- Can motivate more altruistic behavior
- Reduces death anxiety

**THANK YOU**



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