

Responding to Social Harms & Gender-Based Violence

SESSION 3:

COMPASSION FATIGUE, VICARIOUS TRAUMA, AND SELF-CARE



AGENDA

- Training Refresher
- Overview of Concepts
 - Negative Impacts
 - Positive Outcomes
- Skills in Building Self-Care
 - Self-Care Tools
 - Boundary-setting
- Building a Culture of Resilience



Reminder...

For sites working to strengthen GBV screening and response, the CATALYST QIC has the following objectives:

Ensure that all PrEP clients are **screened for gender-based violence (GBV)**.

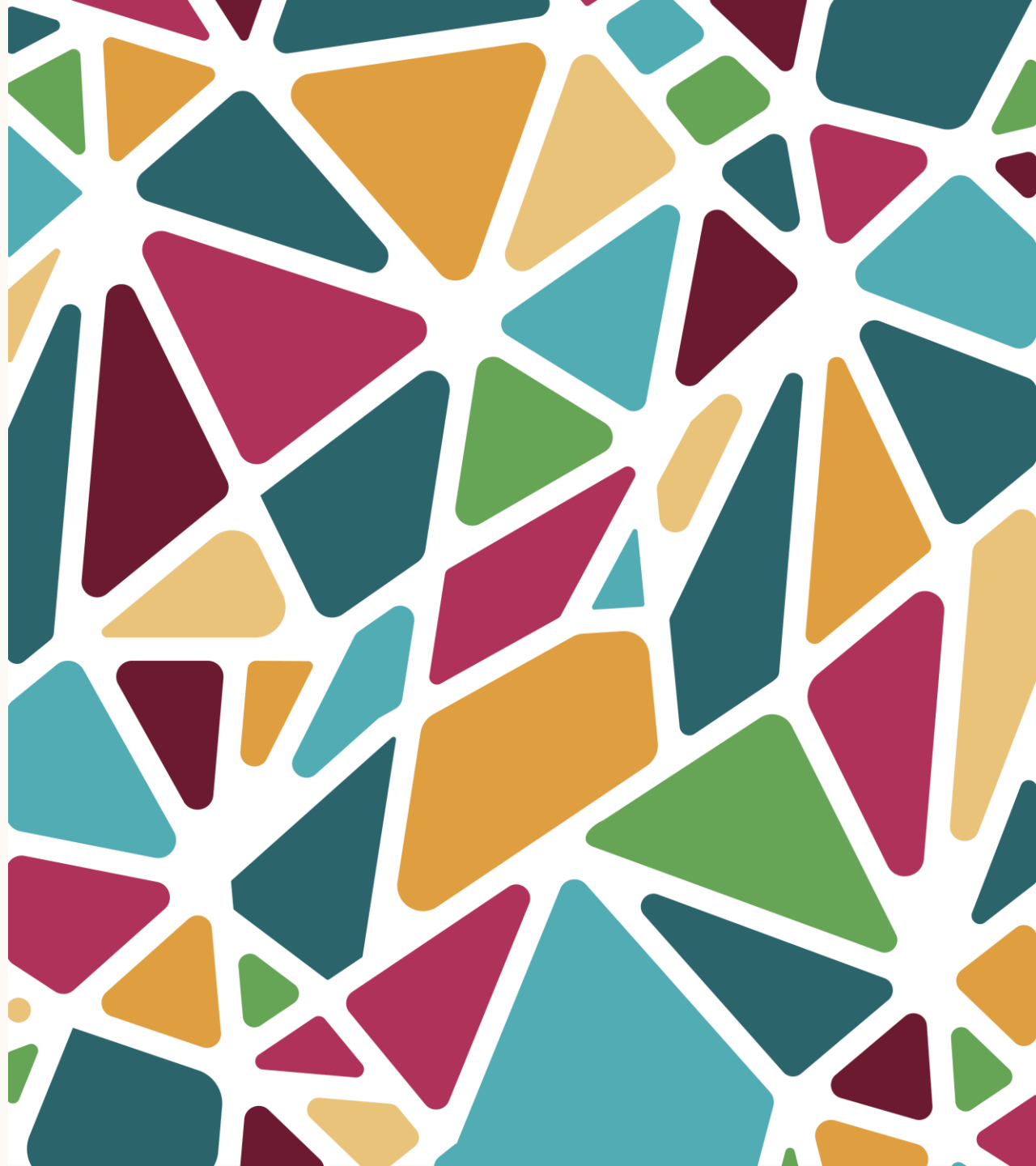
Of clients who report or disclose GBV, improve the percentage that are **offered direct support or referral services**.



Improving our response to gender-based violence is our responsibility to our participants and essential to delivering high-quality PrEP services.

The purpose of this learning series is two-fold:

1. Provide QI coaches and Provider Trainers with the background to identify areas of improvement in GBV response
2. Share resources to address identified areas of improvement



The purpose of this session



A core principle of quality GBV programming, like with our **MOSAIC principles**, is to **minimize harm**. Anyone can be a survivor of, or impacted by, GBV – and **we all deserve to be protected**.

Preventing compassion fatigue, burnout, and vicarious trauma, and promoting vicarious resilience and compassion satisfaction is also part of a **survivor-centered approach**.

Resilient, satisfied team members lead to **better programming and services** for participants and clients.



Overview of Concepts

Sample training content

Trauma

Trauma refers to experiences of events or circumstances that are **physically or emotionally harmful or threatening** and provoke feelings of being powerless, **overwhelmed**, or deeply distressed.

Key Points

- Trauma can result from a single event, a series of events, or a set of circumstances.
- People respond to potentially traumatic experiences in different ways.
- Experiences become traumatic when they overwhelm a person's ability to cope.
- Trauma can have lasting adverse effects on a person's mental and physical health and well-being.

Burnout

Key Points

- ❑ Common sources:
 - Feeling a lack of appreciation at work, a persistent gap between job expectations and one's skills, long hours, and/or a difficult work environment.
- ❑ Symptoms:
 - Emotional exhaustion, a low sense of personal accomplishment, psychological distress, cognitive shifts, relational disturbances, and/or physical stress.

Burnout is a chronic problem resulting from long-term work conditions when we **don't have a sense of accomplishment in or control over our work.**

Work pressure may always exist, but feelings of **cynicism** and **inefficacy** can lead to burnout.

Discussion

Are “compassion fatigue” or “vicarious trauma” concepts that you’re familiar with?

What words do you think of when you hear these phrases?

Compassion Fatigue

Feelings of **emotional and physical exhaustion** resulting from supporting others and exposure to their pain or trauma. Unaddressed compassion fatigue may evolve into vicarious trauma over time.

Vicarious Trauma

Trauma that results from being **exposed and listening to stories of trauma, suffering, and violence**. Vicarious trauma may worsen with repeated exposure to traumatic material.

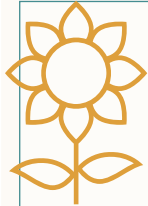
Compassion Fatigue Symptoms



Feeling tired, stressed, or overwhelmed



Feeling irritable and short-tempered



Having trouble finding joy and happiness in life



Feeling down or depressed



Having difficulty connecting to those around them



Becoming desensitized to traumatic content



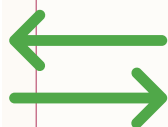
Vicarious Trauma Symptoms



Intrusive and recurring thoughts or images about other people's traumatic experiences



Feeling numb to the pain of the world or deep anger or sadness at how unfair the world is



Changing values, beliefs, and assumptions (a cognitive shift)



Feeling helpless or hopeless



Losing trust in people and a sense of personal safety



Losing sight of the positive things in the world and seeing only the negative



Compassion Fatigue & Vicarious Trauma

Who is prone to compassion fatigue and vicarious trauma?

- Anyone can experience compassion fatigue or vicarious trauma. It is a common response to engaging with traumatic stories on a regular basis.
- These feelings build up over time, and we may not be aware of them until we feel completely overwhelmed.
- When we have our own trauma histories, or if we are living under economic or societal stressors, it can be more difficult to protect ourselves.
- Compassion fatigue is experienced differently by different people.

Although some people may experience negative impacts if they are regularly exposed to people's traumatic experiences, **this type of work does not automatically lead to burnout, compassion fatigue, or vicarious trauma.**



Vicarious Resilience

Some may find it **empowering or experience positive effects** from working closely with and listening to trauma survivors. This is called vicarious resilience.

We can build vicarious resilience – for example, by creating and sticking to supportive self-care practice.

Some find this work improves their well-being by:

- Giving them a sense of purpose and meaning
- Giving them strength and inner power
- Strengthening feelings of hope, inspiration, and fulfilment



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.

We can build compassion satisfaction – for example, through professional training and recognition for our accomplishments at work.





Skills in Building Self-Care

Sample training content

What is Self-Care?

- Self-care is intentionally taking care of ourselves and meeting our needs.
- Practicing self-care means listening to our bodies, feelings, and thoughts, which allows us to identify our needs.
- The earlier we identify and respond to our needs, the easier it is to prevent ongoing unwanted thoughts, vicarious trauma, and compassion fatigue.
- Using self-care to prevent and deal with vicarious trauma and compassion fatigue can lead to a greater sense of hope, purpose, and feeling that life has meaning.

Reclaiming self-care as a political act:

- Reasserts our value and right to care
- Gives us permission to practice self- and collective care
- Challenges root causes of care deficits



Boundaries help us to
practice self-care.



**What are
boundaries?**

Boundaries are formal and informal understandings about how people interact with each other.

They allow us to establish limits of what we will do for our jobs or the people we care for.

How Do Boundaries & Self-Care Relate?

- **Self-care** means respecting our bodies, feelings, and **boundaries** as we would for anyone else.
- What are some examples of work boundaries?
 - Not giving personal phone numbers to clients or patients
 - Disconnecting from work in your off-time
 - Establishing time limits during the workday or work week
 - Delegate tasks when appropriate
 - Communicate boundaries clearly
 - Recognize your emotions and reset your boundaries if or when necessary



How can organizations support staff to set and maintain boundaries?

Self Check-In

- Become **Aware** of what's getting to you and how those issues are affecting you.
- Seek **Balance** among work, rest, and play; time alone and time with others; giving and receiving.
- **Connect** with people (friends, family, co-workers) you trust, respect, care about.



Self Reflection Questions

Take a few deep breaths and ask yourself:

- What are my sources of stress?
- Am I respecting the boundaries I have set for myself?
- Have I set unrealistic expectations of myself?
- Can I speak with someone about my work situation?
- When I finish work at the end of the day, am I able to create a supportive environment to return to?

Give yourself a few moments to listen to yourself and plan how to respond to what you need.





Self-Care Actions

- **Social support:** Connect with friends and family
- **Self-efficacy:** Remain confident in your skills and abilities.
- **Meaning and purpose:** Remember the mission of your work.
- **Take care of yourself:** Move your body and get sufficient sleep.
- **Establish boundaries:** Emotionally disconnect from work after hours.











Building a Culture of Resilience

Operational Considerations for CATALYST Sites

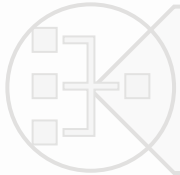
The MOSAIC Principles

-  Examine and challenge power
-  Make labor visible
-  Embrace diverse perspectives shared in authentic voices
-  Prioritize responsiveness to local context, preferences, and lived experiences
-  Center the safety and well-being of those most affected by HIV

USAID Core Principles of GBV Programming

-  Do no harm
-  Survivor-Centered
-  Rights Based
-  Accountable
-  Gender Transformative
-  Intersectional
-  Accessible
-  Led by human rights organizations or local groups working on GBV

The MOSAIC Principles



Discussion



What is the role of workplaces in ensuring we do no harm to our staff?



How can we support team members to build vicarious resilience or compassion satisfaction?



Center the safety and well-being of those most affected by HIV

USAID Core Principles of GBV Programming

1

Do no harm

2

Survivor-Centered

3

Rights Based

4

Accountable

5

Gender Transformative

6

Intersectional

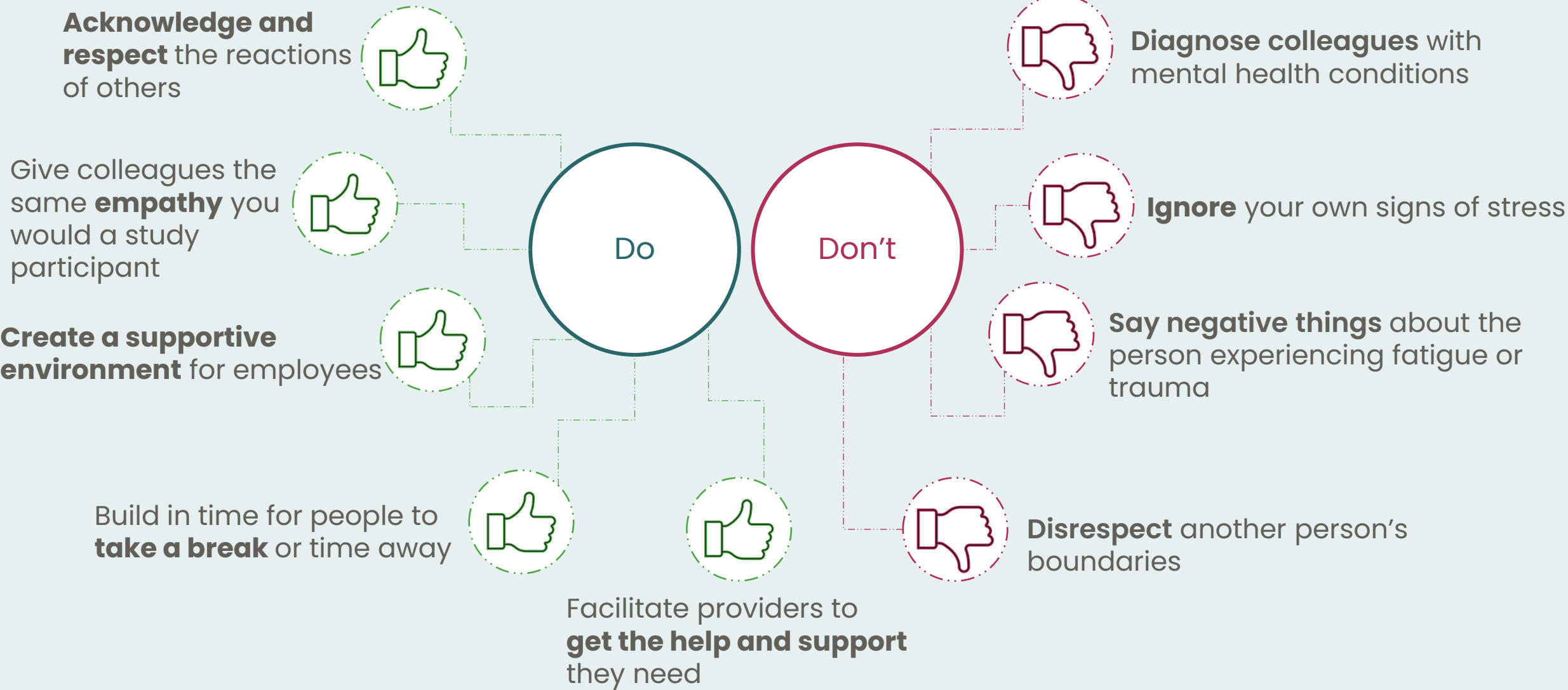
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Accessible

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Led by human rights organizations or local groups working on GBV

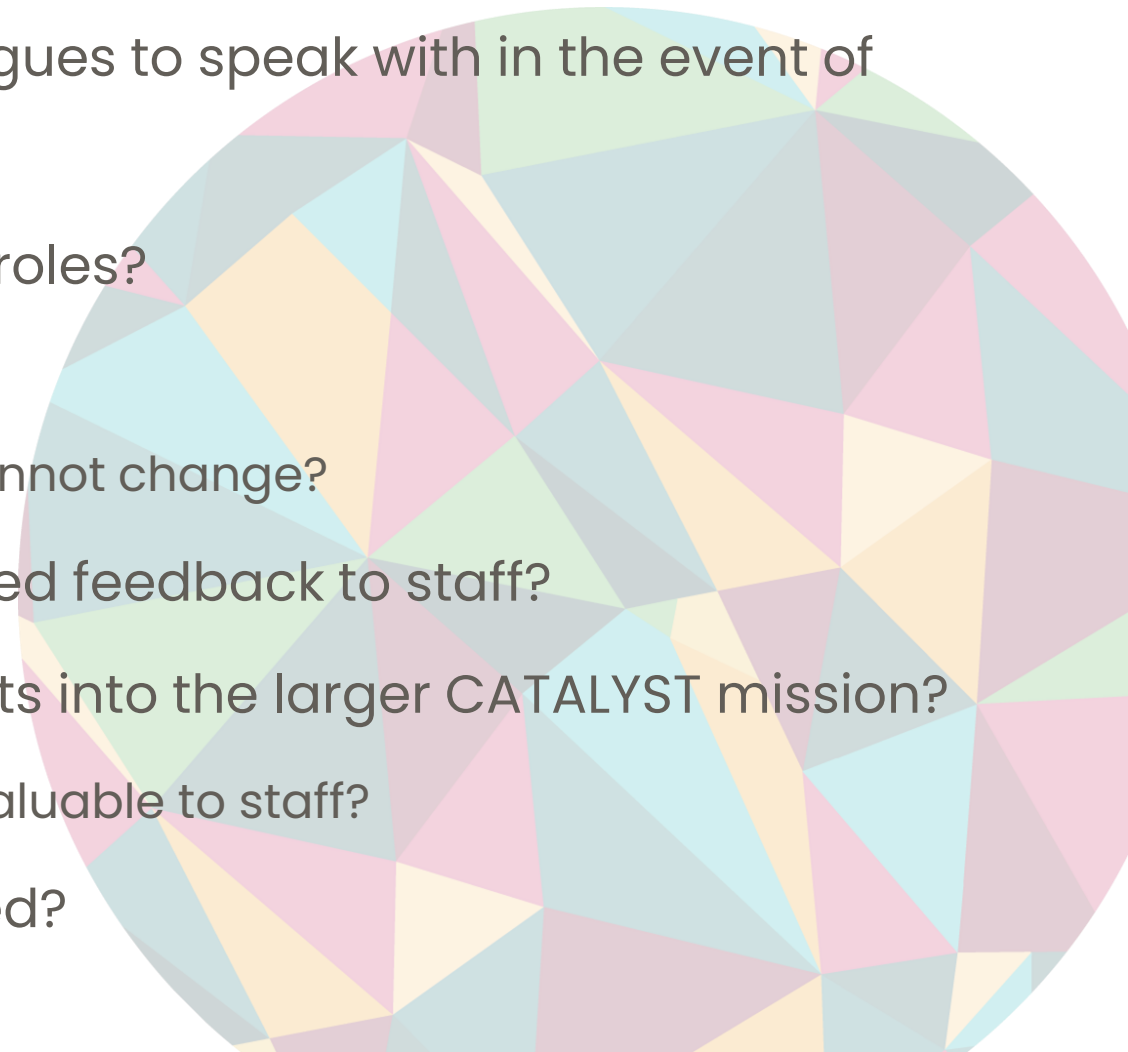
DOs & DON'Ts of Responding to Compassion Fatigue & Vicarious Trauma



Operational Reflection Questions

For employees experiencing **burnout**:

- Do staff have trusted supervisors or colleagues to speak with in the event of burnout?
- What expectations have been set for staff roles?
 - Are there clear responsibilities and goals?
 - Are staff held responsible for things they cannot change?
- When was the last time supervisors provided feedback to staff?
- Is staff aware of how their everyday work fits into the larger CATALYST mission?
 - Would discussion of a “bigger picture” be valuable to staff?
- What kind of environment has been created?



Organizational Care Strategies, Pt I

To support staff to protect their well-being, site leadership may:

Study procedures and training	<ul style="list-style-type: none">▪ Use SOPs, job aids, and additional tools to clearly establish and communicate expectations and job roles to staff.▪ Provide training to recognize and mitigate compassion fatigue and vicarious trauma.▪ Offer additional training and skills building on relevant topics.
Workload management	<ul style="list-style-type: none">▪ Schedule adequate breaks and allow employees to fully disconnect when they are off the clock.▪ Encourage breaks and leave!▪ Balance and rotate responsibilities to minimize exposure to traumatic content, when possible.
Local services	<ul style="list-style-type: none">▪ Explain what services are available to team members and how to access those services.



Do these care strategies seem reasonable to implement?

Share your responses in the chat box or by unmuting your mic.



Organizational Care Strategies, Pt II

To support staff to protect their well-being, site leadership may:

Supportive supervision

- Convene regular supervisory debrief meetings and wellness checks, including linking to other support as needed.
- Create a welcoming work environment and opportunities for staff and peer support.
- Acknowledge that personal lives can make us more or less likely to be affected by our work.
- Ensure staff understand the goals of MOSAIC/CATALYST and how their work is an important part of program implementation.
- Recognize and celebrate professional accomplishments.

Wellness activities

- Think of creative ways to incorporate wellness into the workday – tea breaks / tea rooms, music, etc.
- Remind staff of wellness activities that they can take part in after work (e.g., remaining connected with friends, exercise).



In times that you have felt stressed, would these strategies have helped? What have we missed?

Useful resources

- [GBV in PrEP Services SOP](#)
- [HIV Prevention Ambassador Training Package \(HPAT\)](#)
 - Boundary Setting and Self-Care session
- [Training: Using a Trauma-Informed Approach in Data Collection](#)
 - Slides regarding trauma, compassion fatigue, & vicarious trauma
 - Adaptable training
- [CHARISMA Toolkit](#)
 - “Counselor Skills” section



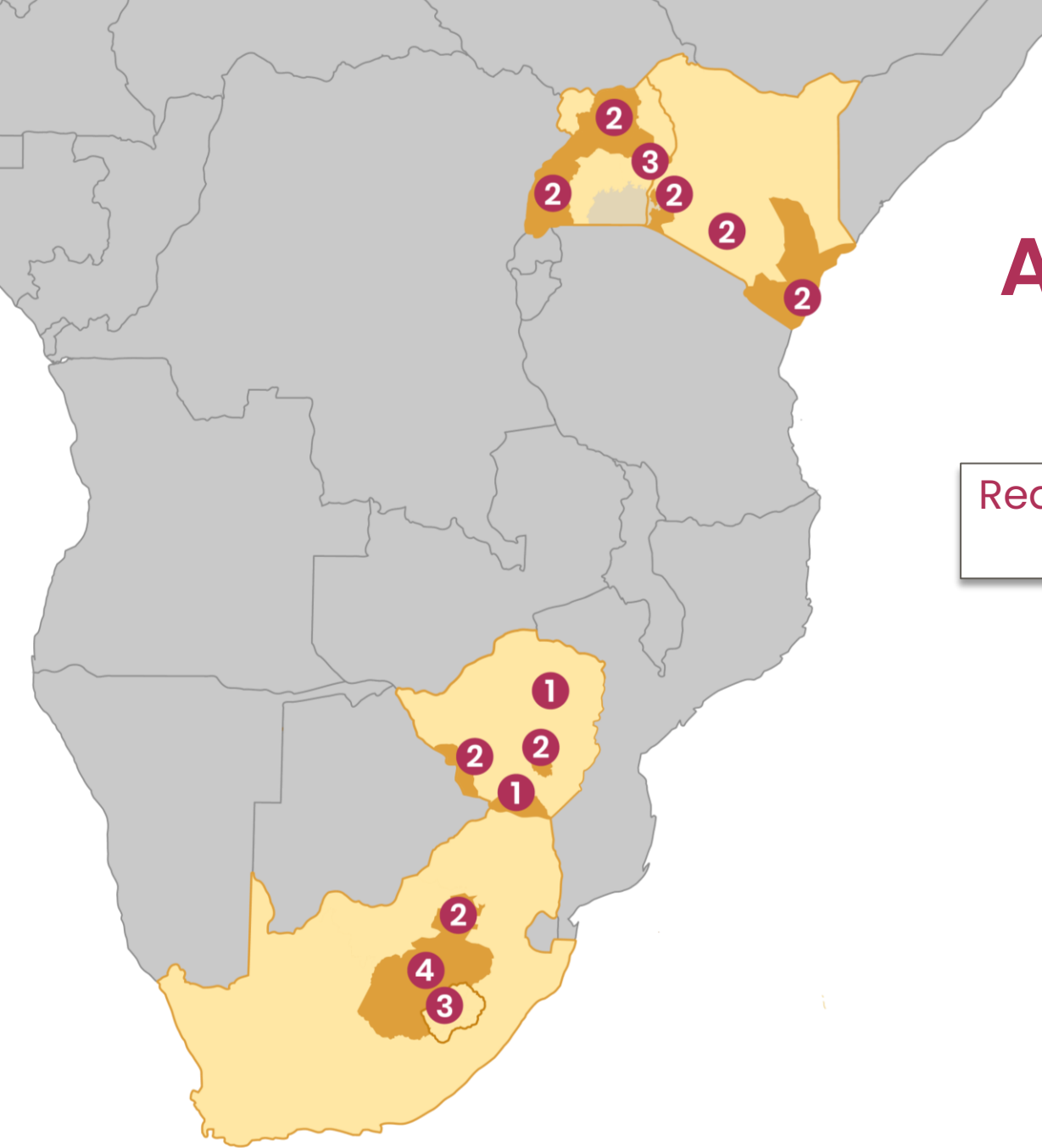


Additional Topics & Action Items

Gender-Based Violence in CATALYST

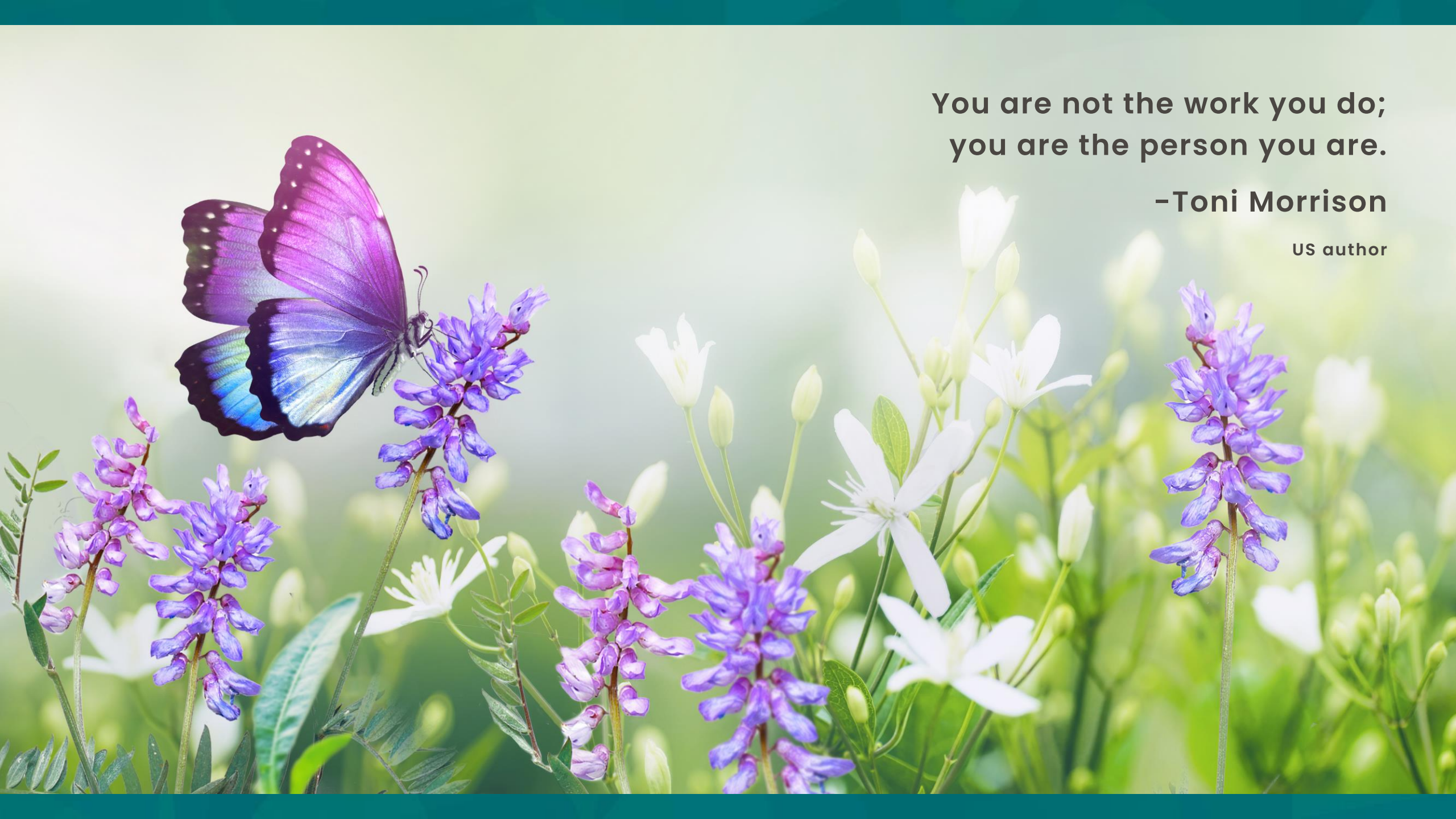
- Are there **other GBV-related topics we should address** with this series?
- Would you like **support to address any GBV-related challenges** with site teams?

Topics for future
trainings?



Action item follow-up

Reach out if there are **other GBV-related topics we should address** in future trainings.



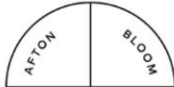
**You are not the work you do;
you are the person you are.**

-Toni Morrison

US author

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Morgan Garcia and Lauren Rutherford, FHI 360



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Resources

SELF & COLLECTIVE CARE: USEFUL RESOURCES

1	Trauma Responsiveness in Participatory Research Blog Sarah Fathallah 2022 thinkofus.org
2	Guidelines for the Prevention and Management of Vicarious Trauma Among Researchers of Sexual and Intimate Partner Violence SVRI 2015 svri.org
3	Understanding & Addressing Vicarious Trauma Online Training Module The Headington Institute 2018 headington-institute.org
4	Self and Collective Care Toolbox Just Associates, Furia Zine, Raising Voices 2019 preventgbvafrica.org
5	Dare to Care: Wellness, Self and Collective Care for Those Working in the VAW and VAC Fields Online Training SVRI 2022 svri.thinkific.com
6	How to Embed Self- and Collective Care in Organizations Addressing Gender-Based Violence USAID CARE-GBV 2022 makingcents.com
7	Providing An Initial Response to Gender-Based Violence Online Training NCPTSD, NCTSN learn.nctsn.org
8	Psychological First Aid and Skills for Psychological Recovery Online Training UNICEF, UNHCR, IOM www.unicef.org

SELF & COLLECTIVE CARE: USEFUL RESOURCES

9	HIV Prevention Ambassador Training Package (“HPAT”) for Adolescent Girls and Young Women MOSAIC 2022 https://www.prepwatch.org/resources/ambassador-training-package-toolkit/
10	The Concise ProQOL Manual: Compassion Satisfaction and Compassion Fatigue Professional Quality of Life 2010 proqol.org/proqol-manual
11	CHARISMA: Counselor Training Curriculum RTI Int’l, Wits RHI, FHI 360 2023 https://www.prepwatch.org/resources/charisma-toolkit/
12	USAID Collective Action to Reduce GBV: Foundational Elements for Gender-Based Violence Programming in Development – Section 2.0 Core Principles USAID 2021 Foundational Elements for Gender-Based Violence Programming in Development (makingcents.com)
13	What To Do About Burnout: Identifying Your Sources The Headington Institute 2012 headington-institute.org
14	The Trauma Stewardship Institute Laura van Dernoot Lipsky 2012 traumastewardship.com

What is available to support us?

For FHI 360 Staff

- [Employee Assistance Program](#)
- Free access to [the CALM App](#)

Kenya

- Mental health/GBV hotline: 1190
- National GBV hotline: 1195

Lesotho

- GBV Helpline: 1212 or 800 666 66
- [Federation of Women Lawyers tip app](#)
- [Nokaneng App](#)
- She-Hive: +266 2231 4531 or WhatsApp +266 5707 5354

Uganda

- Mental Health Uganda: 0800212121
- Communication for Development Foundation: 0800200600
- Strong Minds Uganda: 0200923340
- National GBV Hotline: 116

Zimbabwe

- [Musasa](#) toll-free hotline: 0808 0074 (Econet), 0801 0074 (NetOne), 0731 080074 (Telecel), WhatsApp (0772 186162)
- National GBV Call Center – 575
- [Adult Rape Clinic](#): 0808 0472 (Toll-free Econet) or 0775 672770
- Zimbabwe Republic Police Victim Friendly Unit – various locations
 - Toll-free according to mobile network 0808 0544 (Econet), 0801 0149 (NetOne), 0735 342874 (Telecel)
- [Adult Rape Clinic](#) 0808 0472 (Toll-free Econet) or 0775 672770
 - Ward C9 Parirenyatwa Hospital, Harare
- [Youth Advocates Helpline](#) 393 or 0777 469107
- [Childline Zimbabwe](#) 24-hour toll-free 116

Eswatini

- Eswatini Child Helpline – toll free 116
- [Swatini Action Group Against Abuse](#) – toll free 951
- One-stop centers: Manzini +268 2505 2211, 2508 4000 and Mbabane +268 2404 6954
- Police Domestic Violence & Child Protection Unit – toll free 999/9999
- Safe houses available via social workers

South Africa

- National mental health hotline: www.sadag.org / 0800 57 567
- Discovery Health trauma support line: 0860 999 911 (press 5 for GBV)

Additional resources – International, US & Zimbabwe

International resources for survivors of gender-based violence (including sexual assault and harassment)

- **The No More Directory: <https://nomoredirectory.org/>**
- **The Hot Peach Pages: <https://www.hotpeachpages.net/a/countries.html>**

Zimbabwe, continued

- Family Support Trust – various locations (relevant to CATALYST listed below)
 - Harare Central Hospital 0774 227430
 - Chitungwiza Central Hospital 0772 386252
 - Beitbridge District Hospital 0784 399164
 - Mpilo Central Hospital, Bulawayo 0773 417665
 - <https://www.linkedin.com/company/family-support-trust/>
- Contact Family Counselling Center (0292) 272400 / 881842
 - 9 Barbour Avenue, Parkview, Bulawayo
- Zimbabwe Women Lawyers Association 0808 0131 (Toll-free Econet)
- Women and Law in Southern Africa 0808 0479 (Toll-free Econet)

United States

- US-based national hotlines for abuse and mental health support:
<https://victimconnect.org/resources/national-hotlines/>

Training Resources: What is available now?

CDC – LIVES (video-based)

1) Providers Trained on How to Ask about Violence and to Provide First Line Support (LIVES)

- This training will provide the necessary training on how to ask about violence and provide first-line support through the WHO



EpiC – Responding to violence, index testing (TOT)

WHO – LIVES (slide-based)

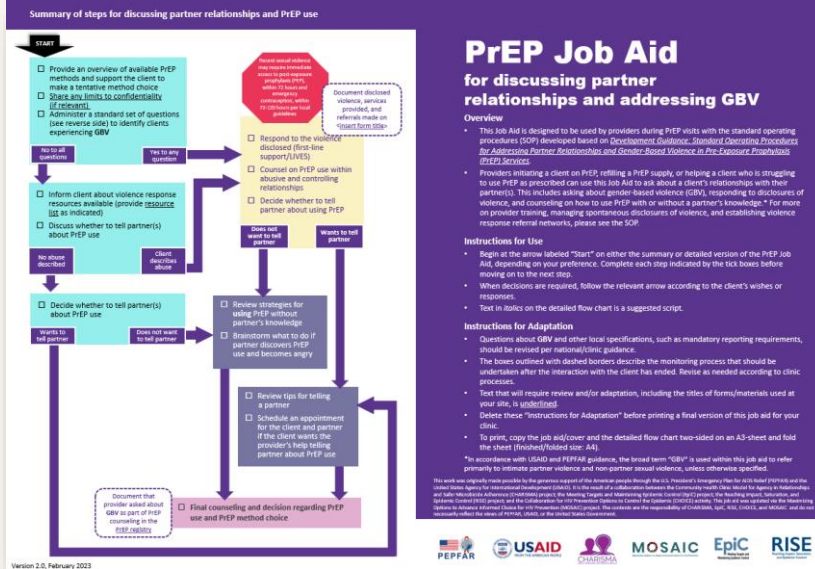
* New modules for health managers

Caring for women subjected to violence: A WHO training curriculum for health care providers. Revised edition, 2021

Slide Deck



MOSAIC GBV in PrEP Services SOP Guidance & Job Aid



... preventing, and responding to HIV programs serving key populations: health care workers' capacity to offer ethical index testing

Training of Trainers

Headington Institute Vicarious Trauma Resources

