



REGULATOR RELIEF

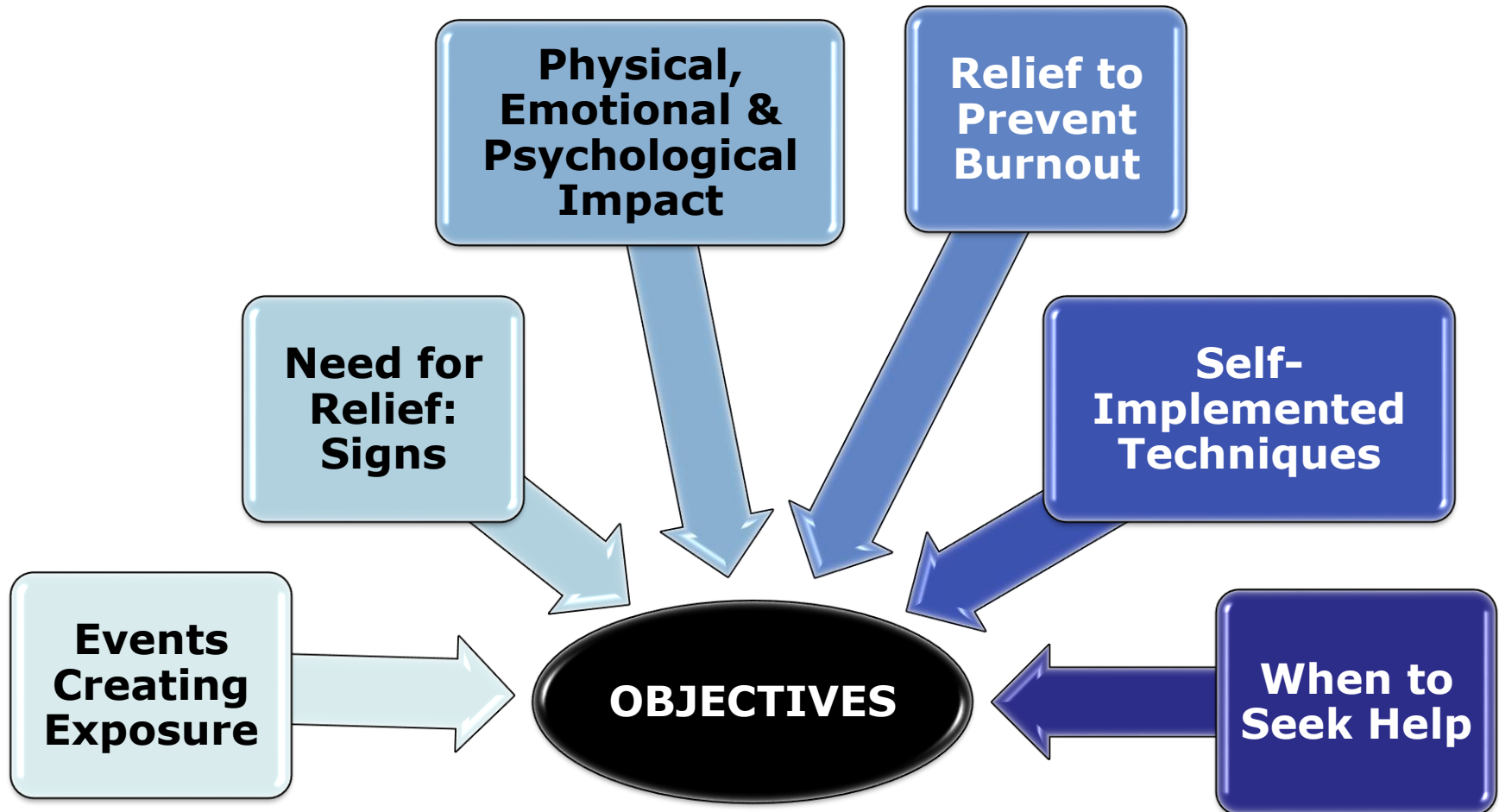
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- **The “Why’s” and “How’s”**
- **Who? Me?**
- **What is it?**

**Providing emotional and psychological relief
for regulators to prevent burnout with
techniques for self-implementation**



Events Creating Exposure

- **Inspecting and investigating settings entrusted to care for adults and children: Child residential, mental health, intellectual disabilities, personal care homes and assisted living, nursing homes.**
- **Exposure to traumatic experiences of others.**
- **How are you affected by what you experience?**
- **Start relating that person's experience as if it were our own, our parent, grandparent, or even child.**

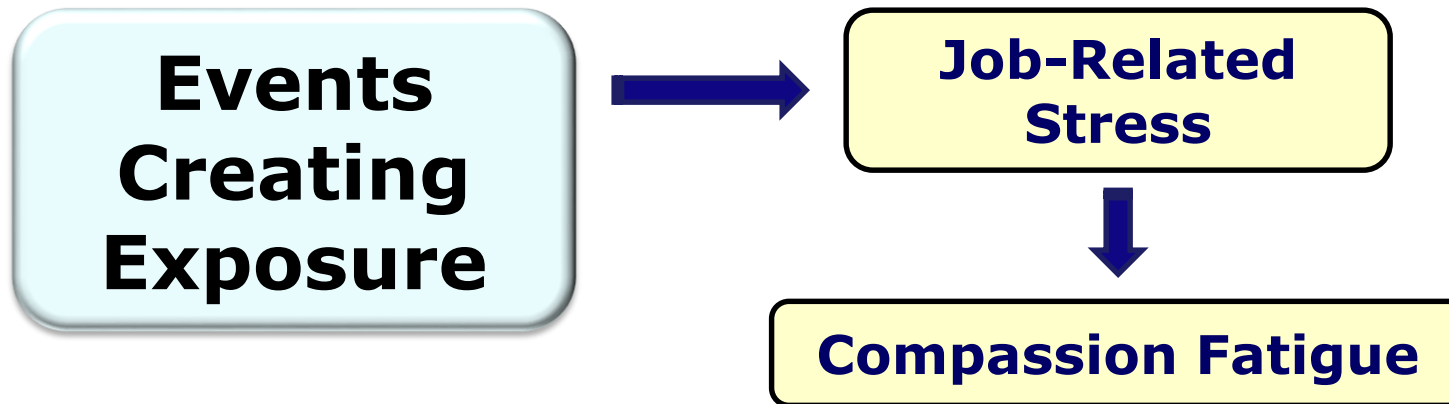


**Events
Creating
Exposure**

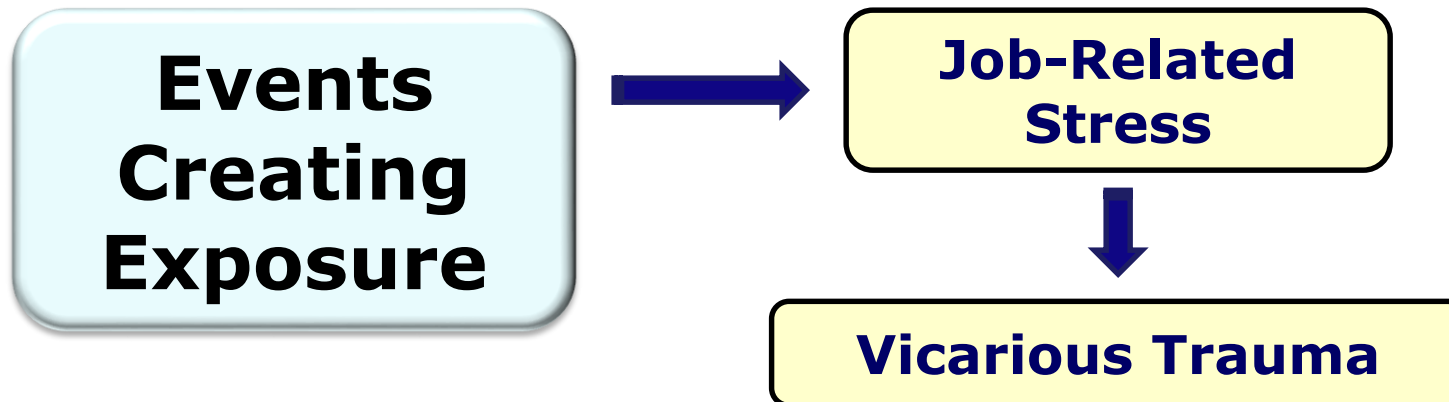


**Job-Related
Stress**

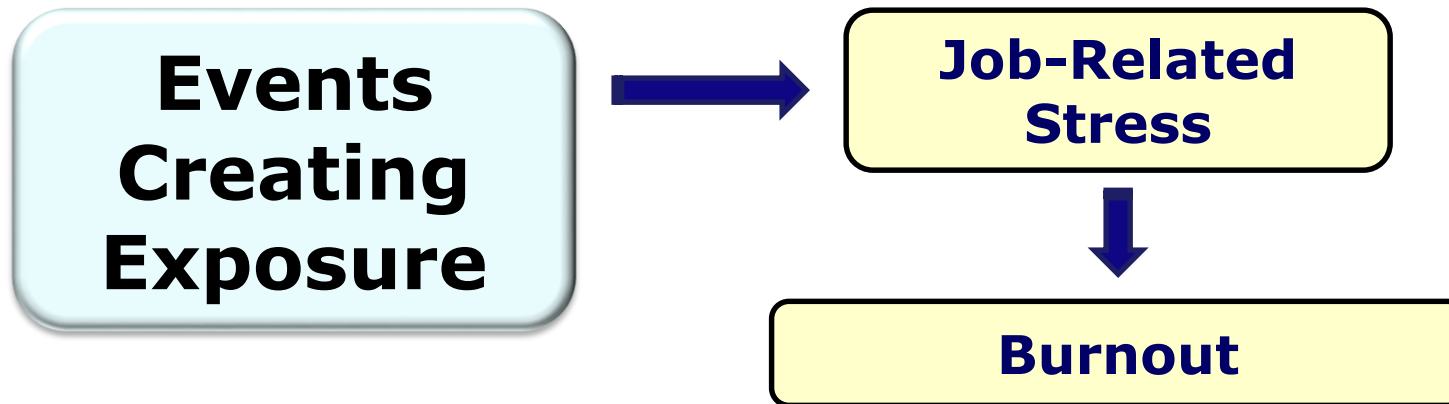
- **Compassion Fatigue**
- **Vicarious Trauma**
- **Burnout**



- **Due to secondary trauma.**
- **Experienced when helping or investigating people or animals in distress.**
- **Extreme state of tension, preoccupation with suffering of those helped or interviewed in an investigation; can create a secondary traumatic stress for the regulator.**
- **Caring too much can hurt when self-care is not practiced and focus is on others.**
- **Destructive behaviors can surface.**
- **Symptoms: Apathy, isolation, bottled up emotions, substance abuse.**



- **Due to empathetic engagement.**
- **Focuses on mental discomfort following accumulation of exposure to another's traumatic experience.**
- **Symptoms:**
 - **Behavioral** – tardiness, anger, irritability, absenteeism, irresponsibility, going out to events to avoid being alone, rejecting physical and emotional closeness
 - **Interpersonal** – co-worker conflicts, avoiding working with trauma histories, relationship changes with colleagues
 - **Personal values and beliefs** – dissatisfaction, negativity, apathy, detachment, low self-image
 - **Job performance** – low motivation, increased errors/decreased quality, avoid job responsibilities, over-involved in details



- **Due to emotional, mental, and/or physical exhaustion caused by excessive, prolonged, and repetitive stress**
- **Reduces productivity and zaps energy**
- **Symptoms:**
 - **Feeling of having nothing more to give.**
 - **Helplessness, hopelessness, cynicism and resentment**
 - **Feeling of being overwhelmed**
 - **Emotionally drained**
 - **Unable to meet constant demands.**
 - **Loss of interest or motivation that led to taking the job**



**Need for
Relief
Signs**

Stress

Good = Eustress

Bad = Distress

- **Contributes to body ailments (headaches, insomnia, digestive problems)**
- **Occurs when pressure is greater than resources**

- **Motivates, creates awareness, focused energy**
- **Short-term, sense of urgency**
- **Able to cope**
- **Feel excited**
- **Can improve performance**

$$S = P > R$$

Need for Relief Signs

Stress

- Excessive pressures and demands
- Exposure to issues and events
- Body responds to taxing demands when attempting to cope
- Excessive, prolonged exposure, no relief > harmful effects, mentally, physically, and spiritual health



Need for Relief Signs

Types of Stressors

- **External** - physical environment, social interaction, organizational, major life events, and daily hassles
- **Internal** - lifestyle choices, negative self-talk, unrealistic expectations, taking things personally, all-or-nothing thinking, exaggeration, rigid thinking, and personality traits

Physical, Emotional & Psychological Impact

- **Skin Complaints or Psoriasis**
- **Headaches, Migraines**
- **Pre-Menstrual Syndrome**
- **Depression**

Potential Stress- Related Illnesses

- **Cardiovascular**
- **Immune System**
- **Asthma**
- **Diabetes**
- **Digestive Disorders**
- **Ulcers**



Physical, Emotional & Psychological Impact

Mental –

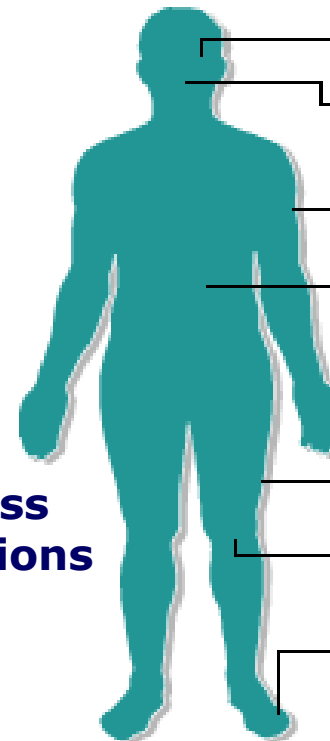
- Anxiety
- Can't focus, memory loss
- Difficulty making decisions

Emotional –

- Depression, anger, and outbursts
- Letting oneself go, appearances
- Loss of interest in things once enjoyed

Behavioral –

- Change in appetite, eating disorders
- Alcohol/drug abuse
- Fidgeting, Negative self-talk



Physical –

- Surge of adrenaline
- Quickened heartbeat
- Muscles get tense
- Sleep patterns
- Fatigue
- Headaches
- Dizziness
- Indigestion
- Sweating and trembling
- Shortness of breath
- Heart palpitations



Relief to Prevent Burnout



"Whenever I walk in a room, everyone ignores me."



Self- Implemented Techniques

Awareness

Balance

Control



Self- Implemented Techniques



- **Be in tune with self**
 - **Learn how to identify what is being experienced and reaction**
- **Understand baggage**
 - **What is taken to the job that impacts the stress level:**
 - **Feelings, biases, past experiences**
 - **Rabbit holes**
 - **Negative self-talk**
 - **Known or unknown issues that cause disorientation, loss of reality**
 - ***Bad facility = bad staff = always bad***
 - **Other thoughts, feelings, biases, experiences from past that impacts decision-making, biases, etc.**



Self- Implemented Techniques



- **Fine line > Find balance between positive & negative**
- **Learn > How much stress is manageable before becoming negative**
- **Take care of self > Personal strategies to prevent severe stress and to manage when it's problematic**
- **Identify how to nurture sense of hope and what gives life and work meaning; remind self of what is important and valued**
- **Stay connected with friends, family, and colleagues**
- **Identify and challenge cynical beliefs**
- **Develop coping strategies**
- **Escape > Get away from it all**
- **Rest > No goals or timelines; do what is relaxing**
- **Play > Laugh, lighten your spirits, physical activity**



Self-Implemented Techniques



- **Self-regulate - learn to combat negative effects**
 - **“You get out of it what you put in”**
 - **Stress reduction and self-care**
- **Safety plan to regulate emotions with trauma experiences**
 - **5 things to do when feeling overwhelmed**
 - **Takes little thought or effort**
 - **Wallet card, refrigerator note**
 - **Share with contact person, therapist, doctor**
 - **Fail-safe items (calling 911 or therapist)**
- **Pay attention to what is happening now, not the past or future**
- **Let go of judgment**
- **Be aware of thoughts and feelings occurring**



Self- Implemented Techniques



? MINDFUL EXERCISES ?

- **Being intensely aware of what is being sensed and felt at every moment, without interpretation or judgment.**
- **Focusing excessive time on planning, problem solving, daydreaming, thinking negatively is draining.**
- **Redirect the attention and energy away from the focus to allow for reengage with the world**



Self-Implemented Techniques

Control

- Mindful exercises help to reengage with the world
- Get in touch in a new way



VISUAL
How it was created, visual effect



AUDITORY
Tones and types of instruments

GUSTATORY
Smell, taste of texture, sweetness



When to Seek Help

TAKE CARE OF ONE ANOTHER ...

in the licensing environment

- **Post-Vention**
 - **Brief, structured meeting to discuss a challenging investigation or inspection with traumatizing events or difficult interactions with staff/administrator**
 - **Helps in decompressing**
 - **Not a gripe session or therapy**
- **Professional Assistance**
 - **When having difficulty moving on**
 - **Coping skills are strained**
- **Employee Assistance Program (EAP)**





RESOURCES

- Institute for Senior Living Education, www.islect.org
- National Childhood Traumatic Stress Network, www.nctsn.org
- MentalHelp.net, www.mentalhelp.net
- Freudenberger, H. J. (1974). "Staff burnout". *Journal of Social Issues*. 30: 159-165
- Healthy – Healthy People, Healthy Planet, www.healthy.net
- McCann, I. L., & Pearlman, L. A. (1990a). Vicarious traumatization: A framework the psychological effects of working with victims. *Journal of Traumatic Stress*, 3(1), 131-149
- *The Medical Basis of Stress, Depression, Anxiety, Sleep Problems, and Drug Use*, www.teachhealth.com/index.html



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