

Slide 1 - Welcome

The Fundamentals of Providing Services to Survivors of Torture

Narration:

Welcome to the Fundamentals of Providing Services to Survivors of Torture. You are taking the lesson on self care. Click Begin Lesson when you are ready to begin.

The screenshot shows a video player interface. At the top, there is an orange banner with the text "The Fundamentals Series" and a "Self Care" icon in the top right corner. Below the banner, on the left, is a video frame showing a woman in a dark blazer holding a clipboard and smiling. To the right of the video frame is a white box with a grey border titled "Lesson Objectives" containing two bullet points:

- ⇒ Define vicarious trauma, vicarious resilience, and burnout and contributing factors of each.
- ⇒ Develop a self-care plan for managing challenges of vicarious trauma and burnout.

Below the video frame, there is a small text instruction: "Use the video player buttons to move throughout the lesson." At the bottom of the video player, there is a control bar with several buttons: a home button, a play button, a previous button, a next button, a volume icon, a closed captions icon, and a TOC icon. A clipboard icon is also visible on the right side of the slide.

## Slide 2 - The Fundamentals Series

### Lesson Objectives

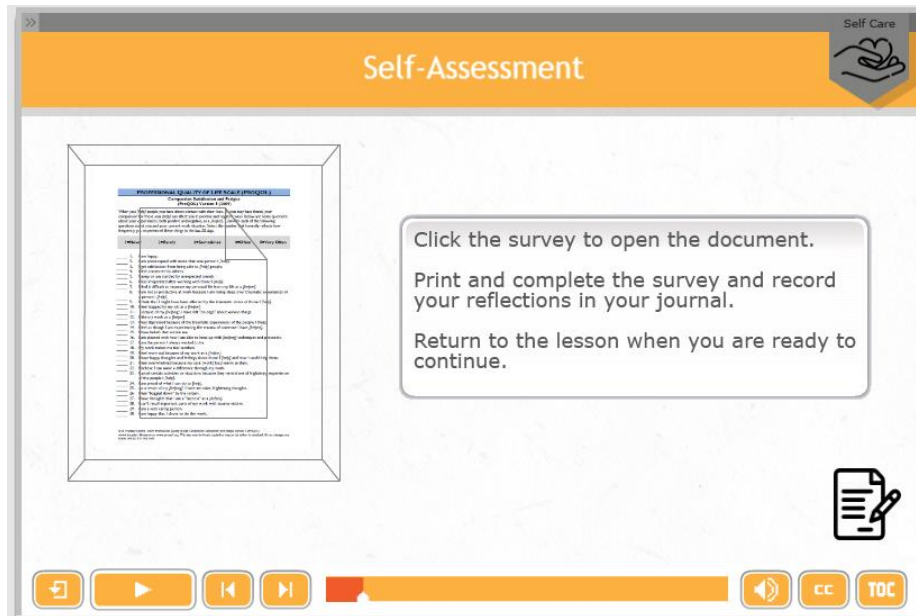
Define vicarious trauma, vicarious resilience, and burnout and contributing factors of each.

Develop a self-care plan for managing challenges of vicarious trauma and burnout.

Use the video player buttons to move throughout the lesson.

### Narration:

This lesson is designed to help you understand factors and symptoms of vicarious trauma and burnout and create a self care plan for yourself. Review the lesson objectives and have a pen and paper ready for journaling and reflection exercises. When you see the clipboard icon, that's a signal to record your thoughts in your journal. Use the video player buttons to move throughout the lesson. Click the right arrow to advance to the next slide.



Slide 3 - Self-Assessment

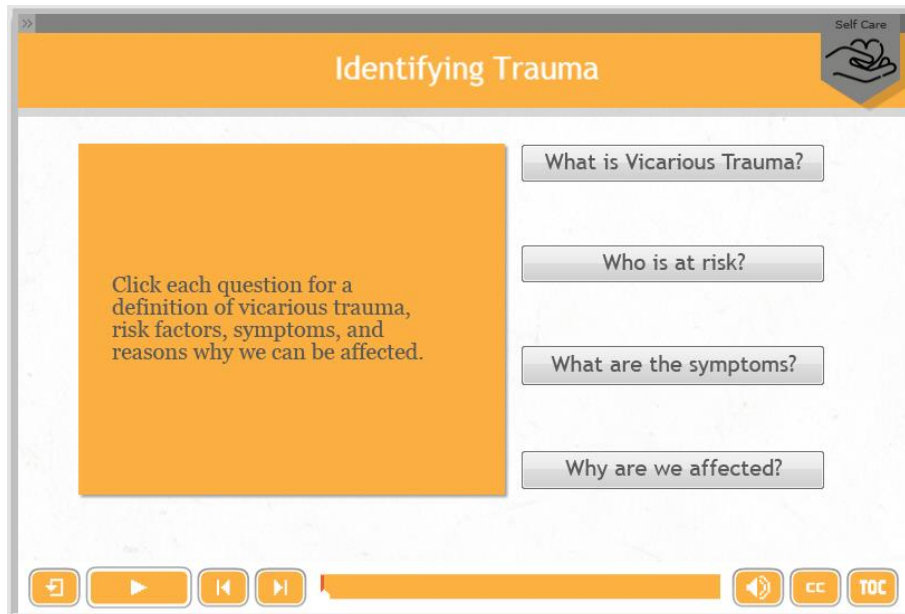
Click the survey to open the document.

Print and complete the survey and record your reflections in your journal.

Return to the lesson when you are ready to continue.

Narration:

Please take the self assessment questionnaire to help you examine your own experiences with your work. Continue with the lesson after you complete the assessment.



Slide 4 - Identifying Trauma

Click each question for a definition of vicarious trauma, risk factors, symptoms, and reasons why we can be affected. Professionals, paraprofessionals, and family members who work with and/or assist traumatized people are at risk for vicarious trauma.

What is Vicarious Trauma?	Who is at risk?	What are the symptoms?	Why are we affected?
Vicarious Trauma, Secondary Trauma and Compassion Fatigue are used interchangeably and commonly refer to the stress resulting from helping or wanting to help a traumatized or suffering person. In this case, providing care for survivors of torture specifically.	Professionals, paraprofessionals, and family members who work with and/or assist traumatized people are at risk for vicarious trauma. They can include: psychotherapists nurses counselors mental health counselors social workers nurses volunteers	Some common symptoms include: intrusive thoughts chronic fatigue sadness or anger poor concentration second guessing detachment emotional exhaustion fearfulness or shame physical illness absenteeism	Providers working with survivors are vulnerable because of the extreme toxic nature of torture and its consequences for the victims. A main contributor to vulnerability to vicarious trauma is the empathic connection we have with other human beings; our ability to feel their pain. The very caring that motivates us also makes us vulnerable.

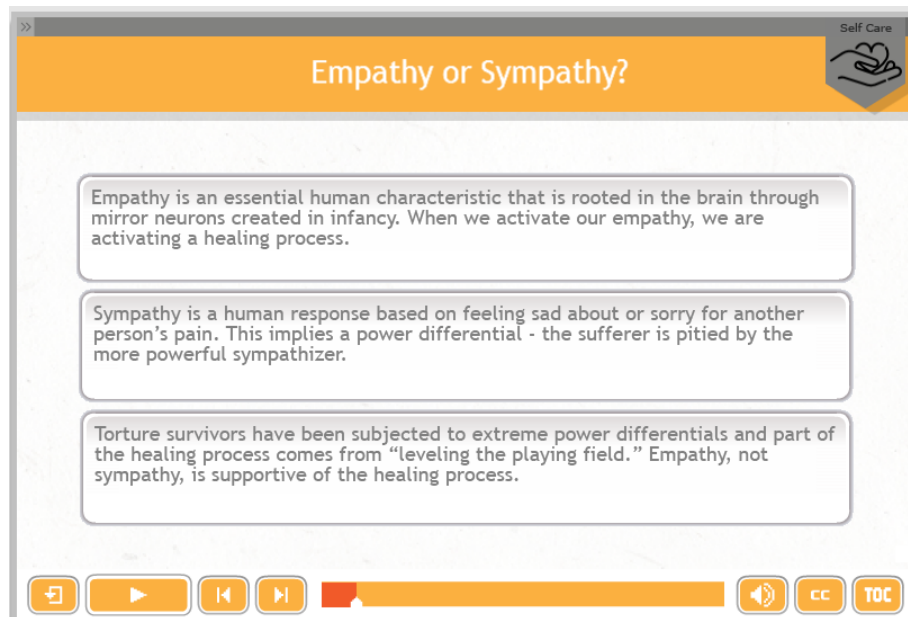
Narration:

The survey you've just taken is a starting point for understanding your individual experiences. Let's look at some concepts you should be aware of that make you vulnerable as a provider for survivors.

Providers working with survivors are vulnerable because of the extreme toxic nature of torture and its consequences for the victims.

A main contributor to vulnerability to vicarious trauma is the empathic connection we have with other human beings; our ability to feel their pain. The very caring that motivates us also makes us vulnerable.

Vicarious Trauma, Secondary Trauma and Compassion Fatigue are used interchangeably and commonly refer to the stress resulting from helping or wanting to help a traumatized or suffering person. In this case, providing care for survivors of torture specifically.



The screenshot shows a presentation slide with an orange header bar containing the title "Empathy or Sympathy?". In the top right corner of the header, there is a "Self Care" icon depicting two hands. The main content area contains three rounded rectangular text boxes. The first box defines empathy as an essential human characteristic rooted in mirror neurons. The second box defines sympathy as a response based on feeling sad for another person's pain, noting a power differential. The third box discusses how torture survivors benefit from empathy, which helps level the playing field. At the bottom, there is a navigation bar with icons for home, play, previous, next, a progress bar, and buttons for "CC" and "TOC".

Empathy or Sympathy?

Empathy is an essential human characteristic that is rooted in the brain through mirror neurons created in infancy. When we activate our empathy, we are activating a healing process.

Sympathy is a human response based on feeling sad about or sorry for another person's pain. This implies a power differential - the sufferer is pitied by the more powerful sympathizer.

Torture survivors have been subjected to extreme power differentials and part of the healing process comes from "leveling the playing field." Empathy, not sympathy, is supportive of the healing process.

#### Slide 5 - Empathy or Sympathy?

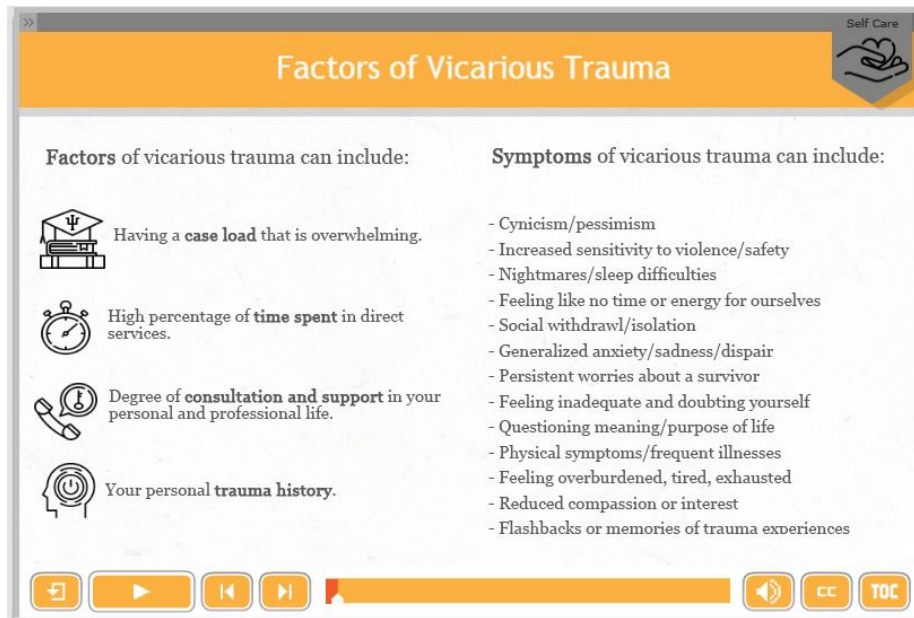
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Torture survivors have been subjected to extreme power differentials and part of the healing process comes from "leveling the playing field." Empathy, not sympathy, is supportive of the healing process.

#### Narration:

As a provider working with torture survivors you are vulnerable because of the extreme toxic nature of torture. One of the main contributors to our vulnerability is our emphatic connection with other human beings. Empathy allows us to both understand and feel another's pain. Sympathy is also a human emotion, but it is based in feeling sorry for another person's pain. It removes ownership from the survivor and creates a power imbalance. Therefore, empathy is the powerful healing force that we can use to support survivors.



**Factors of vicarious trauma can include:**

-  Having a **case load** that is overwhelming.
-  High percentage of **time spent** in direct services.
-  Degree of **consultation and support** in your personal and professional life.
-  Your personal **trauma history**.

**Symptoms of vicarious trauma can include:**

- Cynicism/pessimism
- Increased sensitivity to violence/safety
- Nightmares/sleep difficulties
- Feeling like no time or energy for ourselves
- Social withdrawal/isolation
- Generalized anxiety/sadness/despair
- Persistent worries about a survivor
- Feeling inadequate and doubting yourself
- Questioning meaning/purpose of life
- Physical symptoms/frequent illnesses
- Feeling overburdened, tired, exhausted
- Reduced compassion or interest
- Flashbacks or memories of trauma experiences

Navigation controls: Home, Play, Previous, Next, Stop, Volume, CC, TOC

Slide 6 - Factors of Vicarious Trauma

**Narration:**

Several factors and symptoms of vicarious trauma are listed on this slide. Think about how these factors may contribute to your own risk and if you recognize any symptoms in yourself. Creating a self-care plan will help you manage any symptoms you may be experiencing.

The screenshot shows a presentation slide titled "Factors of Burnout" with a "Self Care" icon in the top right corner. The slide contains a text box at the top and seven icons with corresponding labels below them. At the bottom, there is a navigation bar with various controls.

Factors of Burnout

Unlike vicarious trauma, burnout refers specifically to organizational stress. It is important to be able to distinguish burnout from vicarious trauma because it helps in knowing how to look for solutions.

- Interpersonal conflict with staff or peers
- A feeling of powerlessness
- Having insufficient resources
- Feeling isolated from peers and coworkers
- Feeling overworked
- Frustration with yourself or others in your organization
- Lack of recognition for or satisfaction in your work

Navigation controls: Home, Play, Previous, Next, Progress bar, Volume, CC, TOC

#### Slide 7 - Factors of Burnout

Unlike vicarious trauma, burnout refers specifically to organizational stress. It is important to be able to distinguish burnout from vicarious trauma because it helps in knowing how to look for solutions.

Interpersonal conflict with staff or peers

Frustration with yourself or others in your organization

Feeling isolated from peers and coworkers

Lack of recognition for or satisfaction in your work

Feeling overworked

Having insufficient resources

A feeling of powerlessness

Narration:

You just learned about some factors that contribute to vicarious trauma. Burnout differs from vicarious trauma in that it stems from organizational issues. Review the factors that contribute to burnout, then complete the exercise on the next slide.

Slide 8 - Symptom Exercise

It is important to be able to distinguish burnout from vicarious trauma because it helps in knowing how to look for solutions.

Narration:

Drag and drop the icons identifying factors of vicarious trauma and burnout to their respective buckets. Continue when you have completed this practice exercise.



Self Care

## Reflection: Empathy

Have you ever noticed how your empathy or caring for survivors you work with impacts your own experience, even when you're not at work?

What were the circumstances?

How were you affected?

Navigation: Back, Play, Forward, TOC

### Slide 9 - Reflection: Empathy

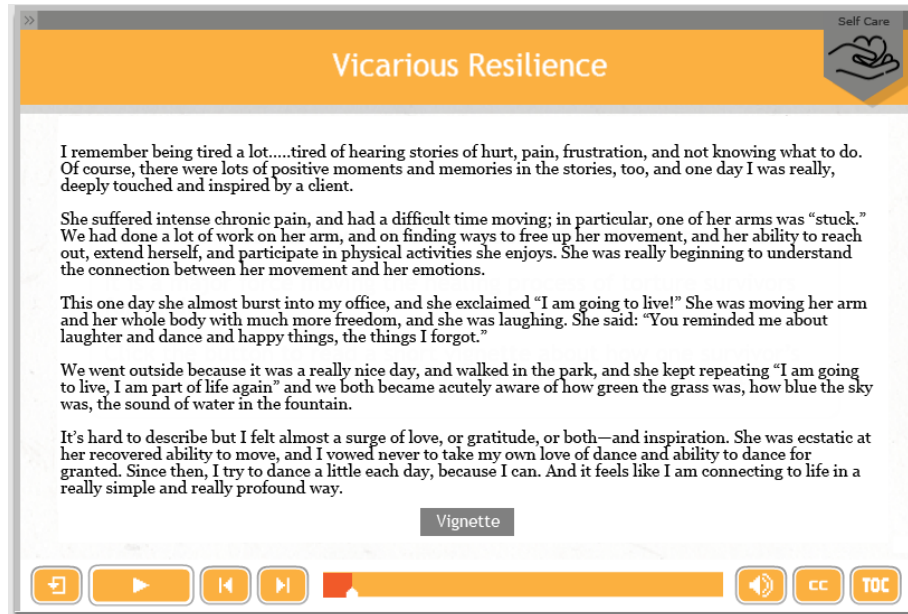
Have you ever noticed how your empathy or caring for survivors you work with impacts your own experience, even when you're not at work?

What were the circumstances?

How were you affected?

#### Narration:

Let's consider what you've learned so far. Read the question and record your thoughts in your journal. Continue when you are ready.



The screenshot shows a presentation slide titled "Vicarious Resilience" with a "Self Care" icon in the top right corner. The slide contains four paragraphs of text and a "Vignette" button. At the bottom, there is a navigation bar with buttons for home, play, previous, next, a progress bar, volume, and TOC.

**Vicarious Resilience**

I remember being tired a lot....tired of hearing stories of hurt, pain, frustration, and not knowing what to do. Of course, there were lots of positive moments and memories in the stories, too, and one day I was really, deeply touched and inspired by a client.

She suffered intense chronic pain, and had a difficult time moving; in particular, one of her arms was “stuck.” We had done a lot of work on her arm, and on finding ways to free up her movement, and her ability to reach out, extend herself, and participate in physical activities she enjoys. She was really beginning to understand the connection between her movement and her emotions.

This one day she almost burst into my office, and she exclaimed “I am going to live!” She was moving her arm and her whole body with much more freedom, and she was laughing. She said: “You reminded me about laughter and dance and happy things, the things I forgot.”

We went outside because it was a really nice day, and walked in the park, and she kept repeating “I am going to live, I am part of life again” and we both became acutely aware of how green the grass was, how blue the sky was, the sound of water in the fountain.

It’s hard to describe but I felt almost a surge of love, or gratitude, or both—and inspiration. She was ecstatic at her recovered ability to move, and I vowed never to take my own love of dance and ability to dance for granted. Since then, I try to dance a little each day, because I can. And it feels like I am connecting to life in a really simple and really profound way.

Vignette

#### Slide 10 - Vicarious Resilience

Resilience is our ability to “bounce back” after difficult events.

It is a major force moving the healing process of torture survivors forward.

Click the button to read a short vignette about how one survivor’s resilience positively impacted the life of her psychotherapist.

Narration:

Vicarious resilience or secondary healing are ways in which work with survivors can sustain and empower care providers. We can consciously apply a survivor's resilience to our own. Read about one provider's experience in this short vignette.

Self Care

## Reflection: Vicarious Resilience

Have you had moments of inspiration and empowerment, drawn from witnessing the strength, resilience and healing of survivors of torture and trauma?

Navigation: Back, Play, Forward, Volume, TOC

### Slide 11 - Reflection: Vicarious Resilience

Have you had moments of inspiration and empowerment, drawn from witnessing the strength, resilience and healing of survivors of torture and trauma?

#### Narration:

Reflect on the question on your screen and record your thoughts in your journal. Continue with the lesson when you are ready.

The screenshot shows a presentation slide titled "Self-Care Plan" with an orange header. On the right side of the slide is a photograph of a woman in a black business suit with her arms crossed. The slide content is organized into two main sections: "Internal" and "External", each with a list of resources. The "Internal" section lists: Family values, Faith, Images, Highly cherished values and beliefs, Good memories, past and current, Pleasurable internal/body sensations, and Positive feelings. The "External" section lists: Family members, Friends, Pets, Social, cultural, and spiritual organizations, Personal objects (clothing, photos, jewelry), and Sacred objects (books, films, art). At the bottom of the slide is a navigation bar with icons for home, play, back, forward, a progress bar, volume, and TOC.

## Self-Care Plan

**Internal**

- ♦ Family values
- ♦ Faith
- ♦ Images
- ♦ Highly cherished values and beliefs
- ♦ Good memories, past and current
- ♦ Pleasurable internal/body sensations
- ♦ Positive feelings

**External**

- ♦ Family members
- ♦ Friends
- ♦ Pets
- ♦ Social, cultural, and spiritual organizations
- ♦ Personal objects (clothing, photos, jewelry)
- ♦ Sacred objects (books, films, art)

### Slide 12 - Self-Care Plan

#### Narration:

Experience shows that creating and maintaining a self care plan is essential for care providers. We will look at individual level and agency level ways to do this, as well as external and internal resources. Let's start with the individual.

Internal resources are defined as qualities, values, attitudes, beliefs, and ideals within ourselves.

External resources are things outside of ourselves that give us strength. Think of some of your own internal and external resources and write down a few in your journal.



The screenshot shows a presentation slide titled "Agency Support" with a "Self Care" icon in the top right corner. The slide features a photograph of three professionals (two women and one man) and a list of six bullet points. At the bottom, there is a navigation bar with icons for home, play, previous, next, volume, and TOC, along with a progress indicator.

### Agency Support

- ◆ Explicit support from management and supervisors for self-care
- ◆ Regular check-ins on vicarious trauma and self-care
- ◆ Ensure staff take all allotted holidays and vacation time
- ◆ Raise awareness of Employee Assistance Plan (EAP) or other professional support
- ◆ Monthly support meetings for staff
- ◆ Create a culture of awareness and mutual support

#### Slide 13 - Agency Support

##### Narration:

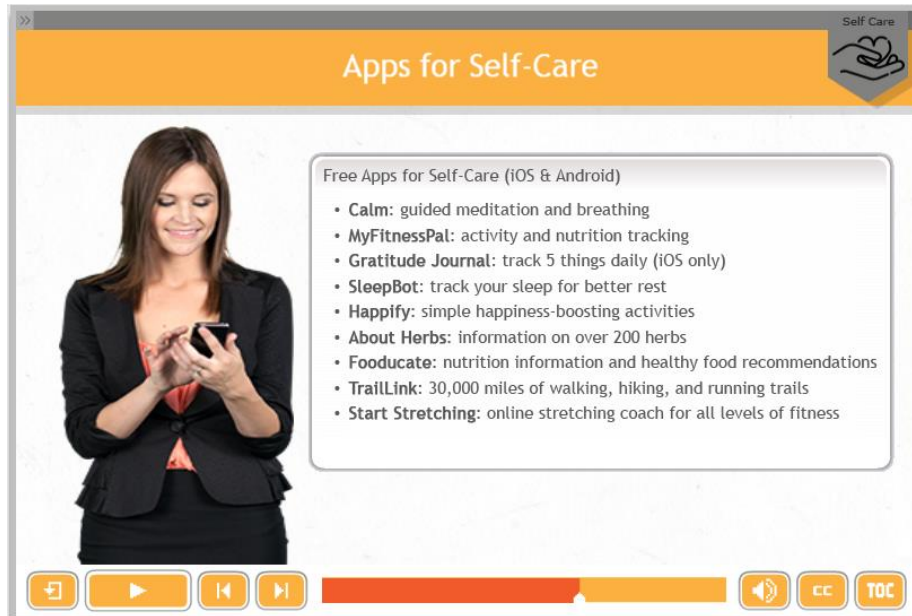
Self care at the individual level is easier to achieve with support at the agency level. Review this list for things that agencies can do to create a culture of awareness and mutual support. If you are a leader in your organization you may be able to influence the amount of support for self-care activities.



#### Slide 14 - Five Areas of Self-Care

##### Narration:

There are several ways to practice self care. Here we see five areas in which opportunities exist to practice self care. Look at the activities and write down one from each category that you want to practice or investigate further. This is not an exhaustive list; there are many ways to practice self care and including those that work for you is what is most important in your self care plan.



The screenshot shows a presentation slide with an orange header bar containing the title "Apps for Self-Care" and a small icon of hands. On the left, a woman in a black blazer is looking at her smartphone. On the right, a white box lists "Free Apps for Self-Care (iOS & Android)" with the following items:

- **Calm:** guided meditation and breathing
- **MyFitnessPal:** activity and nutrition tracking
- **Gratitude Journal:** track 5 things daily (iOS only)
- **SleepBot:** track your sleep for better rest
- **Happify:** simple happiness-boosting activities
- **About Herbs:** information on over 200 herbs
- **Fooducate:** nutrition information and healthy food recommendations
- **TrailLink:** 30,000 miles of walking, hiking, and running trails
- **Start Stretching:** online stretching coach for all levels of fitness

At the bottom of the slide, there is a navigation bar with icons for home, play, previous, next, volume, closed captions, and table of contents, along with a progress bar.

#### Slide 15 - Apps for Self-Care

##### Free Apps for Self-Care (iOS & Android)

Calm: guided meditation and breathing

MyFitnessPal: activity and nutrition tracking

Gratitude Journal: track 5 things daily (iOS only)

SleepBot: track your sleep for better rest

Happify: simple happiness-boosting activities

About Herbs: information on over 200 herbs

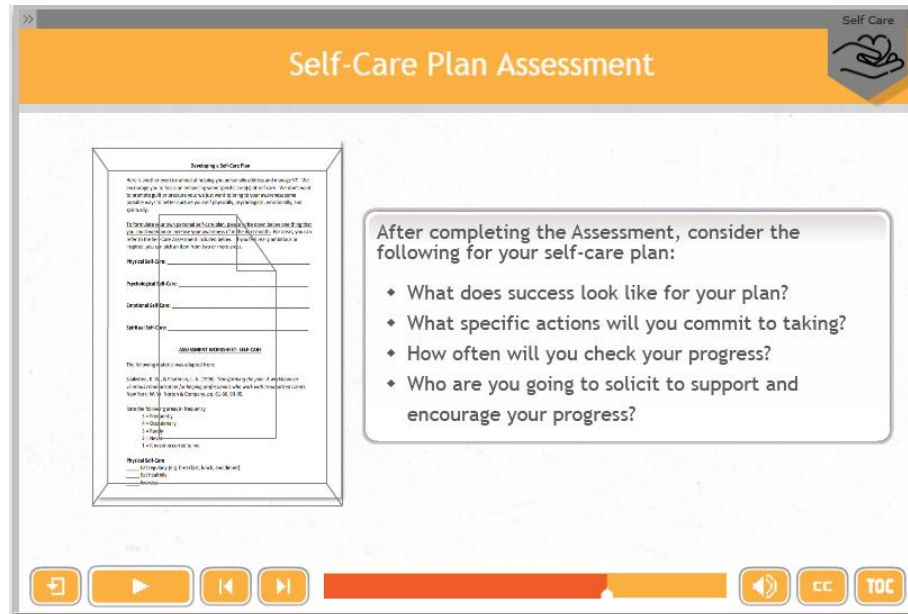
Fooducate: nutrition information and healthy food recommendations

TrailLink: 30,000 miles of walking, hiking, and running trails

Start Stretching: online stretching coach for all levels of fitness

##### Narration:

This short list of free apps may help you start or maintain your self care routine. Keeping yourself healthy enhances your ability to be of greatest assistance to the survivors that you work with.



#### Slide 16 - Self-Care Plan Assessment

After completing the Assessment, consider the following for your self-care plan:

What does success look like for your plan?

What specific actions will you commit to taking?

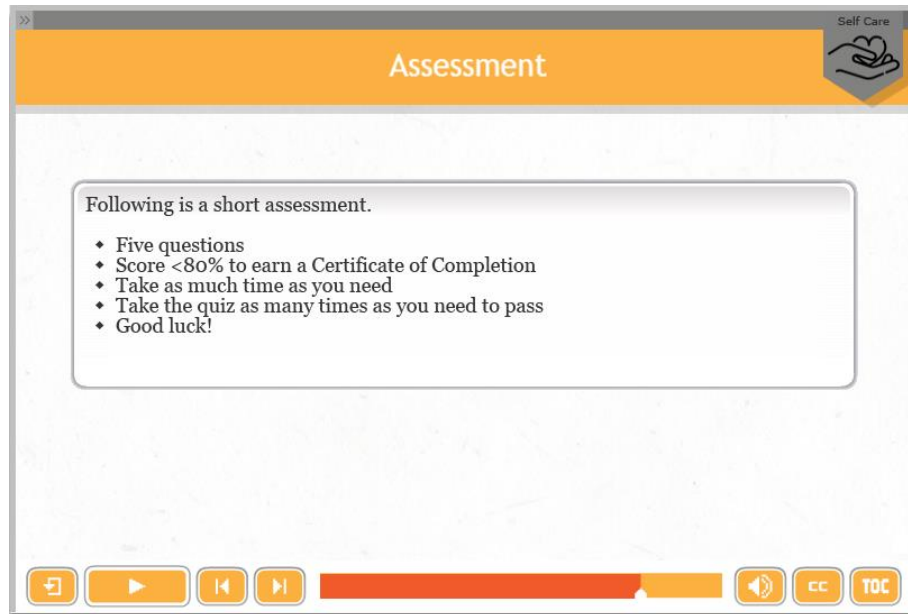
How often will you check your progress?

Who are you going to solicit to support and encourage your progress?

Narration:

The choice of self care tools and resources you use is individual. The Self Care Plan Assessment will help you create a personalized plan for yourself. Click on the plan to review the assessment. Return to the lesson when you are ready.





#### Slide 17 - Assessment

Following is a short assessment.

Five questions

Score <80% to earn a Certificate of Completion

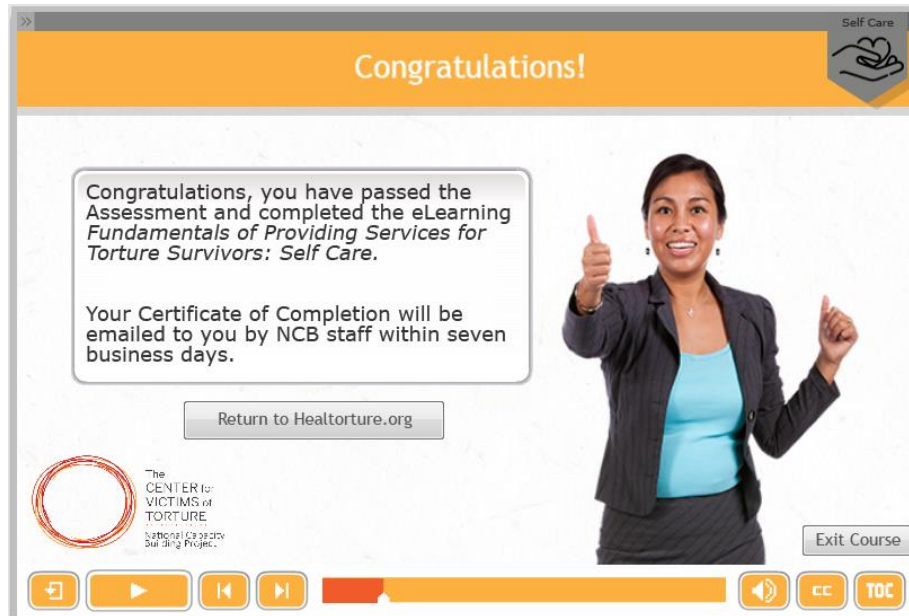
Take as much time as you need

Take the quiz as many times as you need to pass

Good luck!

#### Narration:

This concludes the self care lesson. Please continue to the next slide to complete a short post-lesson assessment. Thank you.



The screenshot shows an eLearning slide with a white background and a light blue header. The header contains the word "Congratulations!" in a bold, sans-serif font. In the top right corner, there is a small icon of two hands holding each other, with the text "Self Care" above it. The main content area features a woman with dark hair, wearing a blue blazer over a light blue top, giving a thumbs-up gesture. To her left, a white text box with a thin border contains the following text: "Congratulations, you have passed the Assessment and completed the eLearning Fundamentals of Providing Services for Torture Survivors: Self Care." Below this text box is another white text box with a thin border that says "Your Certificate of Completion will be emailed to you by NCB staff within seven business days." Below the text boxes is a button labeled "Return to Healtorture.org". In the bottom left corner, there is a logo for "The CENTER for VICTIMS of TORTURE" with the text "National Cooperative Building Project" below it. In the bottom right corner, there is a button labeled "Exit Course". At the very bottom of the slide, there is a navigation bar with several icons: a home icon, a play icon, a previous slide icon, a next slide icon, a progress bar, a volume icon, a "CC" icon, and a "TOC" icon.

Slide 24 - Congratulations!

Congratulations, you have passed the Assessment and completed the eLearning Fundamentals of Providing Services for Torture Survivors: Self Care.

Your Certificate of Completion will be emailed to you by NCB staff within seven business days.