



INTERNATIONAL CONFERENCE OF POLICE CHAPLAINS

B3 – Stress Management

Presented by
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Materials in this presentation were taken from the following resources

- International Conference of Police Chaplains B03 Stress Management Core Class
- Psychological Body Armor by George S. Everly, Jr., Ph.D., ABPP
- Stress Management for Emergency Personnel by Chevron Publishing Corporation
- The Relaxation & Stress Reduction Workbook
- Stress Management for Dummies by Allen Elkin, Ph.D.
- Why Zebras Don't Get Ulcers by Robert Sapolsky

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Training Objectives

- Basic stress concepts
- The two types of stress
- Coping methods for responding to stress
- Responding to stress
- Concepts of traumatic stress
- Phases of Critical Incident Stress

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Training Objectives

- Critical Incident Stress Management (CISM)
- Burnout
- Burnout versus Compassion Fatigue
- Post Traumatic Stress Disorder (PTSD)

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Definition of Stress

A mental or emotional tension or strain characterized by feelings of anxiety, fear, etc.; factor or combination of factors that causes such tension or strain as an urgent need or perceived threat (Webster)

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Definition of Stress

Forces from the outside world impinging on the individual. Stress is a normal part of life that can help us learn and grow. Conversely, stress can cause us significant problems. Stress released power neurochemicals and hormones prepare us for action (to fight or flee). If we don't take action, the stress response can lead to health problems. Prolonged, uninterrupted, unexpected, and unmanageable stresses are the most damaging types of stress.

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How Stress Affects Our Telomeres
<http://www.youtube.com/watch?v=cvjzwTBjXMI>

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Two Types of Stress

- ❑ Eustress – “Good Stress” – mental or physical reactions caused by pleasant, positive, enjoyable experiences resulting in euphoric feeling or positive energy
- ❑ Distress – “Bad Stress” – mental or physical strain imposed by pain, trouble, worry, or the like and usually suggests a state or situation that can be relieved

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Stress

- ❑ Common denominator for stress – CHANGE
 - Life changes
 - Work related changes
 - Environmental changes
 - Organizational changes

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Perception

- ❑ The stress response is activated by our perception of events.
- ❑ Our ability to change our interpretation of stressful events is a key to stress resilience!
- ❑ “We are disturbed not by events, but by the views that we take of them.” Epictetus
- ❑ Stressors can be real or imagined.

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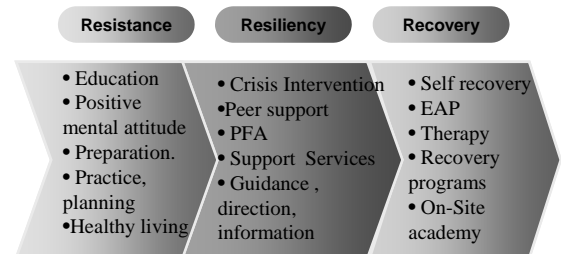


Coping

- ❑ Coping – Constantly changing cognitive and behavioral efforts to manage specific demands that are appraised as taxing or exceeding the resources of the person
 - Maladaptive Coping – reduces stress in the short-term, but serves to erode health in the long-term
 - Adaptive Coping – reduces stress while at the same time promotes long-term health

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RESISTANCE, RESILIENCE, RECOVERY



Create Resistance
 Assessment
 Intervention
 Evaluation

Enhance Resiliency
 Assessment
 Intervention
 Evaluation

Speed Recovery
 Assessment
 Intervention
 Evaluation

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Coping Strategies

- ❑ What are your typical “early warning signs” of excessive stress?
- ❑ What are the first changes that you notice in yourself?
- ❑ What do others notice?
- ❑ What signs do you pay attention to?...which signs do you ignore?...why?

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Coping Strategies

- ❑ MBI – Human Services Survey
 - ❑ Stress Self Test

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Responding to Stress

- ❑ Eat regular, healthy meals
- ❑ Normal exercise
- ❑ Normal rest
- ❑ No self-medicating
- ❑ Meditation/Prayer
- ❑ Reading/Music
- ❑ Counseling

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Factors that Contribute to Stress

- ❑ Suddenness – surprise causes more stress.
- ❑ Intensity – how awful the experience.
- ❑ Degree – how widespread is the impact.
- ❑ Duration – the longer the exposure, the greater the harm.
- ❑ Frequency – the more horrible events, the greater a potential for a problem.

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Critical Incident Stress

“Any situation that results in an overwhelming sense of vulnerability or loss of control”

Dr. Roger Solomon

“Any situation or event that causes strong emotional reactions, that has the potential to interfere with an ability to function.”

Dr. Jeffrey Mitchell

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Critical Incident Stress Symptoms

- ❑ Physical signs/symptoms
 - Headaches
 - Fatigue
 - Rapid pulse
 - Elevated blood pressure
 - Nausea/vomiting
 - Profuse sweating



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Critical Incident Stress Symptoms

- ▣ Physical Danger Signals
 - Chest pain or difficulty breathing.
 - Excessive blood pressure.
 - Collapse from exhaustion.
 - Unusual heart beat patterns.
 - Signs of severe shock (weak pulse, pale color, excessive sweating, rapid breathing).
 - Excessive dehydration.
 - Vomiting or having blood in feces.



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Critical Incident Stress Symptoms

- ▣ Cognitive signs/symptoms
 - Hyper-vigilance ("Can't come off duty")
 - Intrusive images/flashbacks
 - Confusion/poor memory
 - Decreased concentration
 - Blaming (responsibility/guilt)
 - Uncertainty



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Critical Incident Stress Symptoms

- ▣ Cognitive Danger Signals
 - Decreased alertness to surroundings.
 - Difficulties making decisions requiring immediate attention.
 - Disoriented (cannot estimate time; unsure of where they are; unsure of who they are).
 - Unable to focus on one thought at a time.
 - General state of mental confusion.
 - Seriously slow or disrupted thinking.
 - Cannot recall names of familiar equipment or people.



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Critical Incident Stress Symptoms

- ▣ Emotional signs/symptoms
 - Survivor's guilt
 - Irritability
 - Intense anger
 - Grief/sadness
 - Depression
 - Feeling lost/alone
 - Emotional outbursts



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Critical Incident Stress Symptoms

- ▣ Emotional Danger Signals
 - Panic reactions.
 - Numb, shock-like state.
 - Phobic reactions (extreme fear).
 - General loss of control of emotions.
 - Rage reactions and exaggerated emotions.
 - Overwhelming sadness that blocks action.



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Critical Incident Stress Symptoms

- ▣ Behavioral signs/symptoms
 - Sleep disturbances/restlessness/nightmares
 - Changed communications
 - Withdrawal/suspiciousness
 - Appetite changes
 - Increased alcohol consumption
 - Changes in social activities



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Critical Incident Stress Symptoms

- ▣ Behavioral Danger Signals
 - Significant changes in speech patterns.
 - Excessive anger at minor inconveniences.
 - Excessive crying or laughing.
 - Violent physical reactions; destroying property.
 - Curling up and rocking continuously.
 - Meaningless repeated actions.
 - Withdrawal from others and hiding.
 - Wringing hands, body shakes, and/or facial tremors.



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Critical Incident Stress Symptoms

- ▣ Spiritual signs/symptoms
 - Questioning of faith
 - Anger at God
 - “Distance from religion”
 - Belief that God is powerless
 - “How could God let this happen?”
 - Anger toward religious leaders



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Critical Incident Stress Symptoms

- ▣ Spiritual Danger Signals
 - Withdrawal from place of worship.
 - Uncharacteristic religious involvement.
 - Sense of isolation from God.
 - Religious obsessions or compulsions.
 - Religious hallucinations or delusions.



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Coping With Critical Incident Stress

- ▣ Expressing feelings
- ▣ Attend a stress debriefing
- ▣ Getting back to work
- ▣ Exercise
- ▣ Healthy eating and drinking
- ▣ Changing the memory
- ▣ Pacing the pain
- ▣ Accept enjoyment and diversion
- ▣ Don't expect miracle cures
- ▣ The Bottom Line – Face it



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Aria d'Stress
<http://www.youtube.com/watch?v=dqouseEaLMU>

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Post Traumatic Stress Disorder

Posttraumatic stress (PTS)
is a normal survival response.

Posttraumatic Stress Disorder (PTSD)
is a pathologic variant of that normal
survival reaction.



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Post Traumatic Stress Disorder

A formally recognized psychiatric disorder which may result from an exposure to a critical incident or "Traumatic event." PTSD is identified by three characteristic clusters of symptoms which follow a psychologically distressing event which is considered outside the range of normal human experience.



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PTSD Results from Violation of:

1. EXPECTATIONS
2. DEEPLY HELD BELIEFS (Worldviews)
 - ~ Belief in a just and fair world
 - ~ Need to trust others
 - ~ Self - esteem, Self - efficacy
 - ~ Need for a predictable and SAFE world
 - ~ Spirituality, belief in an order and congruence in life and the universe

(Everly & Lating, 2004, Personality Guided Treatment of PTSD, Wash. DC: APA.)



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PTSD Characteristics

- ☐ Traumatic Event
- ☐ Intrusive Recollected Thoughts
- ☐ Stress Arousal
- ☐ Numbing/Withdrawal/Avoidance
- ☐ Symptoms Last > 30 days
- ☐ Impaired Functioning



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PTSD Symptoms

- ☐ Flashbacks
- ☐ Dreams
- ☐ De'ja vu
- ☐ Avoidance
- ☐ Sleep disturbance
- ☐ Loss of interest
- ☐ Detachment
- ☐ Emotional numbing
- ☐ Increased startle
- ☐ Intensification



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PTSD Prevalence

- ☐ PTSD Prevalence: 10 - 15% of Law Enforcement Personnel (See Everly & Mitchell, 1999)
- ☐ PTSD Prevalence: 10 - 30% Of Those In Fire Suppression (See Everly & Mitchell, 1999)
- ☐ PTSD Prevalence: 16% Vietnam Veterans (Nat PTSD Study)
- ☐ PTSD Prevalence: ~ 12% Iraq War Veterans (Hoge, et al., 2004, NEJM)



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Burnout

"A state of physical, emotional, and mental exhaustion caused by long-term involvement in emotionally demanding situations."

Pines & Aronson

"Burnout is used to describe a syndrome that goes beyond physical fatigue from overwork. Stress and emotional exhaustion are part of it, but the hallmark of burnout is the distancing that goes on in response to the overload."

Maslach



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Compassion Fatigue

“The natural behaviors and emotions that arise from knowing about a traumatizing event experienced by a significant other – the stress resulting from helping or wanting to help a traumatized person.”

Figley



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Symptoms of Burnout

- ▣ Behavioral
 - High absenteeism
 - Postponing client contacts
 - Avoiding discussions at work with colleagues
 - Irritability with clients and co-workers
 - Avoiding work responsibility
 - Working harder and getting less done
 - Marital and family conflict



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Symptoms of Burnout

- ▣ Cognitive
 - Feelings of anger and resentment
 - Negativism
 - Feelings of guilt and blame
 - Depression
 - Feeling discouraged and indifferent
 - Sense of failure
 - Feeling powerless and hopeless



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Symptoms of Burnout

- ▣ Physical
 - Feeling tired during the workday
 - Fatigue
 - Exhaustion
 - Sleep disorders
 - Frequent headaches
 - Frequent colds and flu
 - Frequent vague aches and pains



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Stress Survival Skills: Personal Resilience Plan Step 1: Self Assessment

- What are my early warning signs of excessive stress?
- What do I do now on a daily basis for self care?
- What do I do on a weekly basis to improve self care?
- What do I do when my stress level is unusually high?
- What do I do to address the impact of vicarious trauma in my life?

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Stress Survival Skills: Personal Resilience Plan Step 2: Planning for the future

- What can I add to my self care routine? (identify several if possible)
- How will I make time for these new strategies for self care?
- How often should I review what I am doing?
- What challenges do I expect to have with self care as I make these changes?
- How will I know if the changes are helping? What do I hope will be the important outcomes I will notice as I improve self care?

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Stress Survival Skills: Personal Resilience Plan

Step 3: Getting Support

- **Who can I turn to for support with my plan?**
- **How often should I check in with him/her?**
- **What professional support is available to me if I need it?**

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Individual Resilience:
Stress Management "Made Easy"
<http://www.youtube.com/watch?v=NbxYeYYxbgU>

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