

# Resiliency Resources Toolkit



## Resource Guidelines for First Responder Organizations

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*Strong alone  
Unstoppable together*



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Throughout this  
Playbook there are  
flyers you can print to  
hang on bulletin boards,  
stall doors, etc. to  
spread the message,  
“Strong Alone,  
Unstoppable Together!”



*DELAWARE HEALTH AND SOCIAL SERVICES*

Division of Public Health

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# YOUR MENTAL HEALTH MATTERS

TALKING OPENLY ABOUT  
YOUR MENTAL HEALTH ISN'T  
ATTENTION SEEKING.

**STOP THE STIGMA.**

For more information about mental health  
and where to get help, kindly visit  
[www.stopthestigma.com](http://www.stopthestigma.com)

MENTAL  
HEALTH  
AWARENESS



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## Purpose

The purpose of the Resiliency Resources Toolbox is to provide information on the resources that are available for all involved in first responder services to develop and strengthen their resiliency or seek assistance when experiencing mental health stress or crisis. Through use of available resources provided through the agency, such as the Resource Resiliency Officer (RRO), and those listed in the toolbox the first responder service members will have access to guidance on finding the right services to support themselves. The RRO can use the flyers in the toolbox to build exposure and endorse the development of a culture of mental health resilience and emotional wellness within their agency.

## Scope

The Resiliency Resources Toolbox is a document used to introduce the new RRO position to the first responder agencies and share resources available, both online and within the state, to assist in developing mental health resilience or for seeking treatment assistance for those experiencing mental health stress and crisis.

## Mission

The mission of the Resiliency Resource Toolbox is to provide mental health resources to support recovery from the stress and critical incidents encountered by first responders.

***“Mental health in the workplace: It’s not a nice-to-have, it’s a must-have”***

- Human Resources Leader and Business Consultant

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The greatest asset of any emergency service is its people. First Responders are dedicated to serving their community in their worst or most challenging times. To maintain, protect and strengthen this asset, agencies must create a culture of health and resilience.

The RRO Handbook not only educates first responders about self-care techniques and resilience, but it also builds a community of practice to reduce the enormous stress our first responders in Delaware experience.

The daily routine of being immersed in life-and-death situations can take a mental toll on first responders. We provide our first responders with training and education related to the issue, but what we are missing is where the Resiliency Resource Manual fills the gap. The RRO Playbook is a way to give Delaware first responder a voice on what to look for in themselves or their peers who may be struggling with a mental health issue or crisis, how to ask for help, and where to find the help they need.

Sources: [NAEMT.org/MHRO](http://NAEMT.org/MHRO)

What “Mental Mayday” program might mean for Fairfax Co. first responders—WTOP News

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# Five Essentials for Workplace Mental Health & Well-Being

Centered on the worker voice and equity, these five Essentials support workplaces as engines of well-being. Each Essential is grounded in two human needs, shared across industries and roles.



## Components

Creating a plan with all workers to enact these components can help reimagine workplaces as engines of well-being.

### Protection from Harm

- Prioritize workplace physical and psychological safety
- Enable adequate rest
- Normalize and support mental health
- Operationalize DEIA\* norms, policies, and programs

### Connection & Community

- Create cultures of inclusion and belonging
- Cultivate trusted relationships
- Foster collaboration and teamwork

### Work-Life Harmony

- Provide more autonomy over how work is done
- Make schedules as flexible and predictable as possible
- Increase access to paid leave
- Respect boundaries between work and non-work time

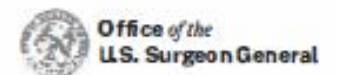
### Mattering at Work

- Provide a living wage
- Engage workers in workplace decisions
- Build a culture of gratitude and recognition
- Connect individual work with organizational mission

### Opportunity for Growth

- Offer quality training, education, and mentoring
- Foster clear, equitable pathways for career advancement
- Ensure relevant, reciprocal feedback

\*Diversity, Equity, Inclusion & Accessibility



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## FOUR PILLARS OF RESILIENCE



### MENTAL

The ability to effectively cope with unique mental stressors and challenges

**AWARENESS**

**ADAPTABILITY**

**DECISION MAKING**

**POSITIVE THINKING**



### PHYSICAL

The ability to adopt and sustain healthy behaviors needed to enhance health and well-being

**ENDURANCE**

**RECOVERY**

**NUTRITION**

**STRENGTH**



### SOCIAL

The ability to engage in health social networks that promote overall well-being and optimal performance

**COMMUNICATION**

**CONNECTEDNESS**

**SOCIAL SUPPORT**

**TEAMWORK**



### SPIRITUAL

The ability to adhere to beliefs, principles, or values needed to persevere and prevail in accomplishing missions

**CORE VALUES**

**PERSEVERANCE**

**PERSPECTIVE**

**PURPOSE**

**Resilience Provides Balance to Life**



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## Duties and Responsibilities of the Resiliency Resource Officer

The primary role of the Resiliency Resource Officer (RRO) is to engage peers experiencing mental health stress or crisis and to coordinate agency support for the mental health and emotional wellness of first responders, administrators, and agency support staff. Stressors at work, as well as those outside of work, can occasionally negatively affect performance, which can put the first responder and the people we intend to help at risk. The RRO does not address mental health issues, but rather, serves as the point of contact for members of the agencies to direct and provide guidance to the services capable of aiding agency members in crisis. The desired attributes and values that the RRO should bring to the organization is represented by the R.I.S.E. mnemonic.

- Role model
- Improvement, integrity, and inclusivity
- Supportive
- Excellence, engagement, and empowered

The RRO is not intended to replace the Employee Assistance Program. The EAP is a voluntary employer-sponsored program designed to help employees cope with stressful living situations. For example: personal and/or work-related issues such as stress, financial issues, legal issues, family issues, office conflicts, and alcohol or substance use disorders.<sup>1</sup> Whereas the EAP encompasses working with family members, the RRO is responsible for the organization's first responders, administrators, and agency support staff.

As the designated RRO, if you hear and/or learn of any stressor or crisis that requires mandatory reporting by the regulations and laws of the State of Delaware, you must comply with the mandatory reporting guidelines.

The RRO serves a critical role in the agency responsible for liaising with peers to develop an understanding of mental health issues and resilience, recognizing and navigating peers experiencing stressful situations and mental health crises, and assisting in finding the right services for help. The RRO must support the development of a culture of mental health resilience and emotional well-being in the agency so they can perform their life-saving responsibilities safely and confidently.<sup>2</sup> It is recommended the RRO have the following qualifications:

- Experience as an EMS practitioner/dispatcher of at least five (5) years.
- Respect from their peers within their agency and mentor across all membership age groups.
- RRO training through NAEMT.
- The ability to effectively cope with unique mental stressors and challenges<sup>3</sup>.
- Knowledge of local mental health voluntary and private sector services.

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<sup>1</sup> ([https://en.wikipedia.org/wiki/Employee\\_assistance\\_program](https://en.wikipedia.org/wiki/Employee_assistance_program))

<sup>2</sup> [Mental Health Resilience Officer \(naemt.org\)](https://naemt.org)

<sup>3</sup> ([https://www.fbinaa.org/FBINAA/OSW/Officer\\_Resiliency/FBINAA/OSW/Officer\\_Resiliency.aspx/](https://www.fbinaa.org/FBINAA/OSW/Officer_Resiliency/FBINAA/OSW/Officer_Resiliency.aspx/))

- Ability to identify the appropriate resource(s) and clear understanding of how to navigate a peer to available mental health resources.
- Organizational skills to balance workload effectively.
- Ability to maintain an empathetic approach when interacting with those affected by stressful events or crises.
- The ability to adopt and sustain healthy behaviors needed to enhance health and well-being.
- The ability to engage in healthy social networks that promote overall well-being and optimal performance<sup>4</sup>.
- The ability to strengthen a set of beliefs, principles, or values that sustain an individual's sense of well-being and purpose<sup>5</sup>.
- A willingness to take initiative or approach peers to discuss circumstances and a willingness to follow up after initial communication.
- A motivated team player who ensures high-quality results.
- A friendly, welcoming, and appropriately bounded approach to support through the use of good communication and interpersonal skills.
- Psychological First Aid and Stress First Aid training.

The specific duties of the RRO include the following:

- Develop and maintain the agency's Resiliency Plan.
- Enabling learning and change within the organization by providing initial education and annual refresher training.
- Support and guidance to peer(s) seeking professional mental health assistance.
- Maintain confidentiality.
- Ensure the referral route to assistance is clear and straightforward.
- Identify formal and informal emotional support resources for first responders included in the resource section.
- Keep up to date on the latest best practices to support first responder resilience.
- Build performance through mutual trust and accountability at all levels and across the organization through open feedback loops.
- RRO consults with leadership on agency policies and practices to sustain and enhance resiliency.
- Support the development of a culture of mental health resilience and emotional and physical well-being within your agency.

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<sup>4</sup> Lbid.

<sup>5</sup> Lbid.

# When you see someone struggling of just off their game, follow these recommendations as a starting point:



**Be Proactive** - Be direct. We do this when responding to emergencies. We need to take the same approach when our brothers or sisters appear to be struggling.



**Direct Questions** - Remember these two questions if a member comes to you with suicidal ideations:

- A. Do you feel like killing yourself now?
- B. Do you have a plan?

A "YES" to either one of these questions means you need to engage your department procedures or protocols if in the firehouse. If outside of the department, they need help immediately.

**NEVER** leave them alone!



**Walk the Walk** - The number of firefighters, officers and EMTs/paramedics who help their brothers or sisters out by taking them to AA meetings or counselors cannot be overstated. They sit outside and wait until the appointment is over. Taking care of our own goes well beyond the station or fire ground.



**Discretionary Time** - If a member comes to you to talk about a difficult issue they are struggling with and you have never dealt with this type of issue, let them know but also use discretionary time. Do not make statements just to fill a void. For example: I never realized you were struggling with this and I do not have a lot of knowledge, but let me find out a little more and we will talk later. (if this is a crisis moment, **do not** leave the member alone).



**Compassion** - The theme in our workshops is: Be Direct and Be Compassionate. Stay in the moment when talking to them. It is the most difficult type of conversation but always speak from the heart.

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## Support Resources

### Resiliency Training Courses

Course	Link
Service to Self - Substance Abuse and Mental Health Services Administration (SAMHSA)	<a href="https://www.samhsa.gov/dtac/service-to-self-training-course">https://www.samhsa.gov/dtac/service-to-self-training-course</a>
Creating Safe Scenes	<a href="https://www.samhsa.gov/dtac/creating-safe-scenes-training-course">https://www.samhsa.gov/dtac/creating-safe-scenes-training-course</a>
Shield of Resilience, SAMSHA, Disaster Technical Assistance Center	<a href="https://www.samhsa.gov/dtac/shield-resilience-training-course">https://www.samhsa.gov/dtac/shield-resilience-training-course</a>
Compassion Fatigue Certification Training for Healthcare, Mental Health, and Caring Professionals	<a href="http://www.PESI.com">www.PESI.com</a>
How to create a mental health-friendly environment at your service. - Webinar	<a href="https://www.ems1.com/ems-products/how-to-create-a-mental-health-friendly-environment-at-your-service">How to create a mental health-friendly environment at your service (ems1.com/ems-products)</a>
Behavioral Health Awareness - International Association of Fire Fighters	<a href="https://www.iaff.org/behavioral-health/">https://www.iaff.org/behavioral-health/</a>
Surgeon General’s Advisory on Addressing Health Worker Burnout	<a href="https://www.hhs.gov/surgeongeneral/priorities/health-worker-burnout/index.html">https://www.hhs.gov/surgeongeneral/priorities/health-worker-burnout/index.html</a>
Stress First Aid	<a href="https://firstrespondercenter.org/training/">https://firstrespondercenter.org/training/</a>
U.S. Fire Administration U0381 Empowering Responder Wellness	<a href="https://www.fema.gov/emergency-preparedness-response-recovery/empowering-responder-wellness">Empowering Responder Wellness (fema.gov)</a>
U.S. Fire Administration Q0694 Safety Essentials	<a href="https://www.fema.gov/emergency-preparedness-response-recovery/safety-essentials">Safety Essentials (fema.gov)</a>
<b>DETRAIN</b> Ready for Resilience: Stress and Resiliency	<a href="https://www.fema.gov/emergency-preparedness-response-recovery/ready-for-resilience-stress-and-resiliency">Ready for Resilience: Stress and Resiliency</a>
DETRAIN Ready for Resilience: Preparedness in Practice	<a href="https://www.fema.gov/emergency-preparedness-response-recovery/ready-for-resilience-preparedness-in-practice">Ready for Resilience: Preparedness in Practice</a>
DETRAIN Ready for Resilience: Supporting the Workforce	<a href="https://www.fema.gov/emergency-preparedness-response-recovery/ready-for-resilience-supporting-the-workforce">Ready for Resilience: Supporting the Workforce</a>

### Video Resources

- Resiliency Communication - <https://youtu.be/YXeoBwsKKzw->
- “Signs” - <https://youtu.be/tcISX0yetto>
- Building Resiliency in First Responders—A Complete Approach - <https://youtu.be/3qoJBUajxvM>
- Mental Mayday Fairfax County, VA - <https://youtu.be/7y9CVJ6xn9M>

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OPTIMISM



Social Support



*Emotional Awareness*



**RESILIENCE**



Ability to Solve  
Problems



**Sense of Humor**



*Control of Self*

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## Peer Support Web Resources

- [American Foundation for Suicide Prevention](https://afsp.org/) - <https://afsp.org/> Call or text 988 or text TALK to 741741
- [Firefighter Behavioral Health Alliance](https://www.ffbha.org) – Saving those who save others - <https://www.ffbha.org>
- [Pocket Peer](http://pocketpeer.org) – Center for Firefighter Behavioral Health, Supporting our firefighters - [pocketpeer.org](http://pocketpeer.org)
- [Project Semicolon](https://projectsemicolon.com) – Your story isn't over yet- <https://projectsemicolon.com>
- [National Suicide Prevention Lifeline](https://nicic.gov/national-suicide-prevention-lifeline) - <https://nicic.gov/national-suicide-prevention-lifeline>
- [Bring Change to Mind](https://bringchange2mind.org) – Let's talk mental health - <https://bringchange2mind.org>
- [National Alliance on Mental Health](https://www.nami.org) (NAMI) - <https://www.nami.org>
- [Behavioral Health Treatment Services Locator \(SAMHSA\)](https://findtreatment.samhsa.gov) - <https://findtreatment.samhsa.gov>
- [Everyone Goes Home](https://www.everyonegoeshome.com) – Firefighter Safety Initiatives – Psychological Support - <https://www.everyonegoeshome.com>
- [Healthy Mind CredibleMind](https://healthymind.crediblemind.com) – mental health resiliency, prevention, and early intervention Self-care resources (apps, videos, podcasts, articles, online programs - <https://healthymind.crediblemind.com>
- [Health, Wellness and Resilience](http://naemt.org) - ([naemt.org](http://naemt.org))
- [FirstNet Health and Wellness Program for First Responders](https://www.firstnet.com/) - <https://www.firstnet.com/>
- [Healthy Lifestyles Stress Management](https://www.mayoclinic.org/healthy-lifestyle/) – Mayo Clinic - <https://www.mayoclinic.org/healthy-lifestyle/>
- [Mental Health DE](https://mentalhealthde.com) - referral/treatment resources - <https://mentalhealthde.com>

## Mental Health Apps<sup>6</sup>

- [Bounce Back Now](https://www.bouncebacknow.org/)- Bounce Back Now (BBN) is a free app designed to improve the emotional health of adults and families affected by a disaster, such as a hurricane, tornado, flood, earthquake, or mass violence incident. - <https://www.bouncebacknow.org/>
- [Mind Apps](https://mindapps.org/) - <https://mindapps.org/>
- [Digital Psych App Evaluation](https://www.digitalpsych.org/app-evaluation.html) - <https://www.digitalpsych.org/app-evaluation.html>
- [The First Responder Toolkit](https://firstrespondertoolkit.com/) – This app aids those deployed to emergency response events in maintaining their own physical, emotional, and social well-being. - <https://firstrespondertoolkit.com/>
- [Veterans Administration Mental Health Apps](https://mobile.va.gov/appstore/mental-health?page=1) - <https://mobile.va.gov/appstore/mental-health?page=1>
- [Useful Wellness and Mental Health Apps](https://psych.ucsf.edu/copingresources/app) - Review of Apps by Weill Institute of Neurosciences. - <https://psych.ucsf.edu/copingresources/app>

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<sup>6</sup> App recommendations by Stephen E. Formanski, Psy. D.  
USPHS, CAPT (ret)  
Division of Community Mitigation and Recovery, Recovery Missions Branch  
Administration for Strategic Preparedness and Response, Region

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# Watch for Signs

Talking openly about YOUR mental health isn't attention seeking -  
LET'S STOP THE STIGMA!

Warning signs



## RESOURCES:

Mental Health Crisis Hotlines:

National Suicide Prevention:

1-800-273-TALK (8255)

National Crisis Text Line:

text HOME to 741741 or

State of Delaware

24-hour Intervention:

Northern DE 800-652-2929

Southern DE 800-345-6785

Delaware211.org

## Take Action

Don't wait until you can't cope before you seek help. For good days, bad days and all in-between days, there are lots of places you can turn to for support.

These organizations provide free, confidential and impartial support and guidance.

Prevention Tips



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Delaware Public Safety Mental Health Providers \*recommended DTRN providers by DHSS

Organization	Address	Phone #	Website	Services
Aquila of Delaware Inc	1812 Newport Gape Pike Wilmington, 19808	302-999-1106	<a href="#">Aquila of Delaware – Treatment for Adolescents &amp; Adults</a>	Provide specialized, person-centered treatment programs designed to assist adults and adolescents maintain optimal behavioral health.
Aquila of Delaware Inc	850 S. State St. Dover, 19904	302-664-7664	<a href="#">Aquila of Delaware – Treatment for Adolescents &amp; Adults</a>	Provide specialized, person-centered treatment programs designed to assist adults and adolescents maintain optimal behavioral health.
Aquila of Delaware Inc	20093 Office Circle Georgetown Professional Park Unit 207 Georgetown, 19946	(302) 856-9746	<a href="#">Aquila of Delaware – Treatment for Adolescents &amp; Adults</a>	Provide specialized, person-centered treatment programs designed to assist adults and adolescents maintain optimal behavioral health.
Catholic Charities, Behavioral Health Services – New Castle County	2601 West 4th Street, Wilmington, DE 19805	(302) 655-9624	<a href="http://www.ccwilm.org">www.ccwilm.org</a>	provides outpatient counseling programs for behavioral, emotional, or mental problems
Christiana Care Health System - Newark	4755 Ogletown Stanton Road Newark, 19718	855-453-8985	<a href="#">Behavioral Health – ChristianaCare</a>	Outpatient, trauma therapy, serious mental illness, LGBT, and suicide prevention
Christiana Care Health System - Wilmington	501 West 14th Street Wilmington, 19801	855-453-8985	<a href="#">Behavioral Health – ChristianaCare</a>	Outpatient and inpatient
Connections CSP	1423 Capitol Trail Polly Drummond Plaza, Bldg. 3 Newark, 19711	844-348-3227		Outpatient, telemedicine, telehealth, and suicide prevention
Connections CSP Inc.	590 Namaans Road Claymont, 19703	844-348-3227		Outpatient, telemedicine, and telehealth
Community Mental Health – Wilmington Facility	1906 Maryland Ave Wilmington, DE 19805 Canby Park Shopping Center	302-778-6900		Outpatient Services
CORAS, Mental Health, Alcohol and Other Drug Treatment Outpatient Services	<ul style="list-style-type: none"> <li>320 N.H. Street, Smyrna, DE 19977</li> <li>1114 South Dupont Highway, Dover, DE 19904</li> <li>713 Wollaston Street,</li> </ul>	<p>302-659-5060</p> <p>302-672-9360</p> <p>302 656-8326</p>	<a href="http://www.coraswellness.org">www.coraswellness.org</a>	



	<p>Wilmington, DE 19801</p> <ul style="list-style-type: none"> <li>• 105 N Front Street Suite A, Seaford, DE 19973</li> <li>• 315 Old Landing Rd, Millsboro, DE 19966</li> <li>• 3304 Drummond Plaza, Newark, DE 19711</li> </ul>	833-886-2277		
Crisis Intervention Service	14 Central Avenue New Castle, 19720	855-453-8985	<a href="#">Crisis Intervention - Delaware Health and Social Services - State of Delaware</a>	Outpatient, trauma therapy, and suicide prevention
Delaware Psychological Services	16287 Willow Creek Rd, Lewes, DE 19958	302-703-6332		Delaware Psychological Services is committed to serving the behavioral health needs of children, families and individuals.
Fellowship Health Resources	884 Walker Rd Ste B Dover, 19904	(302) 672-7015	<a href="#">Home (fhr.net)</a>	Outpatient Mental Health and Counseling Services (also located in PA)
Jewish Family Services	20684 John J Williams Highway Lewes, 19958	855-453-8985	<a href="#">Contact Us - Jewish Family Services of Delaware (jfsdelaware.org)</a>	Outpatient and suicide prevention
Jewish Family Services of Delaware	99 Passmore Road Wilmington, 19803	877-622-9444	<a href="#">Contact Us - Jewish Family Services of Delaware (jfsdelaware.org)</a>	Outpatient, trauma therapy and suicide prevention
Jewish Family Services of Delaware Relationship Center	288 East Main Street Newark, 19713	877-622-9444	<a href="#">Home - Jewish Family Services of Delaware (jfsdelaware.org)</a>	Outpatient, telemedicine, telehealth, and suicide prevention
Kent County Community Based Outpatient Clinic	1198 South Governors Ave. Suite 201 Dover 19901	855-453-8985	<a href="#">Kent County VA Clinic   VA Wilmington Health Care   Veterans Affairs</a>	
La Red Health Center	21444 Carmean Way Georgetown, 19947	877-622-9444	<a href="#">La Red Health Center - Home</a>	Outpatient, court referred, active-duty military and trauma
La Red Health Center Seaford	300 High Street Seaford, 19973	855-453-8985	<a href="#">La Red Health Center - Home</a>	Outpatient
Mental Health Association in Delaware	100 W 10th Street Suite 600 Wilmington, 19801	(302) 654-6833	<a href="#">Home – Mental Health Association in Delaware (mhainde.org)</a>	Focus on education, support, and advocacy for mental health issues.
Mid Atlantic Behavioral Health	910 South Chapel Street Suite	844-348-3227	<a href="#">Home - Mid-Atlantic</a>	Outpatient, telemedicine, and

	102 Newark, 19713		<a href="#">Behavioral Health (tappwebsites.com)</a>	telehealth
Mind and Body Consortium	993 North Dupont Highway Milford, 19963	855-453-8985	<a href="#">The Mind and Body Consortium   Helping you live well (mindandbodyde.com)</a>	Outpatient
Mind and Body Consortium LLC	118 Sandhill Drive Suite 202 Middletown, 19709	877-622-9444	<a href="#">The Mind and Body Consortium   Helping you live well (mindandbodyde.com)</a>	Outpatient, telemedicine, telehealth, and suicide prevention
New Behavioral Network	1575 McKee Road Suite 201 Dover, 19904	877-622-9444	<a href="#">NBN Group - New Jersey, Delaware - Nursing Services &gt; Services &gt; Mental Health / Social Services</a>	Outpatient
New Behavioral Network Delaware Inc.	240 North James Street Suite 209 Wilmington, 19804	855-453-8985	<a href="#">NBN Group - New Jersey, Delaware - Nursing Services &gt; Services &gt; Mental Health / Social Services</a>	Outpatient and suicide prevention
Psychotherapeutic Services, Inc.	27 Salisbury Road Dover, 19904	844-348-3227	<a href="#">Home - Psychotherapeutic Services</a>	Outpatient, telemedicine, and telehealth
Sun Behavioral Delaware	21655 Biden Ave Georgetown, 19947	(302) 604-5600	<a href="#">SUN Delaware - Mental Health And Substance Use Disorder Treatment (sunbehavioral.com)</a>	90-bed acute crisis stabilization hospital for mental health and substance abuse disorders. Offers Intensive outpatient services for children, adolescents, and adults.
Westside Family Healthcare	1802 West 4th Street Wilmington, 19805	877-622-9444	<a href="#">Wilmington – Westside Family Healthcare (westsidehealth.org)</a>	Outpatient

## Mental Health Crisis Hotlines

- National Suicide Prevention Hotlines
  - National Suicide Prevention Lifeline: 1-800-273-TALK (8255)
  - National Crisis Text Line: text HOME to 741741
- Delaware's 24-Hours Suicide Intervention Hotlines
  - Northern Delaware, Call: 800-652-2929
  - Southern Delaware, Call: 800-345-6785
- Crisis Intervention Treatment Services - <https://www.dhss.delaware.gov/dhss/dsamh/treatment.html>
- Mental Health Support Services in Delaware - [Delaware211.org](http://Delaware211.org)

# TAKE CARE of yourself

## Avoiding Burn-Out and Compassion Fatigue: Preventative Care

### 1 Know your limits

Know that putting yourself first isn't selfish, it can be easy to feel that, in the face of pain and suffering, your needs and health should take a back seat as they seem less pressing. However, as the old saying goes, you can't pour out of an empty glass. By neglecting your needs and ignoring internal cues, you're literally limiting your ability to adequately care for others.

### 2 Create emotional boundaries

Setting boundaries can be difficult when caring for someone who has suffered trauma, illness, or injury. Our natural tendency as humans is to show empathy and care when exposed to another person's suffering. While it may seem counterintuitive, being able to set and maintain boundaries allows you to care for people more fully because you can take a holistic view of their needs rather than getting too close to being objective.

### 3 Find your support network

Whether it's made up of colleagues who understand your daily challenges or people who work in different industries, social support networks can help us recharge and feel understood by others. Whether participating in a book club, grabbing a coffee, or playing board games, surrounding ourselves with others who know us well provides an opportunity for replenishment. These friends may also be able to identify signs of compassion fatigue you didn't yet recognize in yourself.



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## Clinicians for First Responders

Clinician	Organization	Address	Phone/Contact	Services
Dr. Elizabeth Mikolajczyk	Center for Grief and Trauma Therapy	5500 Skyline Drive, Suite 4 Wilmington, DE 19808	<u>(302) 635-0505</u>	Therapy for a diverse population, including first responders and others who are grieving or have been through traumatic experiences.
Gregory George Bisset, LCSW, CAADC, CCTP, CFRC		Lewes, DE 19958	(302) 448-8501	Providing individual counseling, group counseling, and family counseling to individuals with mental illness, substance abuse, and homelessness. Certified to work with the responder community.
Dennis J. Carradin, Jr.	New Perspectives, Inc	2055 Limestone Road Suite #109 Wilmington, DE 19808	(302) 489-0220 (302) 377-7451	First Responder Therapy. psychological counseling services, traumatic stress disorders, disaster and emergency management services, corporate counseling, and public safety.
	Counseling Services Inc	2601 Annand Dr Ste 7, Wilmington, DE 19808	(302) 204-2062	Specializing in anxiety, depression, stress, children & teens, substance addictions, trauma, foster care/adoption counseling, and first responders.
	All Clear Foundation	<a href="https://allclearfoundation.org/">https://allclearfoundation.org/</a>		Provides career and volunteer emergency response communities an easily accessible and navigable system of support tools that improve their life expectancy and well-being – from hire through retirement.
	The National Law Enforcement and First Responder Wellness Center at Harbor of Grace	Havre de Grace, MD 21078	443-502-8606	America’s only First Responder Mental Health Program providing care exclusively for First Responders in crisis, which are treated by other first responders. First Responder treatment program includes counseling for work-related stress and trauma, and alcohol and substance abuse treatment that includes both inpatient and intensive outpatient treatment.
Ana Pais, LPC, CCTP, CFRC (Tele-		123 N Union Ave Ste 302	908-292-8017	

therapy)		Cranford, New Jersey 07016		
	Embodied Counseling & Wellness	900 Philadelphia Pike Wilmington, DE 19809	Trauma Therapy Delaware (embodiedcw.com)	Holistic mental health practice which specializes in trauma. provide a variety of services to individuals and/or families who are struggling with mental health concerns or who have experienced a traumatic event.
	Princeton Health	One Plainsboro Road Plainsboro, NJ 08536	First Responder Treatment Services (princetonhcs.org)	First Responder Treatment Services in New Jersey to provide inpatient mental health and addiction services to address the unique behavioral health needs of police and corrections officers, military personnel, firefighters, paramedics, and EMTs.
	Crisis Helpline Hotline		1(800)262-9800 (302) 761-9100	24-hour access to telephone counseling, crisis intervention, suicide prevention, information, and referral services for anyone in need.



# Self-Care ACTIVITIES

Need help identifying self-care activities to incorporate into your practice? Consider these ideas!

- \* **Write in a journal**
- \* Make a gratitude list
- \* Volunteer for a cause meaningful to you
- \* Take a fresh air break
- \* Cuddle with pets
- \* Take a nap
- \* Meditate or listen to guided visualization
- \* Treat yourself to a nice meal
- \* Practice yoga
- \* Lay in the grass
- \* **Photography**
- \* Dance
- \* PLAY A GAME
- \* *Listen to music*
- \* Read a good book
- \* Go for a nature walk
- \* Buy yourself flowers
- \* WRITE A BLOG
- \* Have an adventure day
- \* Try a new hobby
- \* **Turn OFF electronic devices**
- \* Have a movie marathon
- \* Join a support group
- \* Wear something that makes you feel confident
- \* Browse your local music store or bookstore
- \* Have a game night with friends
- \* **Work in the garden**
- \* Get creative: draw, paint, write a song, or cook a new meal

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# Self-Care IDEAS

Consider these ideas!

- \* **Brain Dump** \* *Read* \* *Creative Expression*
- \* *Stretching/Progressive Muscle Relaxation*
- \* *Declutter* \* *Social Media Detox* \* *Exercise*
- \* *Diaphragmatic Breathing* \* *Do nothing*
- \* *Inspirational Content* \* **Yoga** \* *Plan Goals*
- \* *TAKE BREAKS* \* *Self-discovery* \* *Drink Water*
- \* **Eat Healthy Foods** \* **REST/SLEEP** \* *Mindfulness*
- \* *Brush/FLOSS* \* *Experience awe* \* **Gardening**
- \* *Time in nature* \* **Music** \* *Journal* \* *Acts of Kindness*
- \* *Aromatherapy* \* **Gratitude Exercise**
- \* *Comfortable Clothes* \* *Hygiene* \* *Watch a movie*
- \* *Mindful shower* \* *Eat Healthy Foods*

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## Family Support Resources

In addition to mental health professionals, friends and family members are also an important support system for our first responders. Friends and family members who provide support are often referred to as hidden patients because they too experience stressors as first responders in a crisis.

Resources	Notes
<p><a href="#"><u>The National Family Support Technical Assistance Center (NFSTAC)</u></a></p> <p>Email: <a href="mailto:info@nfstac.org"><u>info@nfstac.org</u></a>            SAMHSA Point of Contact:  <a href="mailto:Elizabeth.Sweet@samhsa.hhs.gov"><u>Elizabeth.Sweet@samhsa.hhs.gov</u></a></p>	<p>Provides resources, training, and technical assistance to families/caregivers and the providers and organizations who serve them. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Mental Health and Substance Use Information</li> <li>• Training for Families and Providers</li> <li>• Mental Health and Substance Use Lifespan Resources</li> <li>• Connection to Family Support Services</li> <li>• Certification of Family Peer Specialists</li> <li>• Technical Assistance for Organizations</li> </ul>
<p><a href="#"><u>Resources   First Responders (sdfirstrespondersprogram.org)</u></a></p>	<p>First responders’ wellness and resiliency video library. The goal is to create customized training topics to meet your department’s needs. Training is presented by licensed therapists and peer support navigators of the program. Dive into the eight dimensions of wellness and learn how to manage stress or how to balance work and life.</p>
<p><a href="#"><u>Safe Call Now – 206-459-3020</u></a></p>	<p>24-Hour confidential national hotline for first responders, retirees, and their family members.</p>
<p><a href="#"><u>First Responder/First Responder Family Support Resources - First Responder Support Network (frsn.org)</u></a></p>	<p>First Responder treatment, support, training, and education</p>
<p><a href="#"><u>First Responders Children's Foundation : Support Frontline Heroes (1strcf.org)</u></a></p>	<p>National nonprofit that was founded in the aftermath of 9/11 when over 800 children lost a first responder parent, has announced today that the organization will launch a program on May 16, 2022, which provides mental and behavioral support for children of first responders.</p> <p>The First Responders Children’s Foundation Resiliency Program will protect and strengthen the mental resiliency of the children whose parents protect</p>



communities across the nation. These first responders often face challenges shielding their children from the stresses of their job.

First Responder related resiliency blogs

- [First Responder Family Resilience \(firstresponderfamilywellnesscenter.com\)](http://firstresponderfamilywellnesscenter.com)
- [Loving A First Responder with PTSD \(firstresponderfamilywellnesscenter.com\)](http://firstresponderfamilywellnesscenter.com)
- [First Responder Wives: Taking Care of Yourself \(firstresponderfamilywellnesscenter.com\)](http://firstresponderfamilywellnesscenter.com)
- [Resilience Parenting Strategies for First Responder Families \(firstresponderfamilywellnesscenter.com\)](http://firstresponderfamilywellnesscenter.com)
- [Navigating The First Responder Family Schedule \(firstresponderfamilywellnesscenter.com\)](http://firstresponderfamilywellnesscenter.com)
- [Your First Responder Marriage: An At-Risk Relationship - Focus on the Family](#)
- [TLC for the First Responder Marriage - Focus on the Family](#)
- [Being Their Rock: Tried and True Tips for Fostering Positive First Responder Family Relationships - Lighthouse \(lighthousew.org\)](http://lighthousew.org)
- [Healthy Relationships - YouTube](#)
- [First Responder Families - September 19, 2022 - YouTube](#)
- [How children of first responders can benefit from counseling \(firerescue1.com\)](http://firerescue1.com)

First Responder print resources/books

- [A Hero Lives in My Family: A Story for Kids of First Responders \(Kids Hero Series\): Hunt, Dr. Susan, Hunt, Dr. Susan, Storm, Addie: 9781514861226: Amazon.com: Books](#)
- [Bulletproof Spirit, Revised Edition: The First Responder's Essential Resource for Protecting and Healing Mind and Heart: Willis, Dan, Bostic, Donald: 9781608686315: Amazon.com: Books](#)
- [The Resilient 911 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center: Marshall, Jim,](#)

Laorenza, Tracey: 9781546435273: Amazon.com: Books

- Honor & Commitment: Standard Life Operating Guidelines for Firefighters & Their Families: Mercer, Lori: 9780692686973: Amazon.com: Books
- First Responder Families: Caring for the Hidden Heroes: Glenn, Tania: 9781950560257: Amazon.com: Books
- When Someone You Love Suffers from Posttraumatic Stress: What to Expect and What You Can Do: 9781609180652: Medicine & Health Science Books @ Amazon.com

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## DO'S

- ✓ Find someone to talk to
- ✓ Understand that the pain you feel is normal
- ✓ Exercise and eat properly
- ✓ Get enough sleep
- ✓ Take some time off
- ✓ Develop interests outside of medicine
- ✓ Identify what's important to you

## DON'TS

- ✗ Blame others
- ✗ Look for a new job, buy a new car, get a divorce
- ✗ Fall into the habit of complaining
- ✗ Hire a lawyer
- ✗ Work harder or longer
- ✗ Self medicate
- ✗ Neglect your own needs & interests



DELAWARE HEALTH AND SOCIAL SERVICES  
Division of Public Health

For more information:

Source: [www.goodtherapy.org/](http://www.goodtherapy.org/)  
[www.edumed.org/resources/compassion-fatigue-online-guide/](http://www.edumed.org/resources/compassion-fatigue-online-guide/)

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## Manuals and Guidebook Resources<sup>7</sup>

- [Fundamentals of Total Worker Health® Approaches](#) - Centers for Disease Control and Prevention (CDC) National Institute for Occupational Safety and Health (NIOSH)
- [Sleep: An Important Health and Safety Concern at Work](#) - CDC Workplace Health Resource Center
- [Safety & Health Improvement Program](#) - Oregon Healthy Workforce Center
- [Stigma-Free Company](#) - National Alliance for Mental Illness (NAMI)
- [Guidelines on Mental Health at Work](#) - World Health Organization (WHO)
- [Work Design Principle #3: Improve Social Relationships in the Workplace](#) -The Work and Well-Being Initiative (Harvard T.H. Chan School of Public Health / MIT Sloan School of Management)
- [Center for Peer Support](#) - Mental Health America
- [Work and Life: A Behavioral Approach to Solving Work-Life Conflict](#) - Ideas42
- [Addressing Burnout in the Behavioral Health Workforce through Organizational Strategies, Chapter 3- Planning Processes](#) - Substance Abuse and Mental Health Services Administration (SAMHSA)
- [Valid and Reliable Survey Instruments to Measure Burnout, well-Being, and Other Work-Related Dimensions](#) - National Academy of Medicine (NAM)
- [“6 Job Quality Metrics Every Company Should Know”](#) - Article (2021), Brookings
- [Learning at Work and Wellbeing](#) - What Works Centre for Wellbeing

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<sup>7</sup> Recommendations by the U.S. Surgeon General: [Office of the Surgeon General - Framework for Workplace Mental Health&Well Being \(hhs.gov\)](#)



## Flyer Sources

### Your Mental Health Matters

- [www.stopthestigma.com](http://www.stopthestigma.com)

### Five Essentials for Workplace Mental Health & Well-Being

- [www.hhs.gov/sites/default/files/workplace-mental-health-well-being.pdf](http://www.hhs.gov/sites/default/files/workplace-mental-health-well-being.pdf)

### Starting Point

- [www.nimh.nih.gov/health/topics/suicide-prevention](http://www.nimh.nih.gov/health/topics/suicide-prevention)
- [www.mayoclinichealthsystem.org/topics/suicide-prevention](http://www.mayoclinichealthsystem.org/topics/suicide-prevention)

### Resilience

- [emsweek.org/2022/03/18/how-to-build-mental-health-resilience-in-ems](http://emsweek.org/2022/03/18/how-to-build-mental-health-resilience-in-ems)

### Mental Health Awareness, Watch for Signs

- [www.nami.org/](http://www.nami.org/)
- [www.psychiatry.org/patients-families/warning-signs-of-mental-illness](http://www.psychiatry.org/patients-families/warning-signs-of-mental-illness)
- [www.healthdirect.gov.au/](http://www.healthdirect.gov.au/)

### Take Care of Yourself - Avoiding Burn-out and Compassion Fatigue: Preventative Care

- [www.activeminds.org/about-mental-health/self-care](http://www.activeminds.org/about-mental-health/self-care)
- [pubmed.ncbi.nlm.nih.gov/?term=avoiding+compassion+fatigue](http://pubmed.ncbi.nlm.nih.gov/?term=avoiding+compassion+fatigue)

### Self-Care Activities

- [www.nimh.nih.gov/health/topics/caring-for-your-mental-health](http://www.nimh.nih.gov/health/topics/caring-for-your-mental-health)
- [themindfulmissmemo.com/self-care-ideas-for-mental-health/](http://themindfulmissmemo.com/self-care-ideas-for-mental-health/)

### Self-Care Ideas

- [www.nimh.nih.gov/health/topics/caring-for-your-mental-health](http://www.nimh.nih.gov/health/topics/caring-for-your-mental-health)
- [themindfulmissmemo.com/self-care-ideas-for-mental-health/](http://themindfulmissmemo.com/self-care-ideas-for-mental-health/)

### The Do's and Don'ts of Compassion Fatigue

- [www.goodtherapy.org/](http://www.goodtherapy.org/)
- [www.edumed.org/resources/compassion-fatigue-online-guide/](http://www.edumed.org/resources/compassion-fatigue-online-guide/)

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