

## APPENDIX A: Natural reactions to occupational hazards and trauma

The enclosed chart highlights natural phenomena that can show up when someone feels in “survival mode” within harmful and unsupportive work environments, as well as the positive experiences that can emerge when team members are supported through trauma-informed policies, practices, environments, relationships, and supports.

Phenomena	Description	How it might show up
Vicarious Trauma (VT)	Development of negative changes in the world view as a result of the cumulative impact of witnessing trauma/adversity over time.	<ul style="list-style-type: none"> <li>• Loss of meaning and hope</li> <li>• Decreased capacity for decision-making</li> <li>• Difficulty regulating/managing emotions</li> <li>• Difficulty accepting or feeling okay about yourself</li> <li>• Excessive worry about potential dangers in the world</li> <li>• Challenges managing boundaries between self and others</li> <li>• Somatic complaints (i.e., headache, stomachache, fatigue, etc.)</li> </ul>
Vicarious Resilience (VR)	Positive meaning-making and shift of an individual's experience as a result of witnessing the resilience of others	<ul style="list-style-type: none"> <li>• Experiencing others as models and important sources of information for the worker's own learning about coping with trauma and hardships</li> <li>• Increased capacity for remaining present while listening to others' trauma narratives</li> <li>• Increased consciousness about power relative to social location</li> <li>• Understanding and valuing spiritual dimensions of healing</li> <li>• Reaffirming the value of the work</li> <li>• Increased capacity for resourcefulness</li> <li>• Greater empathy and compassion for others</li> <li>• Changes in personal goals and perspectives</li> <li>• Increased self-awareness and self-care practices</li> <li>• Appreciation for others' strength and tenacity</li> <li>• Regaining hope and optimism</li> </ul>

Secondary Traumatic Stress (STS)	Work related, secondary exposure to extremely or traumatically stressful events; trauma-related symptoms are usually quick in onset and associated with a particular event	<ul style="list-style-type: none"> <li>• Nightmares</li> <li>• Feeling angry or cynical</li> <li>• Misplaced feelings of guilt</li> <li>• Intrusive thoughts of the event</li> <li>• Increased psychological arousal</li> <li>• Isolation from family and friends</li> <li>• Feeling detached, numb, apathetic</li> </ul>
Burnout	Feelings of hopelessness, fatigue, and being overwhelmed from excessive workloads and unsupportive work environments; develops gradually over time.	<ul style="list-style-type: none"> <li>• Apathy</li> <li>• Cynicism</li> <li>• Irritability</li> <li>• Blaming others</li> <li>• Easily frustrated</li> <li>• Feeling overwhelmed</li> <li>• Disconnecting from others</li> <li>• Decrease of professional efficacy</li> <li>• Decreased empathy/compassion</li> <li>• Desire to use substances to cope</li> <li>• Increased mental distance from work</li> <li>• Feeling like nothing you can do will help</li> <li>• Feeling like a failure/you aren't doing your job well</li> </ul>
Compassion Fatigue	Experiencing the combination of STS, VT, and/or burnout	<ul style="list-style-type: none"> <li>• Increased isolation</li> <li>• Conflict in relationships</li> <li>• Limited tolerance for stress</li> <li>• Feeling angry, irritable, or tense</li> <li>• Reduced empathy towards others</li> <li>• Reduced sense of accomplishment</li> <li>• Difficulty concentrating on job duties</li> <li>• Self-blame, including for situations that are out of one's control</li> </ul>
Compassion Satisfaction	Pleasure that helping professionals derive from being able to perform their work effectively. Includes positive feelings about helping others and contributing to the greater good of society	<ul style="list-style-type: none"> <li>• Empathic attunement with others</li> <li>• Capacity to notice others' strengths</li> <li>• More readily able to positively reframe events and experiences</li> <li>• Sense of meaning/value of one's contributions</li> </ul>

Resilience	The ability of an individual, family, group, organization or community to cope with and/or adapt to change, challenges, adversity, and/or trauma	<ul style="list-style-type: none"> <li>• High adaptivity -- sometimes described as “bouncing back” in the face of stress, challenge, or change</li> <li>• Strong sense of self</li> <li>• Tenacity</li> <li>• Realistic sense of hope</li> <li>• Active coping skills</li> <li>• Can be both a process and an outcome</li> </ul>
Vicarious Resilience (VR)	Entails the positive meaning-making, growth, and transformations in one’s experience resulting from exposure to others’ resilience in the course of the work; characterized by a positive effect that transforms team members in response to others’ resiliency exhibited in the face of trauma/adversity	<ul style="list-style-type: none"> <li>• Reaffirming the value of the work</li> <li>• Regaining hope and optimism</li> <li>• Increased reflection on human beings’ capacity to heal and grow</li> <li>• Reassessing the dimensions of one’s own challenges</li> <li>• Understanding and valuing the many dimensions of and pathways to healing and growth</li> <li>• Experiencing others as models and important sources of information for the team member’s own learning about coping with trauma and hardships</li> <li>• Discovering (or re-discovering) the power of community and connection</li> <li>• Increased capacity for resourcefulness and creativity</li> <li>• Greater empathy and compassion for others</li> <li>• Increased self-awareness and engagement with self-care practices</li> </ul>
Post-Traumatic Growth (PTG)	Positive psychological changes experienced as a result of enduring challenging life circumstances synonymous with trauma/adversity	<ul style="list-style-type: none"> <li>• Improved personal relationships and increased pleasure derived from being around people we love</li> <li>• Seeing and embracing new possibilities in life</li> <li>• Increased emotional strength and resilience</li> <li>• Greater spiritual connection</li> <li>• A heightened sense of appreciation and gratitude toward life altogether</li> <li>• finding meaning, benefits, and significance in the event</li> <li>• could be described as happening when someone “bounces forward” to a place of greater strength, meaning, self-efficacy, and</li> </ul>

		empowerment than where they were at when the trauma transpired
Vicarious Post-Traumatic Growth (VPTG)	Development of positive changes and growth in an individual's world view as a result of witnessing others' growth after being impacted by a traumatic/adverse event(s)	<ul style="list-style-type: none"> <li>• Improved personal relationships and increased pleasure derived from being around people we love</li> <li>• Seeing and embracing new possibilities – personal and professional</li> <li>• Increased emotional strength and resilience</li> <li>• Greater spiritual connection</li> <li>• A heightened sense of appreciation and gratitude toward life altogether</li> <li>• finding meaning, benefits, and significance in the event</li> <li>• Greater sense of competence in the workplace</li> <li>• Increased recognition of the value of one's contributions</li> <li>• Optimism</li> <li>• Positive affect</li> </ul>

(Sources: [HHS](#); [WHO](#); [CDC](#); [University of Texas](#); [Tedeschi & Calhoun](#); [Whit-Woosley et al.](#); [Zhang et al.](#); [Manning-Jones et al.](#))