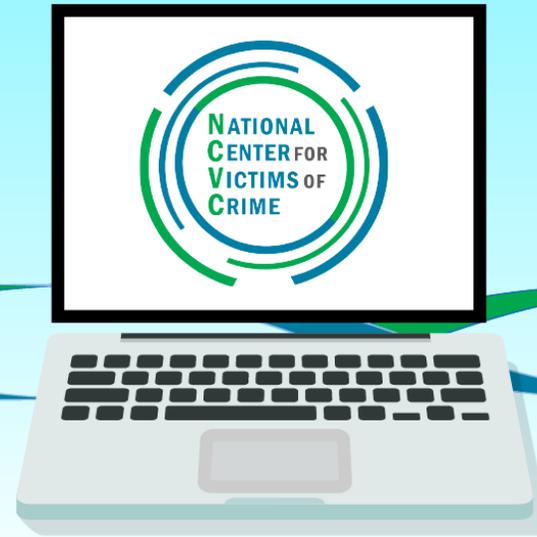


# NATIONAL TRAINING INSTITUTE

November 11-13  
2020



VIRTUAL CONFERENCE

<https://nti.secure-platform.com/a>

**Registration Flash Sale:** New registrants who complete and pay for their registration by **11:59PM on August 26th** will receive a \$25 discount. Please use the coupon code **FLASHSALE**.



**Katherine  
Manners**  
M.Ed, LMFT

# Victim Services During a Pandemic: Experiences of Grief and Loss



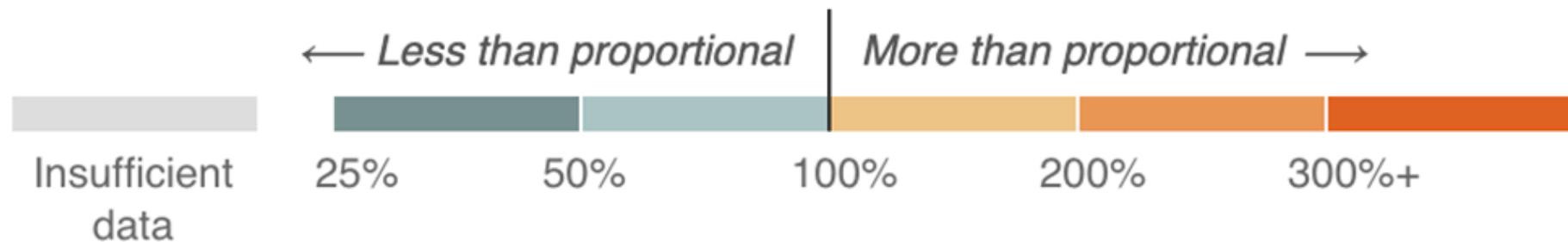
*Katherine Manners  
& Lisa Tieszen*



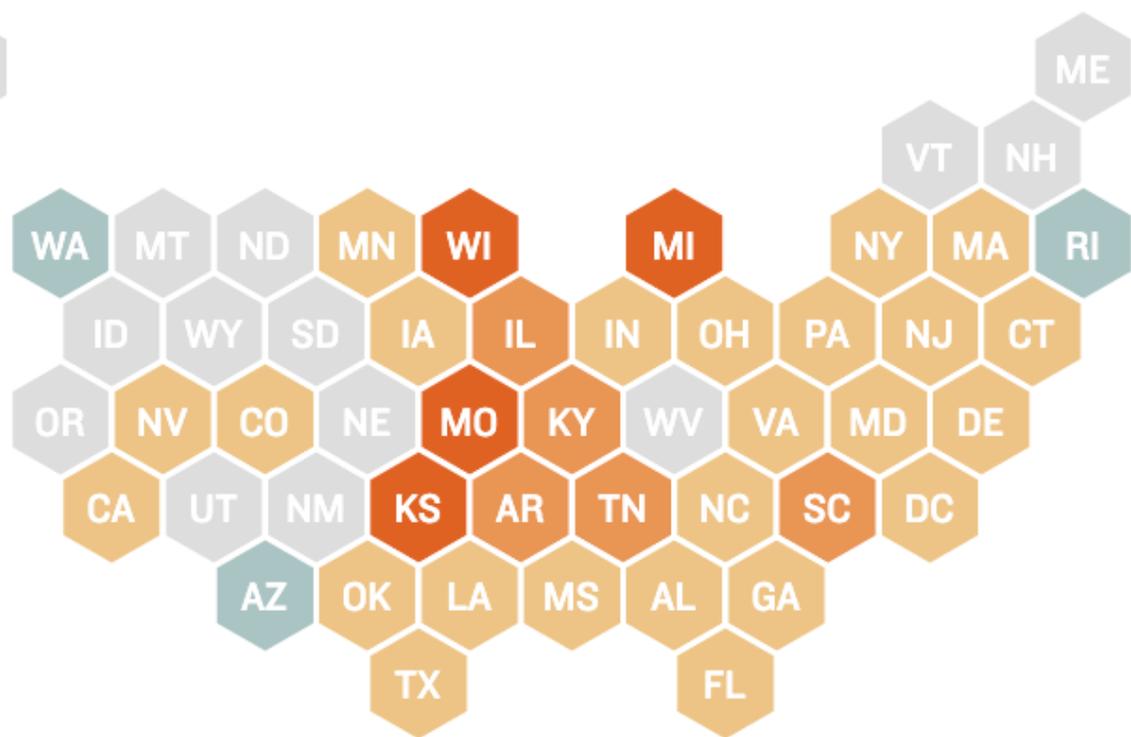


# Emotions

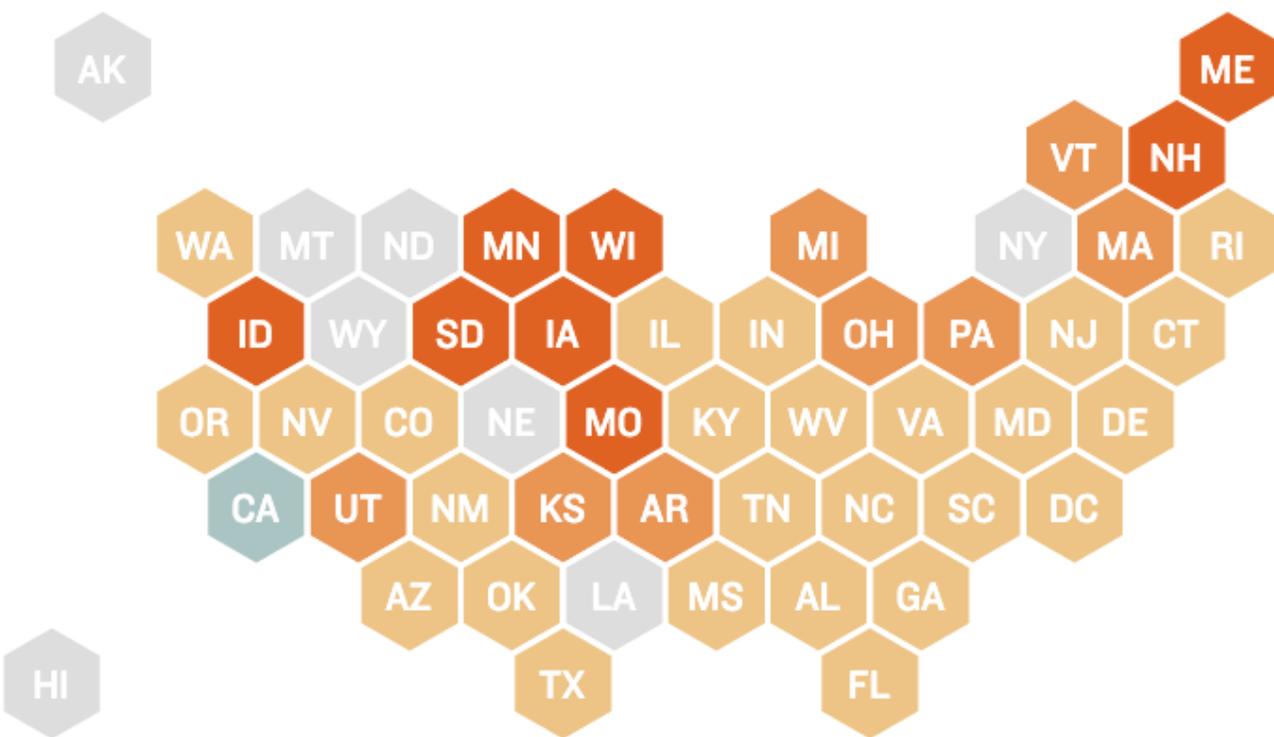
# Coronavirus Deaths and Cases Disproportionately Affect African Americans In Most States



## DEATHS



## CASES





Same Storm, Different Boats....

# Pandemic related stress

- "The psychological distress, in particular **fear** and **sadness**, is a function of the pandemic's negative impact upon people's ability to meet their most basic needs (e.g., physical safety, financial security, social connection, participation in meaningful activities)."

- *Sanderson, W., et al; The Nature & Treatment of Pandemic-Related Psychological Distress, Journal of Contemporary Psychotherapy, June 2020*



## Definitions:

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- **Bereavement:** objective experience of having a loved one die
- **Grief:** emotional, physiological, cognitive, behavioral reaction
- **Mourning:** cultural practices and expression of grief

*Stroebe, Hansson, Stroebe, & Schut (2001)*



# “Non-bereavement losses”

- “These losses have been found to instill a similar grief reaction, especially when the loss is directly associated with one’s identity”

Variables:

- High risk situations
- Socio-economic disparity
- Ambiguous, unacknowledged or stigmatized loss, (e.g. divorce, incarceration, deportation)

- *Walsh, F., Loss and Resilience in the Time of COVID-19: Meaning Making, Hope, and Transcendence, July 2020*



# Grief is...

- Like the weather: Unpredictable and always changing
- Uncomfortable: “should be over it” are wired to move away from grief
- Competitive: “other people have it worse”,
- Weak: Vulnerability is wrong
- Shameful: Apologize for crying
- “Stages?”: Time heals



Emotional  
Highs

**Honeymoon**  
Community Cohesion

**Reconstruction**  
A New Beginning

**Pre-Disaster**

**Heroic**

**Disillusionment**

Warning Threat

**Impact**

Setback

Inventory

Working Through Grief  
Coming to Terms

Anniversary Reactions

Resilience Works 2020

Trigger Events

Emotional



# Complicated and/or Traumatic Grief....

- Assumptive world is lost
- Triggers: other losses, mental health symptoms
- Meaninglessness of the loss
- Anger, irritation or episodes of rage
- An inability to focus on anything but the death of a loved one
- Focusing intensely on reminders of the deceased *or* an excessive avoidance of such reminders
- Intense feelings of sadness, pain, detachment, sorrow, hopelessness, emptiness, low self-esteem, bitterness or longing for the deceased's presence
- Problems accepting the reality of the death
- Self-destructive behavior, such as alcohol or drug abuse
- Suicidal thoughts or actions

# Companioning / Witnessing

Let person have ALL their feelings

Invite talk and follow their lead

Avoid minimizing, reassuring, self-disclosure,  
advice, cliches

Express empathy – say what you sense

Listen to behavior

Do say...

I'm sorry for your loss

I'm sorry we have to meet under these circumstances

I'm here to serve you and your family

What memories do you have with you loved one?

I can hear how much your loved one meant to you

Your loved one is valued and we care about their legacy

This is a long journey. We'll be here with you.



## Don't say...

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- It was God's will
- Everything happens for a reason
- They were in the wrong place at the wrong time
- I understand how you feel
- You have to be strong
- At least it's over now/you don't have to worry about them anymore
- It will get easier
- "Closure"

# Tips from survivors themselves

01

Do not probe too harshly for details

02

Ask how children are coping

03

Remember the men

04

Be aware of unhealthy patterns

# What else helps?

Traumatic Grief Groups

Community Groups

Language Access

Victim Compensation

Culturally Relevant Healing Traditions

**Crisis**



**Danger + Opportunity**

# Opportunities

- **Time** for self & family
- **Technology**
- **Innovations** in Victim Services delivery







Look at the donut, not the hole...

## Remember the Big Picture: Perspective-taking

- Keep the focus on what is important
- Acknowledge this moment & take the long view
- Stay grounded in who you are and what's important to you



# Work/Life Balance?

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glasbergen.com



**"You've been working awfully hard lately. If you need a little fresh air and sunshine, go to [www.fresh-air-and-sunshine.com](http://www.fresh-air-and-sunshine.com)!"**

*Self-Care is what people do for themselves to establish and maintain health, and to prevent and deal with illness.*



- *Hygiene (general and personal)*
- *Nutrition (type and quality of food eaten)*
- *Lifestyle (sporting activities, leisure etc.)*
- *Environmental factors (living conditions, social habits, etc.)*
- *Socio-economic factors (income level, cultural beliefs, etc.)*
- *Self-medication*

# Moderate (or limit) media exposure

- Pay attention to what is “too much” for you
- Take breaks from all technology
- Stop using 2-3 hours before bed



## PHYSICAL

- Eat well & regularly
- Exercise
- Sleep well
- Take time away from work







# Practicing Gratitude

What am I grateful  
for today?



## Maintain Strong Relationships

- Engaging
- Being available
- Listening
- Staying steady
- Avoiding judgment
- Expressing empathy, compassion
- Being open & honest about what we can do
- Building trust

# Cognitive Strategies

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- Choose to focus on what you can control
- Ask yourself, “Is what I’m focusing on helpful or not?”
- Set realistic expectations for work
- Set limits on time in work



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# Holding Hope

- Make time for reflection
- Spend time in nature
- Feel gratitude
- Be open to not knowing
- Cherish my optimism & hope

Better  
things  
are  
Coming ♡



# 6 Daily Questions

1. What am I **Grateful** for?
2. Who am I **checking in on** or **connecting with** today?
3. What expectations of “normal” am I **letting go** of today?
4. How am I **getting outside** today?
5. How am I **moving my body** today?
6. What **Beauty** am I creating, cultivating or inviting today?



# Questions....?

- Thank you!
- Katherine Manners, M.Ed., LMFT
- [www.resilienceworks.org](http://www.resilienceworks.org)

