

Maintaining Provider Resilience During Challenging Times

Job Aid

Background

Working closely with forcibly displaced individuals and families who have experienced chronic stress, loss, trauma, or uncertainty can take a toll over time, especially during times of increased fear and uncertainty. People in helping roles commonly experience compassion fatigue, secondary traumatic stress (STS), burnout or moral distress as a natural response to caring deeply and being repeatedly exposed to others' distressing experiences. These impacts can be more pronounced for individuals who also come from the communities they serve or who have experienced forced displacement, and community led organizations such as Ethnic Community-Based Organizations (ECBOs).

This job aid is designed to support providers in noticing these impacts and mitigating them through increased awareness, knowledge and practical coping skills. When providers attend to and prioritize their own wellbeing, they are better equipped to remain emotionally, physically, and mentally present in their work, for their loved ones and within the broader community.

We invite you to share these resources with your supervisors, teams, organizations and larger networks to encourage practices and/or protocols that routinely promote staff wellbeing within the work environment (for e.g. a day provided by the organization to encourage staff wellbeing, organize staff retreats, tailored support from the organization's Duty of Care entity etc.)

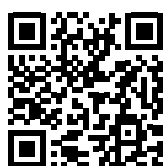
The symptom checker that follows is intended to help you reflect on how your work may be impacting you across multiple areas of wellbeing. For a more comprehensive tool, please see the **Professional Quality of Life Measure** linked below. The second section provides resources to build understanding of compassion fatigue, secondary traumatic stress, and moral distress. The final section offers practical tools and strategies to support provider wellbeing through small, manageable and realistic coping practices.

Self-Check-In

Notice and check off any symptoms that are relevant and present

Take a moment to pause and reflect on how you've been feeling lately, both at work and outside of work. Read through each statement and check off any symptoms that feel familiar to your recent experience. This self-check is for your awareness and can help you notice patterns, name stress responses, and decide whether additional support or resources might be helpful. If you notice several items that resonate with you, consider exploring the Professional Quality of Life Measure or the additional resources included below.

- ☐ Feeling Helpless or Hopeless (sense that your work has little impact; decrease in motivation and feeling incapable, restricted or unable to move forward with limited control, feeling unable to access outlets for resiliency including taking time off work)
- ☐ Exhaustion, Fatigue and/or Sleep Disturbance (or other physical symptoms that don't improve with rest, difficulty sleeping)
- ☐ Avoidance and/or Isolation (avoiding client contact, colleagues or self-isolation from family and friends and activities that often serve as anchors of resilience and support for healing and restoration)
- ☐ Reduced Empathy (feeling numb and/or more detached from client suffering), this can also look like diminished sense of self-compassion towards oneself
- ☐ Intrusive Thoughts (thinking about clients or workload when at home, reminders of past hardships); Inability to concentrate and focus
- ☐ Feeling a sense of frustration and increased irritability with work environment or toward the broader environment and systems
- ☐ Feeling a sense of guilt/guilty (when coming from the communities themselves, perhaps a sense of survivor's guilt)



For additional screening questions, please see [Professional Quality of Life Measure](#), available in multiple languages

Resources

Organized by theme

Concept Resources



The 16 Warning Signs of a Trauma Exposure Response

Handout sharing additional trauma exposure response signs



NCTSN: Secondary Traumatic Stress

Various resources for foundational understanding of the impacts of STS



Pro-QOL Core Concept Handouts

Covers different impacts such as Burnout, Compassion Fatigue, Moral Distress, etc.



AMSSA: Migration Matters- Burnout, Vicarious Trauma, and Compassion Fatigue

Issue of "Migration Matters" is an info sheet focusing on the impacts of trauma for providers, also providing tools and resources



Harvard T.H. Chan School of Public Health: 'Moral Injury' officially recognized as mental health condition

Provides relevant research for greater understanding



CARRE: How Agencies Can Support Staff with Lived Experience

September 2022 Article addresses how agencies and supervisors can best support staff with lived experience to ensure staff well-being



CARRE: Trauma-Informed Supervision- Helping Teams Heal

March 2026 Article focuses on the ways supervisors can utilize trauma-informed supervision to support team healing

Coping Skills



UCLA Mindful

Includes several types of multilingual Mindfulness Recordings



Happiness Break

Podcasts for learning new coping strategies



Greater Good Science Center - University of California, Berkeley

Research article and steps for “Naming Your Emotions” intervention



How We Feel Project

Track daily emotions and practice coping skills in one easy app



Values Clarification Worksheet (ACT)

Helping individuals identify and reflect on personal values (guide to values clarification worksheets)



My Maintenance Self-Care Plan Worksheet

Worksheet to identify activities and strategies to maintain a self-care plan



Brown University Health Empowerment Tools

Collection of health empowerment tools addressing individual and community wellbeing



Trauma Resource Institute

Developer of the Community Resiliency Model—set of wellness skills to enhance well-being and manage sensations connected to trauma and stress

**WHO: Doing What Matters in Times of Stress**

Curriculum with practical skills in multiple languages with illustrations

**Vermont Language Justice Project Center for Excellence Stress Management
(Available in Multiple Languages)**

Playlist of stress management videos

**University of Kentucky Center on Trauma & Children: Moral Distress Resource List**

Resources to support those who may be experiencing higher levels of moral distress

**The Center for Victims of Torture: Intrusive Thoughts and Flashbacks (Along with
Tools and Techniques, Available in Multiple Languages)**

Also included is additional handouts covering a variety of topics related to provider self-care and wellness

**Mental Health America BIPOC Mental Health**

Various information and tools to amplify the experiences of Black, Indigenous, and people of color communities, including culturally-based practices

**CARRE: Self and Collective Care**

March 2026 Article and Resource outlining strategies to support individual and collective care

**Kaya eLearning: Self Care Essentials for Direct Service Staff**

Provides direct service teams with an understanding of trauma-informed care, mental health basics, and self-care strategies in order to best support clients while enhancing their own well-being

**Switchboard Webinar: Supporting Others, Sustaining Yourself: Trauma Informed
Care in Action**

This workshop provides trauma-informed strategies for staff to recognize and address compassion fatigue

**CE-CERT Model**

Evidence-Informed, showcasing Skills for Sustaining a Career in the Helping Professionals (Model, Book and Available Services)