

Welcome to

Addressing Secondary Traumatic Stress Through Reflective Practice & Supervision

THE TRAINING WILL BEGIN SHORTLY! WHILE YOU'RE WAITING...

 *Icebreaker Question*
(answer in the chat)

If you could bring back a fashion trend, what would it be?



Survey & Certificate of Completion

Available following the training.

Connect With Us!



VISIT **CALTRIN.ORG** &
SCAN TO LEARN MORE



Hi, We're CalTrin!

Who we are

- The California Training Institute
- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to support child abuse prevention through professional development and extended learning opportunities.
- Designed for staff of family strengthening and child abuse prevention organizations in California, including Family Resource Centers, Child Abuse Prevention Councils, community-based organizations, and other child and family serving systems.

What we offer

- Live webinars & small group training
- Virtual, self-paced courses
- Job aids & other resources



This training was made possible with funding from the California Department of Social Services, Office of Child Abuse Prevention. Any opinions, findings, conclusions, and/or recommendations expressed are those of the CEBC /CalTrin and do not necessarily reflect the views of the California Department of Social Services.

UPCOMING TRAININGS

mark your calendars!

Visit caltrin.org to view and register for upcoming webinars or workshops



April 29 | How About Dad?: Father Engagement Basics



May 14 | Effectively Welcoming LGBTQIA+ Youth Into Our Work



May 2 | Perinatal Mood & Anxiety Disorders 101



May 15 | Protective Factor: Social & Emotional Competence of Children



May 6 & 13 | Essential Employee Conversations



May 28 | Debriefing & Mutual Support

Before We Begin...

DURING



Access the notetaking slides now! The link can be found in the chat.



Review interactive features for today's session. Locate the controls on the toolbar at the bottom of your screen.



This presentation is being recorded.



External AI assistants are not allowed in CalTrin trainings due to California privacy laws.

AFTER



Complete the survey at the end of this webinar to receive your Certificate of Attendance.



A follow-up email will be sent to all participants within two days.



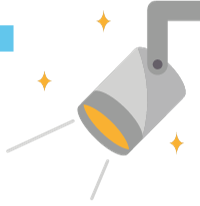
Addressing Secondary Traumatic Stress Through Reflective Practice & Supervision

Presented by Melissa Bernstein, PhD, & Al Killen-Harvey, LCSW





Speaker SPOTLIGHT



Melissa Bernstein, PhD

Rady Children's Hospital
San Diego



Al Killen-Harvey, LCSW

Rady Children's Hospital
San Diego



Reflective Practice & Secondary Traumatic Stress

04.24.2025



II.

Secondary Traumatic Stress

“If you’re tough enough and cool enough and committed to your cause enough, you’ll keep on keeping on, you’ll suck it up.”

“Self-care is for the weaker set.”

**Trauma Stewardship–
Laura van Dernoot Lipsky**

"The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to walk through water without getting wet."

***Kitchen Table Wisdom
By Rachel Naomi Remen***

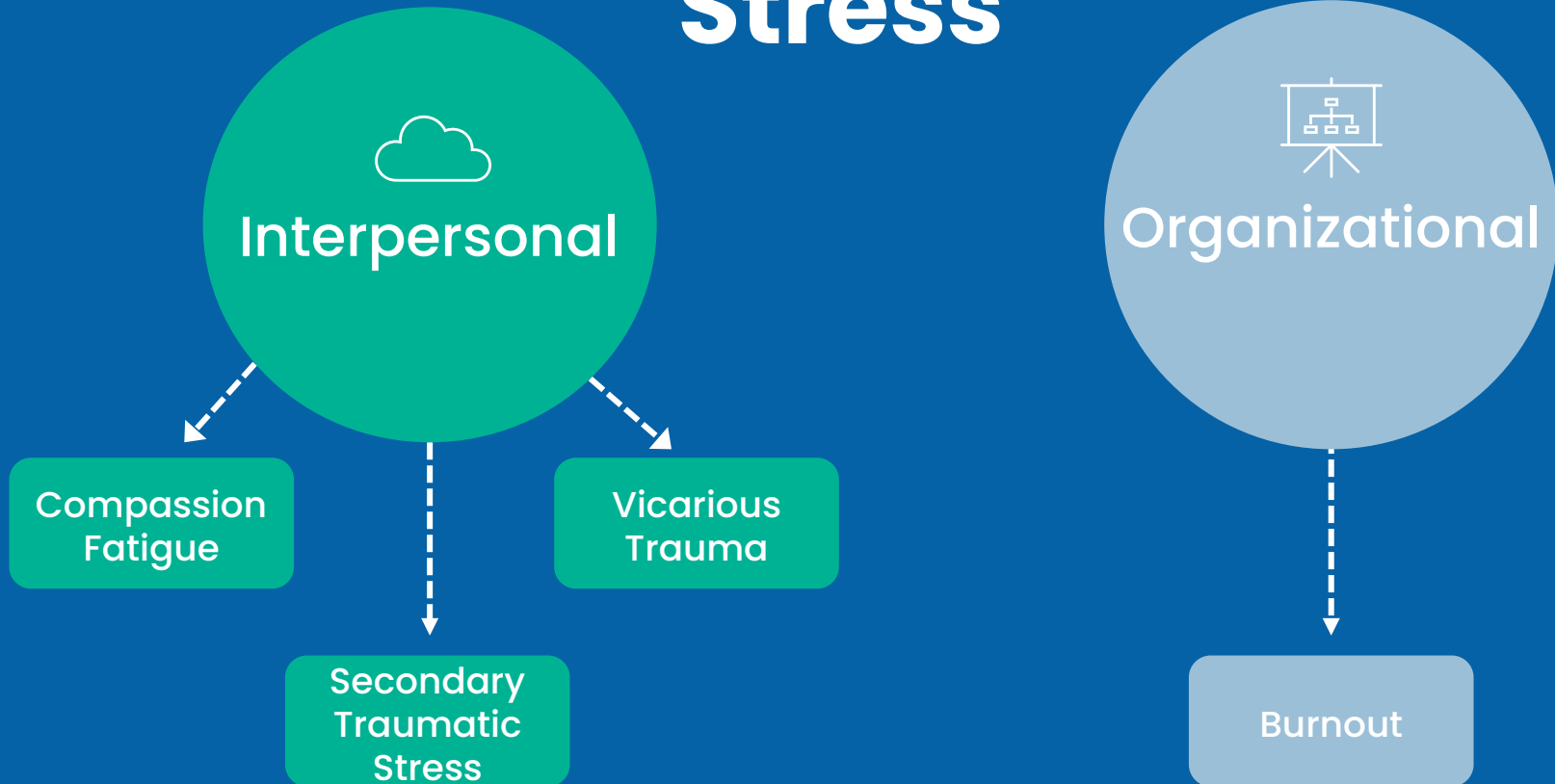
Impact



**DIRECT/PRIMARY
TRAUMA**

INDIRECT TRAUMA

Stress



SNAKE!!!



SIGNS OF SECONDARY TRAUMA

Intrusive
Symptoms

Preoccupied with
stories

Intrusive
thoughts/nightmares

Avoidance

Feeling
isolated/having no
one to talk to

Avoiding Clients

Negative thoughts
or mood

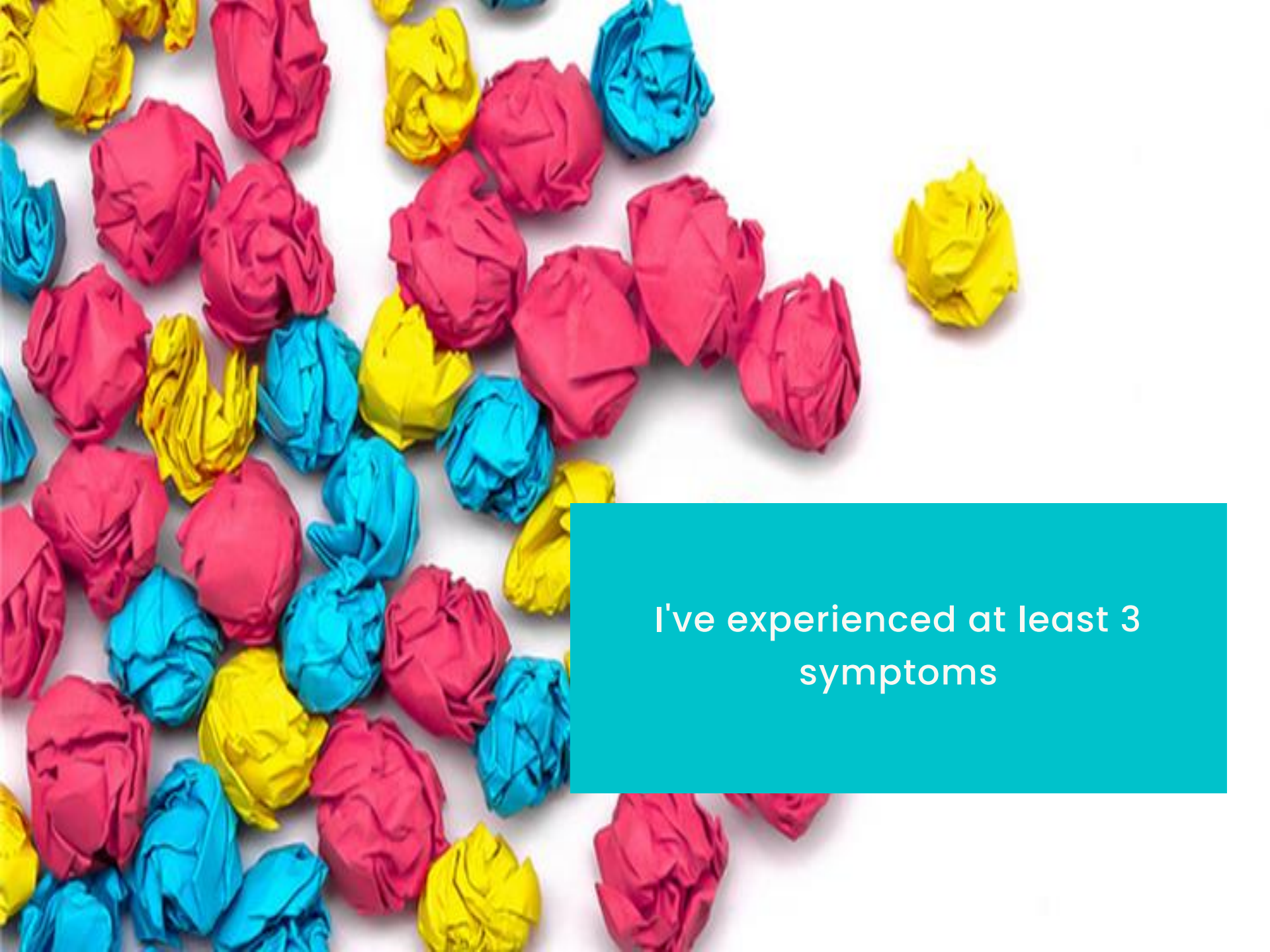
Having difficulty
separating work
from personal life

Feeling trapped,
“infected” by trauma,
hopeless, inadequate

Arousal/Reactivity

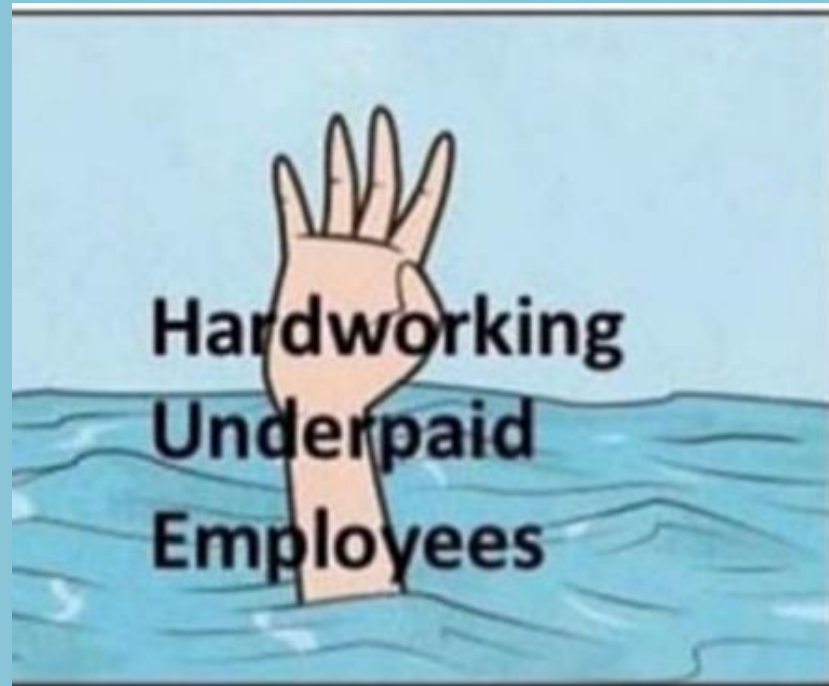
Treating own
family/kids differently-
less patient





I've experienced at least 3
symptoms





Addressing STS

Organizational Strategies

Reflective
Practice

Crisis Debriefing

Training

Individual Strategies

Self-Care

Time Off

Therapy

IV.

Reflective Supervision

Reflective Supervision

**When you hear the word reflective,
what comes to mind?**



Reflection

Why is this a supervisor responsibility?



Reflective Supervision

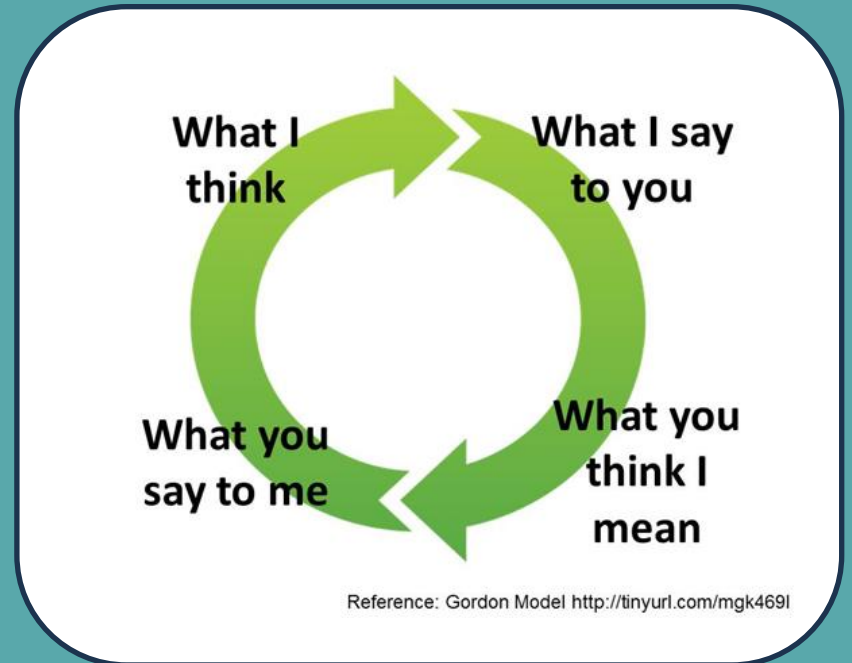
Supervisor can value both
compliance and caring for
staff

Setting an expectation that
this happens at every
supervision session

**TRUST &
SUPERVISION**

Reflective Listening

- "IT SOUNDS LIKE..."
- "I HEAR YOU SAYING..."
- "IT SEEMS AS IF..."
- RESEARCH STUDY:
 - WAITING 3-4 SECONDS



DEMONSTRATION



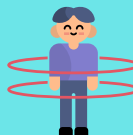
DISCUSSION

CHALLENGES

**Curious
Questioning**



Boundaries



REWARDS

Modeling



**Active
Listening**



Reflection



SELF-AWARENESS

1 CURIOUS QUESTIONING


Inviting in the WHY

Seeking understanding

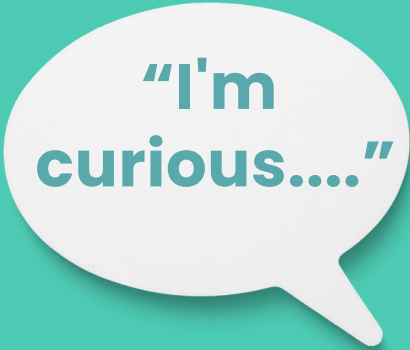
Replacing defensiveness
and assumptions



Curious Questioning

A light gray speech bubble with a dark gray drop shadow, containing the text "What's it like for you when...".

"What's it like for you when..."

A light gray speech bubble with a dark gray drop shadow, containing the text "I'm curious....".

"I'm curious...."

A light gray speech bubble with a dark gray drop shadow, containing the text "Tell me more about...".

"Tell me more about..."

A light gray speech bubble with a dark gray drop shadow, containing the text "I wonder if....".

"I wonder if...."

2

ACTIVE LISTENING

Listening to hear and understand

- Engaged body language
- Not interrupting
- Listening to hear not to fix

Setting up for success

- Remove distractions
- Ensure capacity



3

REFLECTION

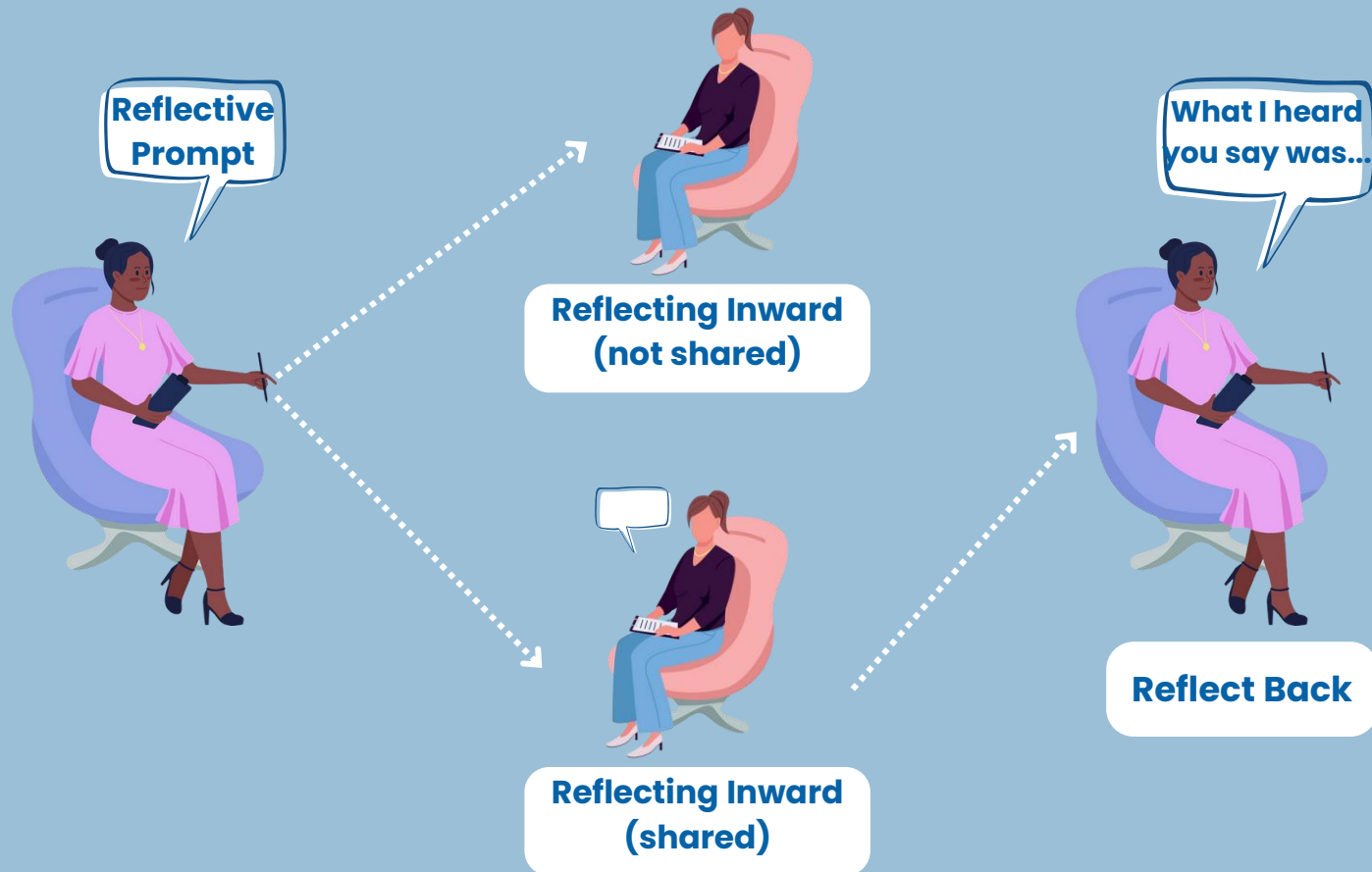
Looking inward to understand the emotion



Conveying the essence of what you heard to the other person.



REFLECTION



4

MODELING

Demonstrating the emotional impact of the work by sharing your own thoughts & feelings

"I statements":

"I know when I heard that story, I felt ___."

Traps:

Sharing your process vs. making it about you



REFLECTIVE PRACTICE

A practice that invites us to slow down and become aware of thoughts and feelings that arise in every-day interactions.



Reflective Practice

Email Communication

Critical Incident Email - Original

Per our Critical Incident Protocol, this message is intended to inform you that we are currently addressing a critical incident involving the death of a parent involved in a current ER investigation. Please note the following assignments:

1. Operational Manager: Name
2. Communications Manager: Name
3. Clinical Lead: Name
4. Assigned Supervisor(s): Name
5. Assigned ER Social Worker(s): Name

The Department will be working closely with the family to ensure they receive support as necessary.

Respectfully, we ask that you please refrain from contacting currently assigned staff or management leads to inquire about this case. We are working to establish a list of staff members who have worked with this family. Please be assured that all impacted staff (current and historical) will be contacted by our clinical team or their assigned Supervisor, and will be provided more information and linkage to support as necessary. Thanks all.

Reflective Practice

Email Communication

Critical Incident Email - Revised

As you may be aware, we are currently addressing a critical incident involving the death of a parent involved in a current ER investigation. In our efforts to be a reflective organization, we want to acknowledge that events like this can be unsettling. Even folks not directly involved in the case may be impacted emotionally. As a reminder, it can be helpful in times like this to pause and check in with yourself and your team.

We are working to establish a list of staff members who have worked with this family. Every attempt will be made to contact all impacted staff (current and historical) by our clinical team, or their assigned Supervisor, and they will be provided with more information and linkage to support as necessary. If you have been impacted by the recent incident and have not yet been contacted or offered clinical support, please contact the clinical lead listed below.

In addition, the Department will be working closely with the family to ensure they receive support as necessary.

Per our Critical Incident Protocol, please note the following assignments:

1. Operational Manager: Name
2. Communications Manager: Name
3. Clinical Lead: Name
4. Assigned Supervisor(s): Name
5. Assigned ER Social Worker(s): Name

Lastly, people respond in various ways to critical events and may have different needs. While expressions of support are always appreciated in times like this, we respectfully ask that you be mindful in asking about details of the case. Thanks all.

Reflective Practice

Email Communication

Critical Incident Email - Revised + Annotated

As you may be aware, we are currently addressing a critical incident involving the death of a parent involved in a current ER investigation. In our efforts to be a reflective organization, we want to acknowledge that events like this can be unsettling. Even folks not directly involved in the case may be impacted emotionally. As a reminder, it can be helpful in times like this to pause and check in with yourself and your team.

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Acknowledges the emotions of this work

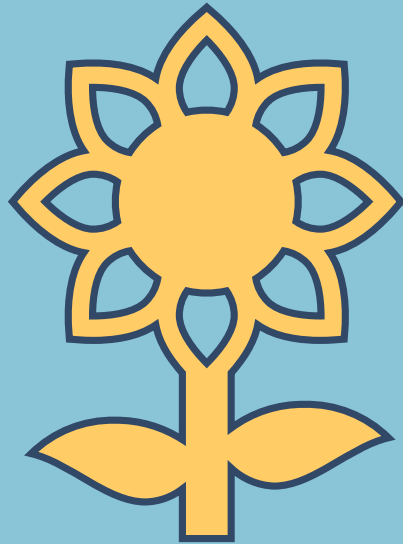
Recognizes that CIs affect more than those directly involved

Reminder to slow down and reflect

Begins with support for staff before policy/procedure

Recognizes the diverse responses folks may have to trauma/STS

**Tell us one thing that
brings you joy in the
work that you do?**





WHAT IS THE ACTS PROJECT?

The ACTS Project partners with child welfare systems across California to support the advancement of trauma-informed care in their organizations and sustain change, offering workforce and leader-focused trainings on different aspects of Trauma-Informed Care.

This project is in collaboration with the California Department of Social Services (CDSS) and Office of Child Abuse and Prevention (OCAP), and is offered at no cost to partnering counties.

For more information about the mission of our project, please visit our website at:

www.actsproject.com

To express interest in or apply for a partnership opportunity, please contact Yuliana Briceno at ybriceno@rchsd.org

Thanks for joining us!

WHAT'S NEXT?

- Survey and certificate in the chat now
- Follow-up email with resources within two days
- Watch your inbox for the next issue of *CalTrin Connect*



Stay Connected for More Free Training & Resources!

VISIT [CALTRIN.ORG](https://caltrin.org) &
SCAN TO LEARN MORE



FOLLOW US! AND CHECK OUT
TRAINING REPLAYS ON YOUTUBE!



Save the Date!

41st Annual San Diego
International Conference on
Child and Family Maltreatment

January 24-29, 2026

January 24 - 25, 2026 - Pre-Conference

January 26- 29, 2026 - Main Conference

Town and Country San Diego
500 Hotel Circle North
San Diego, CA 92108



Contact: sdconference@rchsd.org

