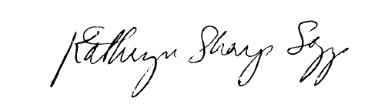
APS 20-01

August 8, 2019

**MEMORANDUM FOR DIVISION OF SENIOR & DISABILITY SERVICES**

**ADULT PROTECTIVE SERVICES STAFF**



From: Kathryn Sharp Sapp, Bureau Chief

Division of Senior and Disability Services

Bureau of Policy & Staff Development

Subject: Self-Care

As a Division of Senior and Disability Services (DSDS) employee, chances are you were drawn to this work due to a desire to help others. Often times, this type of work results in positive feelings and internal rewards from helping others and/or making a difference in the community. However, employees are also exposed to potentially traumatizing events either directly or indirectly.

The Adult Protective Service (APS) Policy Manual has been updated to include a chapter on Self-Care. This chapter was developed at the request of field staff. The chapter addresses stress and trauma, focusing on how these factors affect staff and the balance between work and personal life. Finally, tips are included on alleviating the effects of traumatic events, along with factors to recognize when you may need to seek assistance, as discussed during recent Building Resilience and Secondary Trauma training.

**Useful Links**:

[Strive Employee Life & Family (SELF)](https://www.guidanceresources.com/groWeb/login/login.xhtml)

This was formerly known as the Employee Assistance Program (EAP). The SELF program is available to employees and offers referrals to counseling services, lawyers, financial planners, and other assistance. The program offers up to six counseling sessions per problem per year and there is no limit to the number of problems to be addressed.

[Professional Quality of Life Scale (PROQOL)](https://proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf)

A self-scoring tool that assists with recognizing levels of stress and/or trauma and the potential impact to quality of life.

The [American Academy of Family Physicians](https://www.aafp.org/fpm/2000/0400/p39.html) More information on compassion fatigue and tools to increase job satisfaction.

[Building Resilience: Surviving Secondary Trauma](https://media.wix.com/ugd/6dadf9_890f8bd09e444de19e1a7c921332dc0e.pdf) Slideshow to supplement to the Building Resilience and Secondary Trauma training available with the Bureau of APS Policy & Staff Development unit.

The [Wheel of Life](https://www.mindtools.com/pages/article/newHTE_93.htm) from MindTools

A tool that provides a visual representation of an individual’s balance between each area of life to identify what areas may need more attention for a healthier, happier life.

[The Vicarious Trauma Toolkit](https://vtt.ovc.ojp.gov/tools-for-victim-services/employee-empowerment-and-work-environment) from the Office for Victims of Crime

Provides strategies to promote a healthy work environment and information on becoming a trauma-informed organization including peer support guidelines.

**NECESSARY ACTION:**

1. Review this memorandum with all APS staff.
2. Review new chapter 1705.15: Self-Care
3. All questions should be cleared through normal supervisory channels and directed to: Amanda Veltrop at [APSPolicy@health.mo.gov](mailto:APSPolicy@health.mo.gov) or by calling 573-526-5391.

**APS Manual Revisions:**

1. APS Policy 1705.15: Self-Care – New