


RESOURCE HANDOUT



Protocol for the Hot, Walk & Talk

Developed by Dr. Patricia Fisher

COVID-19 adaptation



*The **Hot, Walk & Talk protocol** was developed by Dr. Patricia Fisher in 2012 as a strategy to assist a team member following a particularly distressing or disturbing incident and is undergoing a completely normal stress reaction.*

*Although this protocol was initially designed for situations in which we can physically be near a colleague, **it can be adapted to the current COVID-19 situation as a tool to help colleagues and peers who are experiencing a stress reaction.***

Remember that when we are experiencing a high stress response, our body is in the flight, fight or freeze state. In this state, we are being flooded with stress hormones and are likely experiencing a negative physical, emotional or cognitive response.

The following steps can be useful to help safely and kindly guide someone through a negative stress reaction:

Safety first: Ensure that the person is physically out of danger. Instruct the person to walk away from the area where the incident occurred and toward a neutral or safe area. Encourage them to get outside if they are able.

Drink: Ask the person to get a bottle of water to drink while they walk.

Walk: If it is prudent to do so, you can walk with the person, otherwise, this process can be done over the phone. Encourage the person to set a brisk pace to help them discharge some of the distress. As they continue to walk, they may naturally slow the pace.

Normalize and support: Let them know that they are safe, that their reaction to stress is normal, and that you are there to support them.

Debrief: Ask them to tell you what happened in their own words. If they get stuck on a particular moment, prompt them to move on with a guiding statement such as: "and then what happened?" The goal is to help them move through the whole narrative from beginning to the end - until they get to the present where they are walking in safety and are no longer at risk.

Incident report: You may work in an environment where you are required to complete an incident report. If this is the case, ask them how you can help in completing the report. They may want you to type in the information as they dictate it, or they may simply appreciate your support while they complete the report.

Breathing: Remember to remind them to focus on their breathing and open posture to help them deescalate from the stress response - especially after they have stopped walking.

Next steps: After the initial debrief, ask the person what they would find helpful: do they want to phone a family member, get a snack, take a break, go back to work? They need to have control over their choices while attending to their needs.

Additional support: Let the individual know that you will remain available to them and encourage them to access additional supports that may be available (e.g., Employee Assistance Programs, counselling, etc.)

THREE MINUTE BREATHING SPACE

Developed by Diana Tikasz, MSW, RSW



FIRST MINUTE



NOTICE ANY SOUNDS YOU HEAR

What sounds are near or far?
Notice how the sounds arise and disappear
Every time that you notice your thoughts wander, simply and without judgement, return to the sounds

SECOND MINUTE



NOTICE ANY BODY SENSATIONS

What parts of your body are warm or cold?
Notice the sensations of contact with the chair or with your clothing
Whatever you notice is perfectly fine and does not need to be changed in anyway. Just notice.

THIRD MINUTE



NOTICE YOUR BREATH

Where do you notice your breath- is it at the nostrils, the chest, the belly?
Notice the expansion and the settling of the body as you breathe
Can you follow the full inhale and exhale of breath?

© TEND ACADEMY LTD 2020

LOW IMPACT DEBRIEFING:

Four steps to protect yourself from being slimed, and to help minimize the risk of traumatizing your colleagues, friends and family.



SELF AWARENESS

Be aware of the stories you tell and the level of detail you provide when telling a story. Are all the details really necessary? Can you give a abbreviated version?



FAIR WARNING

Allow your listener to prepare, and brace themselves by starting with "I would like to debrief a difficult situation with you and the story involves traumatic content."



CONSENT

Ask for permission by saying something like: "I would like to debrief something with you, is this a good time?" or "I heard something really hard today, could I talk to you about it?"



LIMITED DISCLOSURE

Decide how much to share, starting with the least traumatic information, and gradually progressing as needed. You may end up not needing to share the most graphic details.

For a downloadable overview of **Low Impact Debriefing** go to www.tendacademy.ca/resources

PROQOL SELF-TEST

- [Take the Proqol Self-test](https://www.tendacademy.ca/proqol-self-test-v/): <https://www.tendacademy.ca/proqol-self-test-v/>

ARTICLES

- [This is a Marathon, Not a Sprint: Strategies to Address Wear & Tear in Helping Professionals during COVID-19](https://www.tendacademy.ca/marathon-not-sprint-covid19/) by Françoise Mathieu, TEND: <https://www.tendacademy.ca/marathon-not-sprint-covid19/>
- [Breathe, Reset, Refuel, Rinse, Repeat](https://www.tendacademy.ca/breathe-reset-refuel/) by Françoise Mathieu, TEND: <https://www.tendacademy.ca/breathe-reset-refuel/>
- [Today, Spare a Thought for the Call Centre Operators](https://www.tendacademy.ca/spare-a-thought-for-call-centre-operators/) by Françoise Mathieu, TEND: <https://www.tendacademy.ca/spare-a-thought-for-call-centre-operators/>
- [Disappoint Someone Today](https://www.tendacademy.ca/disappoint-someone-today/) by Françoise Mathieu, TEND: <https://www.tendacademy.ca/disappoint-someone-today/>

BOOKS

- [The Burnout Epidemic: The Rise of Chronic Stress and How We Can Fix It](https://www.jennifer-moss.com/books) by Jennifer Moss, 2021: <https://www.jennifer-moss.com/books>
- [Deep Work: Rules for Focused Success in a Distracted World](https://www.calnewport.com/books/deep-work/) by Cal Newport, 2016: <https://www.calnewport.com/books/deep-work/>
- [Reducing Secondary Traumatic Stress: Skills for Sustaining a Career in the Helping Professions](https://www.routledge.com/Reducing-Secondary-Traumatic-Stress-Skills-for-Sustaining-a-Career-in-the/Miller/p/book/9780367494575) by Brian Miller, 2021: <https://www.routledge.com/Reducing-Secondary-Traumatic-Stress-Skills-for-Sustaining-a-Career-in-the/Miller/p/book/9780367494575>
- [Quick Calm: Easy Meditations to Short-Circuit Stress Using Mindfulness and Neuroscience](https://www.quickcalmbook.com) by Jennifer Wolkin, 2021: <https://www.quickcalmbook.com>
- [Set Boundaries, Find Peace: A Guide to Reclaiming Yourself](https://www.nedratawwab.com/set-boundaries-find-peace) by Nedra Glover Tawwab, 2021: <https://www.nedratawwab.com/set-boundaries-find-peace>

PODCASTS/AUDIO

- [Beyond Self Care with Françoise Mathieu](https://www.thetraumatheapistproject.com/podcast/beyond-self-care-with-francoise-mathie-med), M.Ed.. The Trauma Therapist Project: <https://www.thetraumatheapistproject.com/podcast/beyond-self-care-with-francoise-mathie-med>

- [Loving Kindness Meditation](https://ggia.berkeley.edu/practice/loving_kindness_meditation), Greater Good in Action: https://ggia.berkeley.edu/practice/loving_kindness_meditation
- [This is a Marathon, Not a Sprint: Pacing Yourself Through the Pandemic](https://www.buzzsprout.com/280046/3463774-this-is-a-marathon-not-a-sprint-pacing-yourself-through-the-pandemic), One in Ten: <https://www.buzzsprout.com/280046/3463774-this-is-a-marathon-not-a-sprint-pacing-yourself-through-the-pandemic>
- [There is No One Magic Bullet with Françoise Mathieu](https://www.psychhealthandsafetycanada.com/episodes/there-is-no-one-magic-bullet), Psychological Safety in the Workplace: <https://www.psychhealthandsafetycanada.com/episodes/there-is-no-one-magic-bullet>

VIDEOS

- [The Edge of Compassion with Françoise Mathieu](https://www.ted.com/talks/francoise_mathieu_the_edge_of_compassion), TEDx Talk: https://www.ted.com/talks/francoise_mathieu_the_edge_of_compassion

WEBSITES

- [TEND Resources](https://www.tendacademy.ca/resources/), TEND Academy: <https://www.tendacademy.ca/resources/>
- [Workplace Strategies for Mental Health](https://www.workplacestrategiesformentalhealth.com), Canada Life: <https://www.workplacestrategiesformentalhealth.com>
- [The Window of Tolerance](https://www.attachment-and-trauma-treatment-centre-for-healing.com/blogs/understanding-and-working-with-the-window-of-tolerance), Lori Gill: <https://www.attachment-and-trauma-treatment-centre-for-healing.com/blogs/understanding-and-working-with-the-window-of-tolerance>
- [Circle of influence Exercise](https://www.thensomehow.com/circles-of-influence/), Then Somehow: <https://www.thensomehow.com/circles-of-influence/>
- [Just one thing: Simple practices for resilient happiness](https://www.rickhanson.net/writings/just-one-thing/), Rick Hanson: <https://www.rickhanson.net/writings/just-one-thing/>