



Resiliency Training

Protecting and Healing First Responders

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Training Disclaimer

- Information presented in this training is presented solely for the purpose of inspiring the student to think about his or her own feelings on the topics.
- This course should not be used to diagnose or prescribe treatment for any illness or disorder for a particular individual. It is not intended to replace the advice of psychiatrists, psychologists, therapists, physicians or healthcare practitioners and should not be used in place of a visit, call, or consultation or the advice of a qualified care provider.
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Goals of the Training

- Be aware of risk factors for and prevalence of mental health and substance use issues in their professional communities.
- Recognize the warning signs of mental health and substance use issues in yourself and your peers.
- Discuss mental health and substance use-related issues with colleagues to help reduce stigma.
- Identify and use stress management and healthy coping strategies.
- Be aware of and share practices and resources for increasing capacity to cope with stressors

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About Your Instructors



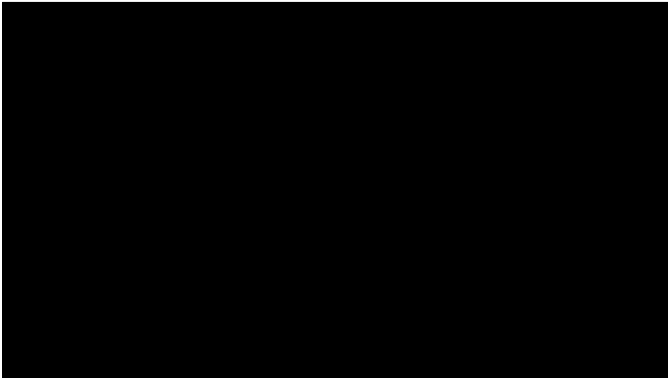
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Keys to Training Success

- **You must be willing to be:**
 - Vulnerable
 - Honest with yourself
 - Willing to ask hard questions
- **You can share, but only if:**
 - You feel comfortable
 - You want to share



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It's Okay to Talk...




vs.




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Reflection Activity



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About Our World



"This job will *change* you, but it doesn't have to *damage* you."
-Ellen Kirschman, PhD, I Love a Fire Fighter

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Anything But Typical...



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Heroes

- **Heroes don't have human limits**
- **"No one is bigger than life, stronger than gravity, or able to defy the laws of physics. It is simply not possible to save every building, put out every fire, or save every victim."**
- **Don't live off adoration and adrenaline.**



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Duffle Bag of Bad Memories



- **You'll see more tragedy in a few months or years than most humans will see in their entire lifetime.**
 - Slides of bad and tragic calls
 - Slides of routine calls
 - Slides of good calls
- **Goal of Training:**
 - To Not Add More Baggage/Slides

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About Our World

- **Much of what you see is preventable**
 - This often makes it harder to process the "why?"
- **What you see is difficult to talk about, so you**
 - Emphasize the medical aspects over the emotional ones
 - Depersonalize the victim with humor about the situation
 - Assume your family won't understand the "medical" side, so you don't talk about it (forgetting they understand the grief, frustration, and helplessness that you may be feeling ... those are human emotions).

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About Our World

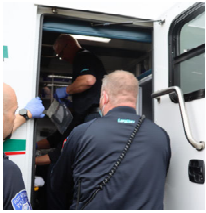
- **You must do your work...**
 - Quickly
 - Compassionately
 - Often in the worst circumstances
- **Your patients are not always...**
 - Cooperative
 - Grateful
 - Honest
 - Clean


 A photograph of a Lifenet ambulance parked on a street next to a stop sign. The ambulance is white with green and red accents. The text "LIFENET" is visible on the side.

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About Our World

- **You must make decisions with...**
 - Minimal information
 - Little time
 - Interrupted sleep patterns
- **Everything you do, or fail to do...**
 - has consequences



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About Our World

- **A new form of intimacy**
 - You respond to trauma and illness surrounded by photos of people's lives, smells of their homes, and imprints of what you had to do to them in that setting.
 - This, coupled with other calls and life events over time, can lead to compassion fatigue... a state of apathy in which you adopt an uncaring attitude.


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What is Compassion Fatigue?

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What is compassion?

- **Definitions**
 - A feeling of deep sorrow for another who is stricken by misfortune, accompanied by a strong desire to alleviate the suffering.
 - "To suffer together"



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How do we show compassion?



- Empathy
- Gently Touching
- Showing Emotions/Kindness
- Being an Advocate
- Showing Respect
- Active Listening (Activity)


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Poll:

When you're feeling stressed, do you ask for help?


Yes

No



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Problems with Asking for Help...



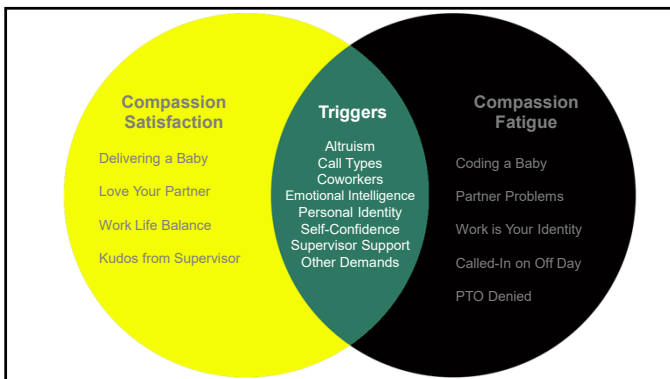
- Increased stress decreases willingness to ask for help
- When we do ask for help, we aren't specific.

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What is Compassion Fatigue?

- **What is Compassion Fatigue?**
 - An extreme state of tension and preoccupation with the suffering of others to the degree that secondary traumatic stress develops in the individual providing aid
 - The realization that you cannot take anymore "people pain"
- **Lost a healthy balance between work, life and self**
 - Poor personal boundaries
 - History of unresolved trauma
 - Lack a sense of self or interests outside of work

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Compassion Fatigue Symptoms



Physical Psychological Social Spiritual


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Causes of Compassion Fatigue

- **When I am...** • Placing needs of others before our own.
- **When I have...** • Unresolved past trauma and pain.
- **When I have...** • Lack of healthy coping skills.
- **When I have...** • Lack of self awareness, limits growth and change.
- **When I have...** • Lack of personal boundaries.
- **When I have...** • Inability to communicate needs.
- **When I am...** • Giving cares to others under stress/burnout.

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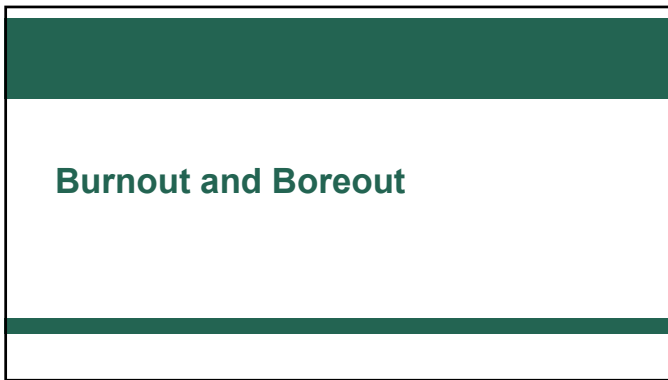
Happens Gradually



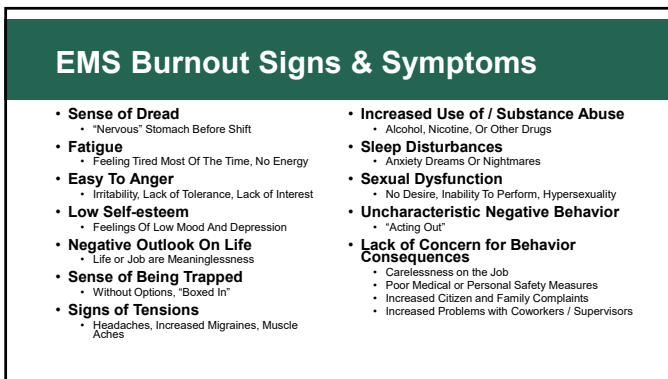
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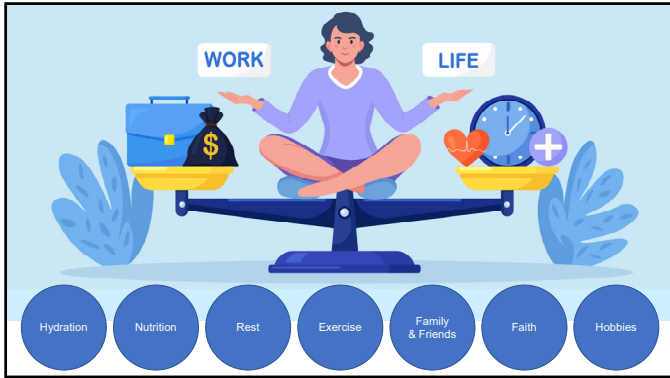
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EMS Boreout Signs & Symptoms

<ul style="list-style-type: none"> • Feeling of Being: <ul style="list-style-type: none"> • Understretched • Underworked • Underutilized • Reason: "Job Mastery" • Feeling of Being: <ul style="list-style-type: none"> • Overwhelmed • Reason: "Promotion" 	<ul style="list-style-type: none"> • Overall Reason: <ul style="list-style-type: none"> • Lack of identification with work • Solution <ul style="list-style-type: none"> • Get Creative • Ask for additional responsibilities • Ask for clarification on responsibilities
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What is Resiliency Training?

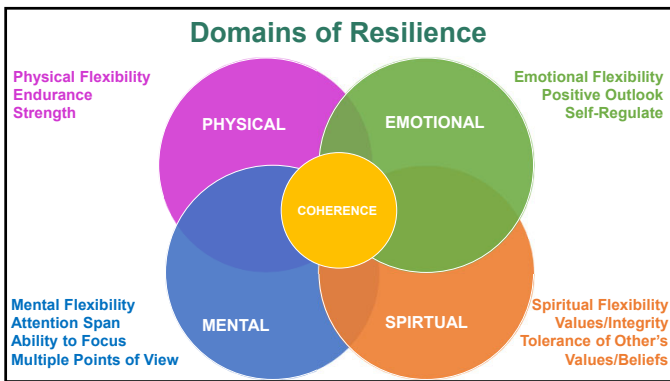
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What is Resilience?

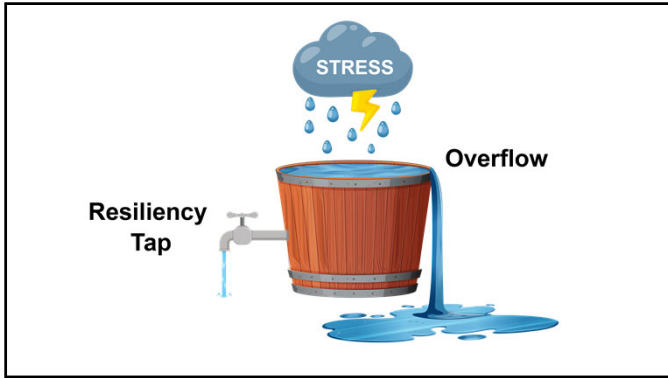
- Resilience is the capacity to prepare for, adapt to, and recover from stress, adversity, and trauma.
- Resilience is a learned pattern of feelings, thoughts, and behaviors.
- What is learnable is teachable.



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What is Stress?

“His life was defined by one moment ... he felt imprisoned by the helpless feeling of not knowing how to heal.”
-Dan Willis, Bulletproof Spirit

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What is Stress?

- Stress happens in conditions where an environmental demand exceeds the natural regulatory capacity of an organism
- As the totality of demands of every day living increase, the magnitude of the stress response increases.



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Seed of Self Doubt



- **Fear of making a mistake**
 - Overcome with practice
 - Muscle memory
- **Cognitive thought stopping**
 - Practice scenarios
 - Squash demons of doubt
- **Mistakes are how you learn**
 - Own, fix, work through


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Unique Stressors Faced by EMS

- **Responding to calls with**
 - Domestic violence
 - Involving children
 - Suicide
 - Homicide
 - Sexual abuse
 - Car accidents
 - Traumatic injuries
- **Hearing stories of calls others have responded to**
- **Sleep interruption**
- **Team responsibility**
- **Unfamiliar locations**
- **Heightened state of awareness**


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Stressor vs. Challenge



• Stressor

- Demands that cause stress
- Seen as a difficulty
- Produces negative effects



• Challenge

- Particular type of stressor
- Motivating
- Re-Energizing
- Usually ... no negative effects

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Stressor vs. Challenge

- **What determines the difference?**
 - Type and intensity of stressor
 - Perceived capability to cope with stressor
 - Available support and resources
 - Personality characteristics
- **Not every stressor is going to affect everyone the same**
- **Not every call is going to affect everyone the same**

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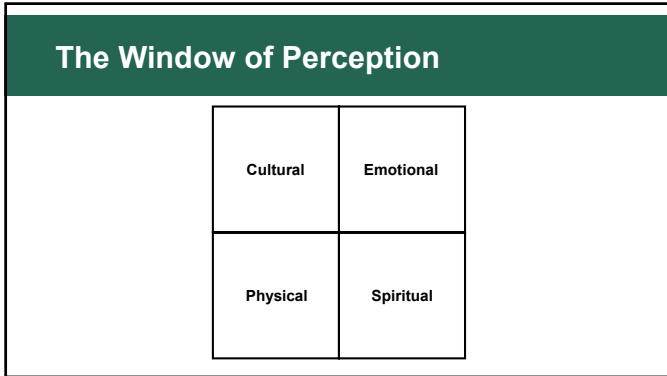
Changes in Life = Changes in Responses

Just You Married Children Divorce? Care for YOUR Parents

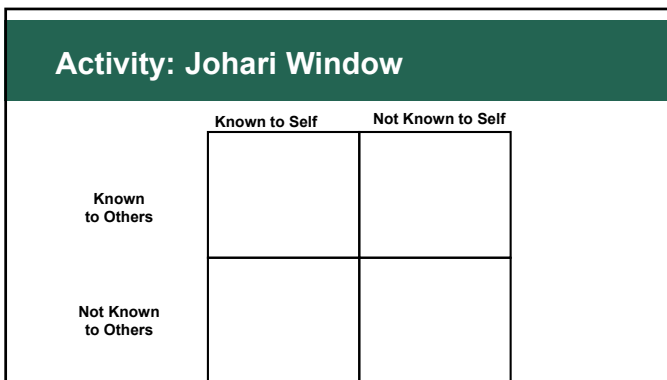
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The Window of Perception

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- | | | | | |
|--------------|---------------|-----------------|------------------|---------------|
| • able | • empathetic | • knowledgeable | • relaxed | • spontaneous |
| • accepting | • energetic | • logical | • religious | • sympathetic |
| • adaptable | • extroverted | • loving | • responsive | • tense |
| • bold | • friendly | • mature | • searching | • trustworthy |
| • brave | • giving | • modest | • self-assertive | • warm |
| • calm | • happy | • nervous | • self-conscious | • wise |
| • caring | • helpful | • observant | • self-conscious | • witty |
| • cheerful | • idealistic | • organized | • sensible | |
| • clever | • independent | • patient | • sentimental | |
| • complex | • ingenious | • powerful | • shy | |
| • confident | • intelligent | • proud | • silly | |
| • dependable | • introverted | • quiet | • smart | |
| • dictate | • kind | • reflective | | |

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Activity: Johari Window

	Known to Self	Not Known to Self
Known to Others	Arena	Blind Spot
Not Known to Others	Facade	Unknown

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Types of Stress

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Causes of Stress



Relationship Stress **Family Conflicts** **Heavy Emotions** **Work Stress**

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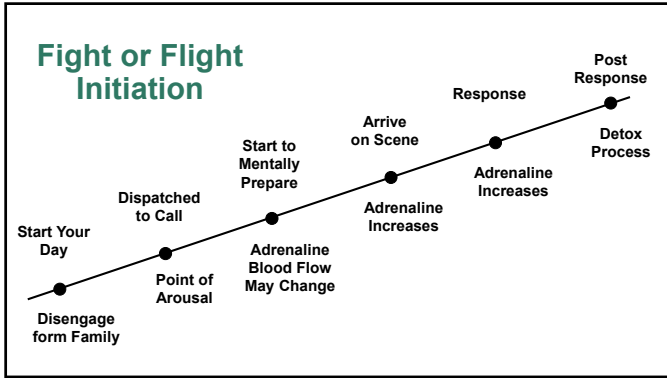


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Fight or Flight

- **General Adaptation Syndrome**
 - Stage 1: Alarm
 - Initial response to perceived threat
 - Body release hormones that affect brain function
 - Stage 2: Resistance
 - Internal stress response continues
 - External symptoms or arousal disappear
 - Individual ATTEMPTS to cope with stressful condition
 - Stage 3: Exhaustion
 - Prolonged activation of stress response depleted body
 - Result can be permanent physical damage, or death
- **Homeostasis**
 - Coping efforts to maintain physiological, emotional & psychological balance.

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Manage Fight or Flight

- **Mindfulness Exercise**
 - 5 See Hands, sky, plant, vehicle, clothing
 - 4 Feel Ground, chair, texture, pocket rock
 - 3 Sounds Birds, breathing, music, insects
 - 2 Smells Coffee, essential oil, perfume, candles, air
 - 1 Taste Gum, fresh air, mint, candy
- **Goal: Draw your attention to the present**

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Cumulative Stress

- **Results of:**
 - High Intensity Stressor
 - Too many "lesser" intensity stressor
 - Combination of both
- **Problem happens when:**
 - Stressors exceed normal coping abilities



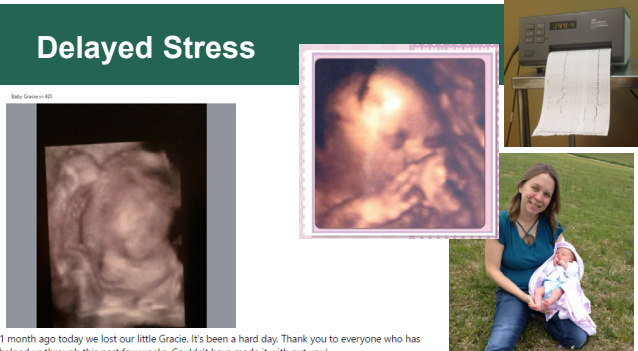
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Cumulative Stress



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Delayed Stress



1 month ago today we lost our little Gracie. It's been a hard day. Thank you to everyone who has helped us through this past few weeks. Couldn't have made it with out you!

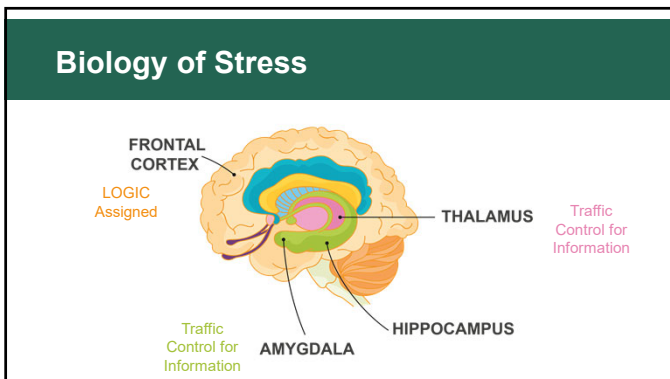
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ABOUT EMDR THERAPY
Eye Movement Desensitization and Reprocessing

- 77%** of Combat Veterans were free of PTSD in 12 Sessions
- 1 Million** Patients have had successful EMDR Treatments
- 1987** EMDR was first used
- There are **8** Phases in EMDR Therapy
- EMDR Patient Progress can be **x2** as fast as Talk Therapy
- 3** sessions provided significant PTSD relief for 90% of trauma survivors
- 30** Controlled Studies deemed EMDR a success!
- 20,000+** Clinicians throughout the world use EMDR

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Signs of Stress
...and the importance of self-awareness.

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First Responder Toxic Stress Self-Assessment

This self-assessment can help you identify potential signs of toxic stress and trauma in your life.

- Have you ever experienced any of these cognitive signs of toxic stress and trauma?
Please check all boxes that apply.
 - Confusion
 - Disorientation
 - Forgetfulness or memory distress
 - Poor concentration
 - Difficulty identifying familiar objects or people
 - Memory problems
 - Nightmares
- Have you ever experienced any of these emotional and behavioral signs of toxic stress and trauma?
Please check all boxes that apply.
 - Anxiety
 - Guilt
 - Denial
 - Fear
 - Irritability, intense anger, or emotional outbursts
 - Depression
 - Withdrawal
 - Panic
 - Feeling hopeless or being overwhelmed
 - Difficulty sleeping
 - Feeling of isolation or abandonment
 - Changes in social behavior
 - Increased alcohol consumption
 - Frequent loss or misuse of objects
- Have you ever experienced any of the following physical signs of toxic stress and trauma?
Please check all boxes that apply.
 - Fatigue
 - Nausea or vomiting
 - Dizziness
 - Prolonged healing
 - Excessive illness
 - Cognitive problems
 - Headaches
 - Tired or exhausted
 - Chesting your jaw
 - Unexplained aches and pains
- If you have experienced any of these, did you reach out to someone you trust or a professional for support or had a different outlet to help you cope (e.g. support group, family, friends, etc)?
Please check one box.
 - Never
 - Rarely
 - Sometimes
 - Often

The above checklist items can be combined. Your experience may fit one of the symptoms listed or several. It is recommended that you seek an appropriate resource that can help you learn helpful tips and tools that will help you to your better as a first responder.

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Signs of Excessive Stress

- **Impaired judgment**
 - Mental confusion
 - Uncharacteristic indecisiveness
- **Aggression**
 - Temper tantrums
 - "Short fuse"
 - Continually argumentative
- **Increased irritability / anxiety**
 - Feeling like a "time bomb"
 - Increased apathy
 - Denial of problems
- **Loss of interest**
 - In family, friends, and activities
- **Increased feelings of**
 - Insecurity with lowered self esteem
 - Feelings of inadequacy

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Warning Signs of Excessive Stress

- **Sudden changes in behavior**
 - Usually uncharacteristic of the person
- **Gradual change in behavior**
 - Indicative of gradual deterioration
- **Erratic work habits and poor work attitude**
- **Increased sick time due to minor problems / frequent colds**
- **Inability to concentrate, impaired memory, or impaired reading comprehension**

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Warning Signs of Excessive Stress

- **Excessive accidents or injuries**
 - Due to carelessness or preoccupation
- **Energy extremes: no energy or hyperactivity**
- **Sexual promiscuity or sexual disinterest**
- **Grandiose or paranoid behavior**
- **Increased use of sick leave for "mental health days"**

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Warning Signs of Excessive Stress

- Excessive worrying and feelings of inadequacy
- Excessive use of tobacco, alcohol, or drugs
- Peers, family, & others begin to avoid the person
 - Because of attitude/behavior
- Excessive complaints
 - Negative citizen contact or family member complaints
- Not responsive to corrective or supportive feedback


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Transactional Nature


- "It's not what happens to you, but how you react to it that matters."
- Epictetus
- "It's not stress that kills us, it is our reaction to it."
-Hans Selye
- Stress has less to do with a person's actual situation than with how the person perceived the strength of his own resources

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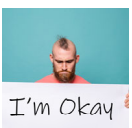
Four Ways to Deal with Stress



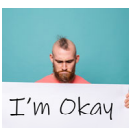
Compartmentalization



Depersonalization



Derealization

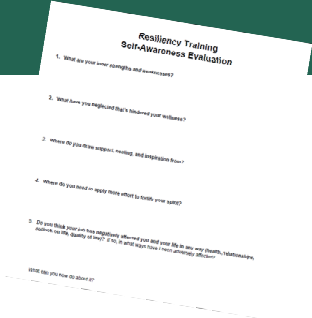


Denial

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Self-Awareness

- You can only truly control **3 things in life:**
 - Your attitude (compassion)
 - Your integrity
 - Your reaction




*Resiliency Training
Self-Awareness Evaluation*

1. What are your core strengths and weaknesses?
2. What have you struggled with in achieving your objectives?
3. Where do you see the greatest challenge and opportunity for you?
4. Where do you need to apply more effort to build your skills?
5. Do you think your own past experiences informed you and your life in any way (health, relationships, career, family, quality of life)? If so, in what way? (How have your experiences affected you?)

What else do you want to share?

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Make Your Move



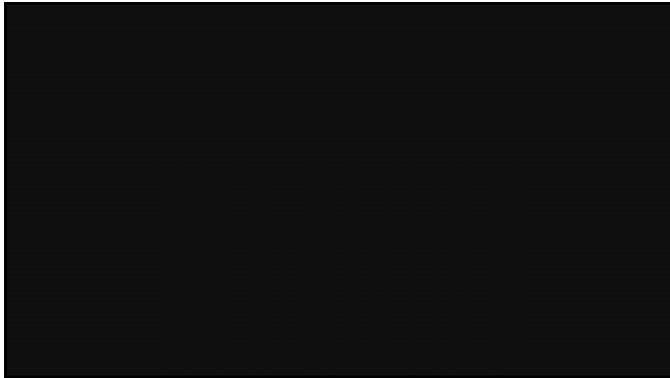
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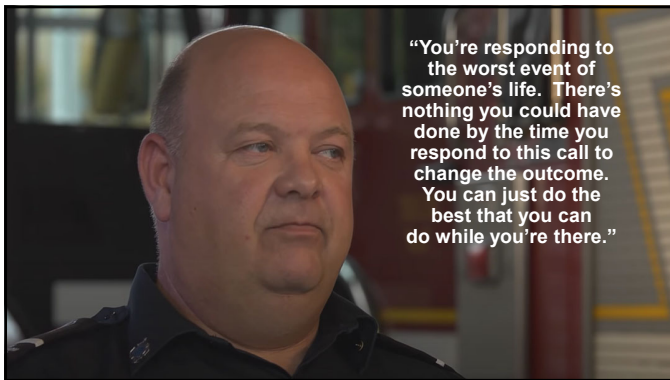
"A uniform is a uniform, but it's just that ... a sign of uniformity that you belong to something. It is not a shield."
~ Jeffrey Cartwright



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Symptoms of Post Traumatic Stress

- **Intrusion (Relive Event)**
 - Intrusive memories or thoughts
 - Distressing dreams
 - Dissociative reactions (flashbacks)
 - Intense psychological or physical distress when exposed to related cues
- **Avoidance**
 - Avoid people, places, things that remind you of event
 - Avoid feelings or thoughts associated with event
- **Feeling on Edge**
 - Irritability or verbal outbursts
 - Reckless self-destructive behavior
 - Hypervigilance
 - Exaggerated startled response
 - Poor Concentration
 - Sleep Disturbance

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Symptoms of Post Traumatic Stress

- **Negative Emotions**
 - Persistent exaggerated negative beliefs about self, others, or the world
 - Self-Blame caused by distorted beliefs about cause of event
 - Sustained negative emotional state (horror, anger, guilt, etc...)
 - Inability to experience positive emotions
 - Difficulty recalling parts of the event
 - Loss of interest in usual activity
 - Feeling detached from others

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PTS vs. PTSD

Traumatic Stress Reactions: Key Differences		
Post Traumatic Stress	Acute Stress Disorder (ASD)	Post-Traumatic Stress Disorder (PTSD)
<ul style="list-style-type: none"> • Any duration • Impaired daily functioning • One of more symptom in any area 	<ul style="list-style-type: none"> • 3 days to 1 month • Impaired daily functioning • 9 or more symptoms in any area 	<ul style="list-style-type: none"> • 1 month or longer • Impaired daily functioning • Symptoms in all areas

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3 Elements Raise Risk for PTSD

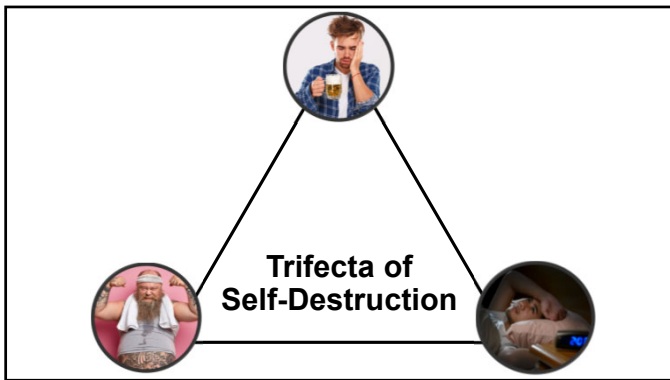
- **Truly Terrifying Incidents**
 - Trapped inside of a burning building
 - Patient pulls a knife or gun on a paramedic
- **Dissociative Reaction**
 - Feel like you're in a movie
 - Can't recall much of what occurred
- **Persistent, Intrusive Images of Event**

• **Early intervention is best way to prevent PTSD**

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How to Recover from Traumatic Stress

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- ### Ways to Recover from Traumatic Stress
- Accept emotions as a normal part of the recovery/survival process.
 - Talk about the event and your feelings
 - Accept you may have experienced fear and confronted your vulnerability.
 - Use your fear or anxiousness as a cue to utilize your EMS safety skills.
 - Realize your survival instinct was an asset at the time of the incident and it remains intact to assist you again if needed
 - Accept you cannot always control events, but you can control your response.

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Ways to Recover from Traumatic Stress

- **Focus on the fact that you had some control during the event. You used your strength to respond in a certain way**
- **Do not second-guess your actions**
 - Evaluate your actions based on your perceptions at the time of the event, not afterwards
- **Understand your actions were based on the need to make a critical decision for action. The decision likely had to be made within seconds.**
- **Accept your behavior was appropriate to your perceptions and feelings at the time of the incident.**
- **Accept that no one is perfect. You may like/dislike some actions.**
 - Focus on things you did that you feel good about.
 - Positive outcomes are often produced by less than perfect actions.
- **Do not take personally the response of the system**
 - Keep the needs and actions of the other agencies in perspective.

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You're Naturally Resilient

- **Accept what happened.**
- **Accept fear or feelings of vulnerability are part of being human**
 - Vulnerability is not helplessness.
- **Accept no one can control everything**
 - Focus on your behaviors and the appropriate application of authority.
 - Keep a positive perspective.
- **Learn and grow from the experience**
 - Assess all future circumstances on their own merits.
 - Recognize you will become stronger and smarter.

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You're Naturally Resilient

- **Include survivorship into your life perspective**
 - Re-evaluate life's goals, priorities, and meaning
 - Gain wisdom that can come from survivorship
- **Be aware of changes in yourself that may contribute to problems at home, work, and other environments**
 - Commit to overcome those problems
- **Increase the intimacy of your actions and communications to those you love**
 - Remain open to the feedback of those who love you

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Ask for Help

- Only YOU can work through the aftermath
- Be open minded
- Allow family, friends, peers to help
- See professional assistance if
 - You feel "stuck"
 - "I don't feel like myself anymore"
 - Friends and family notice dysfunctional emotional responses
- Share your experience with others who care

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Moving Past Traumatic Events

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Moving Past Traumatic Events

- To move past a traumatic event, you must answer:
 - What happened?
 - Why did it happen?
 - Why did I act as I did?
 - Why do I act as I have since?
 - What if it happens again?
- As you look at your answers:
 - Recognize unreasonable beliefs and expectations
 - Normalize your reactions
 - Identify strategies to reassert control over your emotions

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Moving Past Traumatic Events

- **Unreasonable beliefs and expectations**
 - "I must always succeed."
 - "I cannot show emotions in public or on the job."
- **Reframe the tragedy**
 - What good can you find that came out of the event?

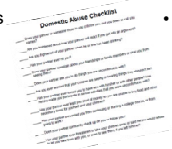
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Domestic Violence / Harassment

- **Mild Signs of DV**
 - Calling hurtful names
 - Controlling
 - Over-reacting
 - Anger
 - Isolating you from others
 - Criticizing



- **Intense Signs of DV**
 - Physical violence to you
 - Threats to life
 - Threats to friends and family
 - Threats to security or safety
 - Damage to property



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Alcohol Abuse

- **Starts after first bad call**
 - Just one drink.
- **Turns into every rough shift.**
- **Turns into every shift.**
- **Coping to fall asleep or escape.**
- **Lack of sleep + Alcohol Abuse = Depression / Limited Coping**

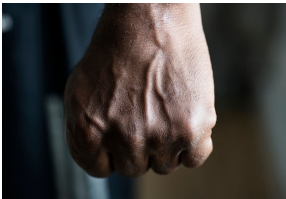
- **How to overcome alcohol abuse.**
 - Recognize it's ruining your life
 - Taper back (set weekly goals)
- **Why should you overcome it?**
 - You'll feel better
 - You'll have more clarity on calls



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Managing Anger

- Awareness is the first step.
- Disrupt anger
- Relaxation
- Change your environment
- Try Silly Humor
- Solve Problems
- Learn Skills



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Depletion to Renewal Grid

Depleting Emotions		Sympathetic: High Heart Rate	Renewing Emotions	
Cortisol	Anger Frustration Anxiety			Excitement Courage Passion
	Burnout Impatience Withdrawal Resentment			Contentment Fulfillment Ease
		Parasympathetic: Low Heart Rate		

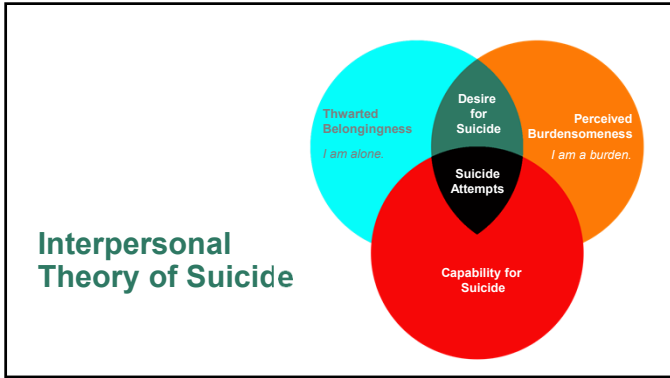
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Chronic Anger Syndrome

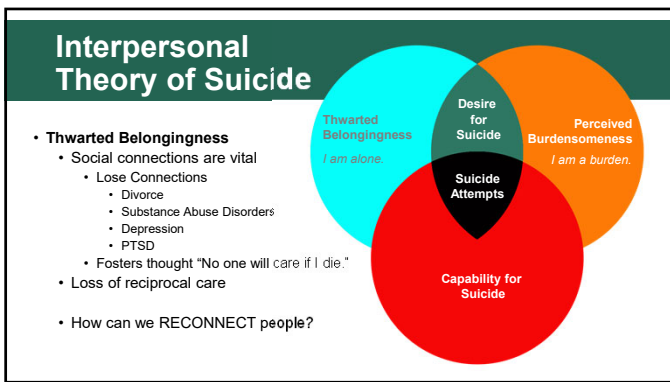
**Chronic Anger Syndrome
Self-Evaluation**

Do you often find yourself irritable and annoyed?
 Do certain people or situations make you fumes?
 Are you often irritable and don't know why?
 Do you often use obscenities in your speech or mind?
 Do you often think of people who upset you in terms of "b--hole", "jerk", etc.?
 Do you have trouble giving someone a genuine compliment?
 When something goes wrong, do you generally blame someone else?

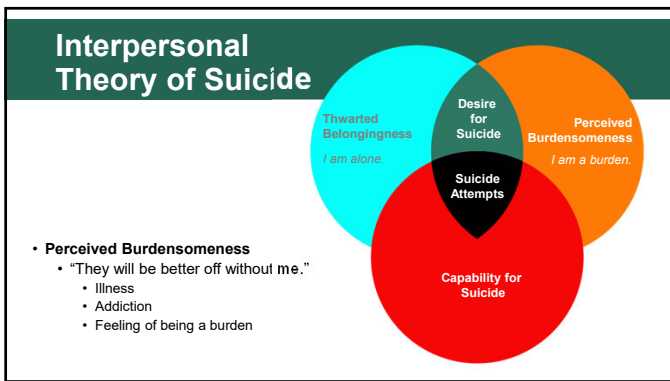
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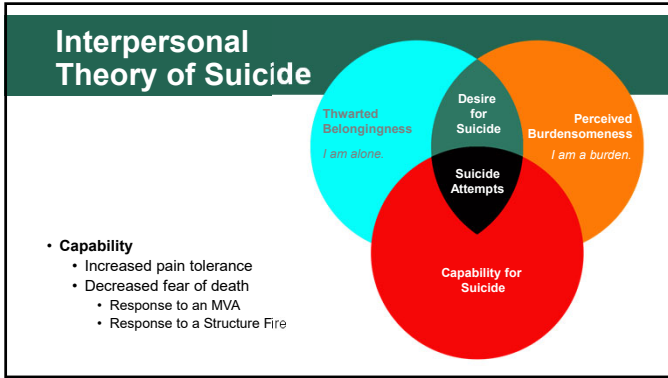
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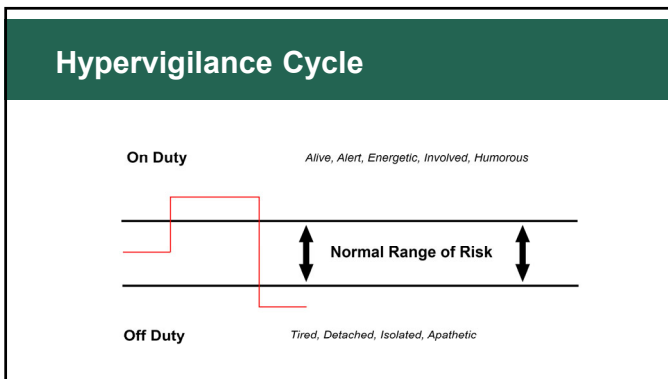
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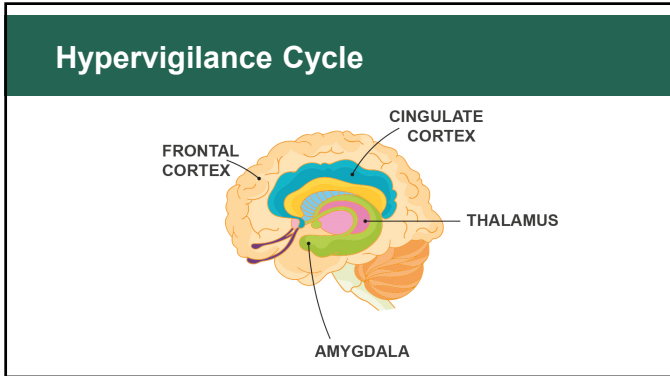
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Problems at Home

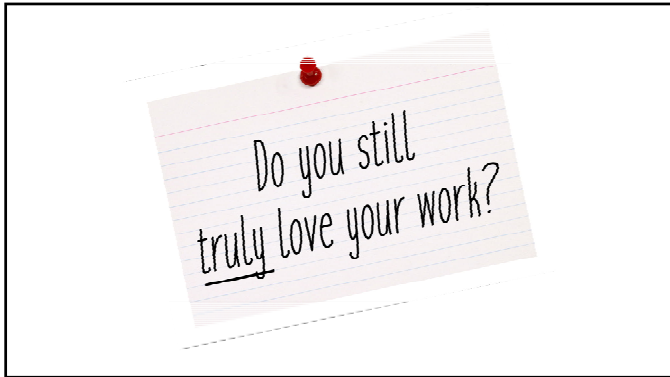
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Overcoming Hypervigilance

- **Character Based Service**
 - First Responder: Vocation of the Heart (Serve with Heart)
 - Service is to Promote Great Good Beyond Self-Interest
 - Serve with Compassion, Integrity, and Honesty
 - Pass-On What You Know to Others
- **"We should never forget that behind our badge is our heart, and our heart needs to be steadfastly put into our service for us to survive and be well"**
-Captain Dan Willis, Bulletproof

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Work Family vs. Traditional Family

- We make a choice to pick one over the other
- Find a balance between the two
- Divided loyalties and sense of responsibilities

- Your spouse knows you as a “total person”
 - Your work family knows you as a “first responder”

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Invisible Injuries

- Anguish, anger, fear, impatience ... covered by “bravery”

- Often put on a “front” at work or around friends ... but family gets the fallout
 - Lose patience with family members and kids

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Shift Work and Separation

- Loneliness
- Missed holidays and special occasions
- Not there when things fall apart

- Unpredictable Schedules
 - Make time for planned outings
 - Don't miss “one time only” events

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Self-Inflation

- Don't confuse doing important WORK with being an important PERSON
- Be humble at home
- You may be the supervisor at work, but don't be bossy at home
- "I'm a **dad and husband** who happens to work on an ambulance..."

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Overprotective

- You've seen it all (or will see it)
- You'll be more likely to be overprotective
 - Scenes where you saw bad things happen (parks, schools)
- You may be less sympathetic when your kid gets a minor injury (you've seen much worse)
 - "Oh! just get over it!" instead of showing parental compassion

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How to Overcome It All at Home

- **Your might have to at work, but at home...**
 - Don't try to solve all your family's problems
 - Don't make split second decisions
- **At home you shouldn't...**
 - Shutdown and go into zombie mode (watch TV, phone, etc...)
- **Instead try...**
 - Share you had an emotionally draining day
 - Listen and emotionally support your family, too
 - Plan activities for your days off ... and utilize your PTO

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Guard Your “Yes” Times

- When you say YES to something, you're saying NO to something else.
- Yes to an extra shift = No to your family
- Yes to an extra community activity = No to your family
- Yes to being silent about your struggles = No to you

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4 Stages of Marriage for the Non-First Responder

- **Ignorance**
 - *Don't really want to know what goes on at work*
- **Preoccupation**
 - *Constant state of anxiety and worry about what's going on*
- **Denial**
 - *Don't talk about what goes on at work at all*
- **Accepting Concern**
 - *Available to listen as needed*

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Divorce & Infidelity

- **Infidelity**
 - Morals, maturity, and satisfaction in your current relationship
 - Affairs are more about finding an intimate connection missing in a current relationships (friendship, support, attention, caring)
- **Divorce**
 - Don't throw in the towel if you're willing to forgive and work on what is missing in the marriage
 - Be open to sharing with your spouse openly instead of your colleagues

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Where to Get Help

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National Resources

- **National Suicide Prevention Lifeline** **800-273-8255**
- **Fire/EMS Helpline** **888-731-3473**
- **Copline** **800-267-5463**
- **Veteran's Crisis Line** **800-273-8255**
- **www.codegreencampaign.org**

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LifeNet Resources



LifeNet Resources

Counseling

Arkansas Area Counselors

Oklahoma Area Counselors

Texas Area Counselors

Library

Online Training

National Resources

LifeNetEMS.org/mental-health-resources

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What's Next

Today is just the first step...

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15 Day Challenge

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Smashing the Stigma

SmashingTheStigma.com

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Free Online Training



www.academyhour.com/online-catalog

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Peer-to-Peer Support Team

- People come to you for advice, words of wisdom, and guidance
- You are mature, kind, and open-minded individuals
- You do not judge your colleagues
- You do not badmouth or disparage the company
- You have overcome adversity
- You made mistakes and overcome them in your healing
- You can keep your mouth shut
- You are willing to commit to being available at all hours, on holidays, and on weekends.
- Commitment: 2 Years

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