

What is trauma and how can we provide trauma informed care?



(Part 2)

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Objectives

- Creating a Trauma sensitive culture
- Language matters
- Understanding Trauma-informed care
- Understanding the Sanctuary Model
- Practical Implications



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CREATING A TRAUMA-SENSITIVE CULTURE



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Let's Talk About it

- Language matters
 - Words have power to breathe life or tear down
- Our words send clear messages to those around us of what is deep inside of us-our values, biases, thoughts etc
 - Words define



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Rescue

- Savior complex
- Power lies with the “rescuer”
- Implies a one time event
- Implies that the individual desires the act of “saving or deliverance”

Support

- Providing opportunity for choice
- Power lies with the beneficiary
- Meeting beneficiary where they are at in their process
- Not time bound



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Person First Language

- Puts a person before their diagnosis
- Emphasizes the person over the disorder, condition, circumstances, diseases etc.
- It aims to avoid perceived AND subconscious dehumanization when discussing certain matters
- Example- Addict to a person with a substance abuse disorder. Schizophrenic to a person with schizophrenia. Homeless person to a person experiencing homelessness. Diabetic to a person with Diabetes.



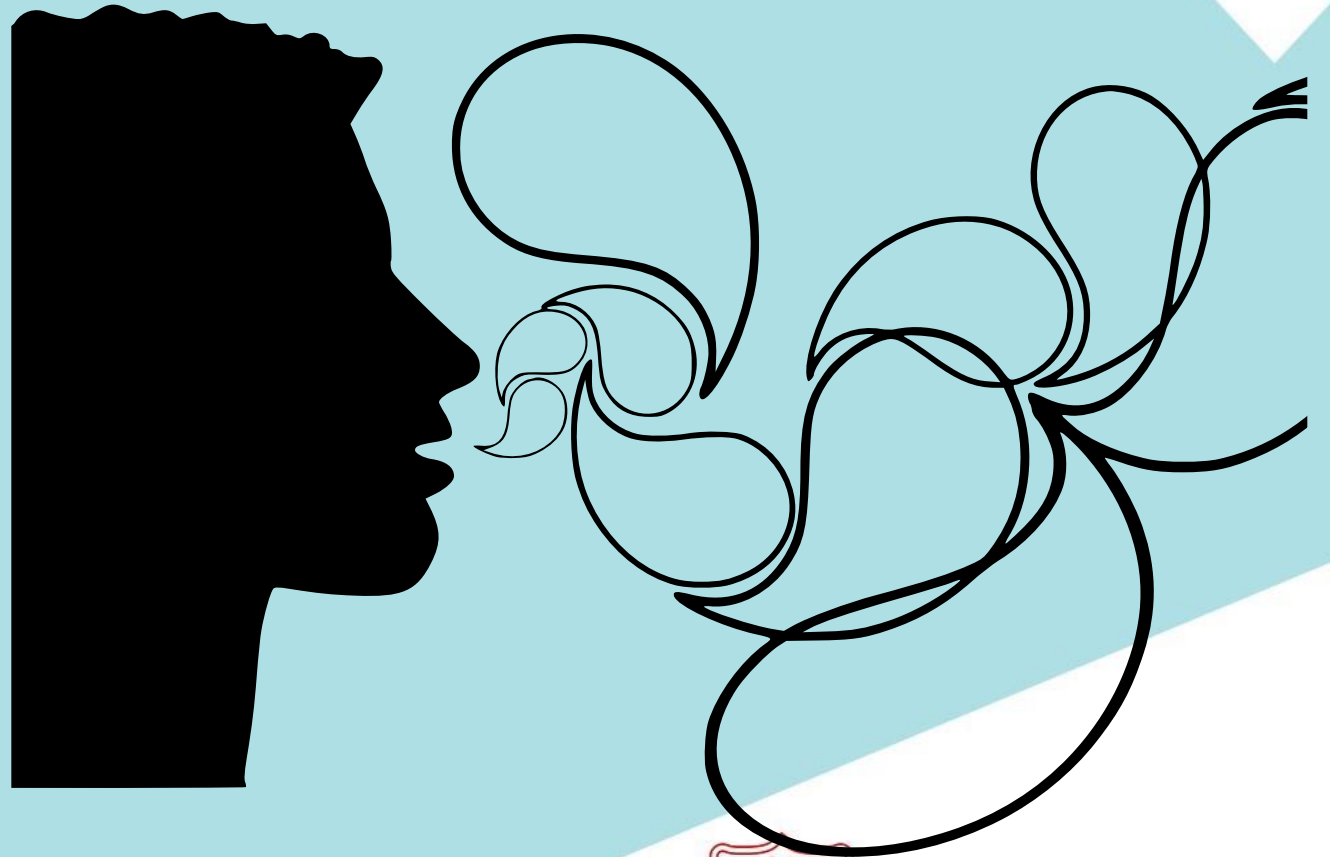
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Let's talk about it

-Exercise

What are some typical words that have been used in offering services that might not translate the same today or might be helpful to shift?

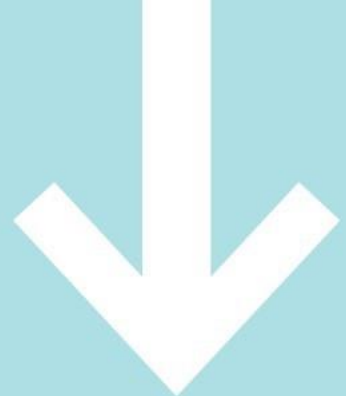
How could we shift to be person first?



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Trauma-informed care

- Trauma-informed services assume that people are doing the best they can at any given time to cope with the life-altering and frequently catastrophic effects of trauma.
 - Because childhood and adult victimization can lead to disconnection with self and isolation from others, the challenge is to develop services and systems that create authentic reconnection, reparation, and healing.
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Why use Trauma-informed Care?



- Create a safe, structured environment
- Manage and reduce triggers
- Promote autonomy, choice, and control
- Promote holistic healing
- Reduce staff burnout and compassion fatigue
- Mutual language
- Avoid Re-traumatizing participants (and staff!)



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What Sanctuary Represents

The Sanctuary Model represents a trauma informed method for creating or changing an **organizational culture** in order to more effectively provide a cohesive context within which healing from psychological and social traumatic experience can be addressed.



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4 Pillars of Sanctuary Model

- Shared Knowledge
- Shared Values
(Commitments)
- Shared Language
- Shared Practice



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Pillar 1: Shared Knowledge

- More than just training/education:
- Sanctuary requires shifting perspectives/re-education
- Trauma
- Attachment
- Stages of Change



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Pillar 2: Shared Values

7 Commitments (Sanctuary Model)



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Pillar 3: Shared Language

Sanctuary: a shared language and way of being

- S. Safety - first & always
- E. Emotions - learning to manage
- L. Loss - working through
- F. Future - envisioning it better



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Safety

- Safety is threatened during traumatic experiences.
- Trauma and adversity impact a person's ability to keep themselves safe even after the trauma has passed.
- It becomes difficult to respond appropriately to threats:
 - Lack of regulation
 - Lack of boundaries



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Four Types of Safety

- Physical Safety
 - When our bodies are safe from harm
- Psychological Safety
 - When we are safe within ourselves (from self-destructive thoughts/behaviors)
- Social Safety
 - When we are safe with others
- Moral Safety
 - When our beliefs and values are safe and not being compromised



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Managing Emotions

- Difficulty managing emotional responses
- Minor threats and boundary violations can be interpreted as severe danger when one is constantly in a hyper-aroused state or fight/flight/freeze mode
- Tip: “Buying time” can help participants to gain some control over their emotions (de-escalation)



Source: J. Foderaro & R. Ryan



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Emotions

- “Even years later traumatized people often have enormous difficulty telling other people what has happened to them. Their bodies re-experience terror, rage, and helplessness, as well as the impulse to fight or flee, but these feelings are almost impossible to articulate.” (Van Der Kolk, 2014, p. 43)



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Loss & Letting Go

- Trauma survivors have often experienced many different types of losses without a chance to grieve
 - Complicated grief and unresolved loss can have negative consequences for one's health and safety (4 types)
- *All* change involves loss in some way
 - Even the loss of something negative or harmful in one's life is a loss necessary to honor
 - Consider the “peoples, places, and things” concept in recovery. People must say good-bye to old ways and associations to move forward on a new path.



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Future

- Repetitive and ongoing traumatic experiences begin to feel normal to victims and survivors of trauma (sometimes a way of coping)
- CSE and Trafficking survivors have been told many messages from their traffickers, family, society, etc. about who they are and what they will amount to
- Living in “survival mode” encourages a focus on surviving day-to-day rather than planning and goal-setting for the future
- Diminished capacity for imagination and vision for the future



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Source: Bloom, 2014;

J. Foderaro & R. Ryan, personal communication,

Pillar 4: Shared Practices

- Community Meeting
 - “Check-in”
 - Name
 - Feeling
 - Goal
 - Who can help?
- Safety Plans
- Red Flag Reviews / Handling incidents or safety issues
- S.E.L.F Psychoeducation



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Traditional vs Trauma-informed

Traditional

- Sees clients as broken, vulnerable, damaged and needing protection from themselves. Agencies and providers are responsible for “fixing” the “problem.”

Trauma-informed

- Understands providing clients with the maximum level of choices, autonomy, self-determination, dignity, and respect is central to healing. Philosophy of holistic healing and resilience.



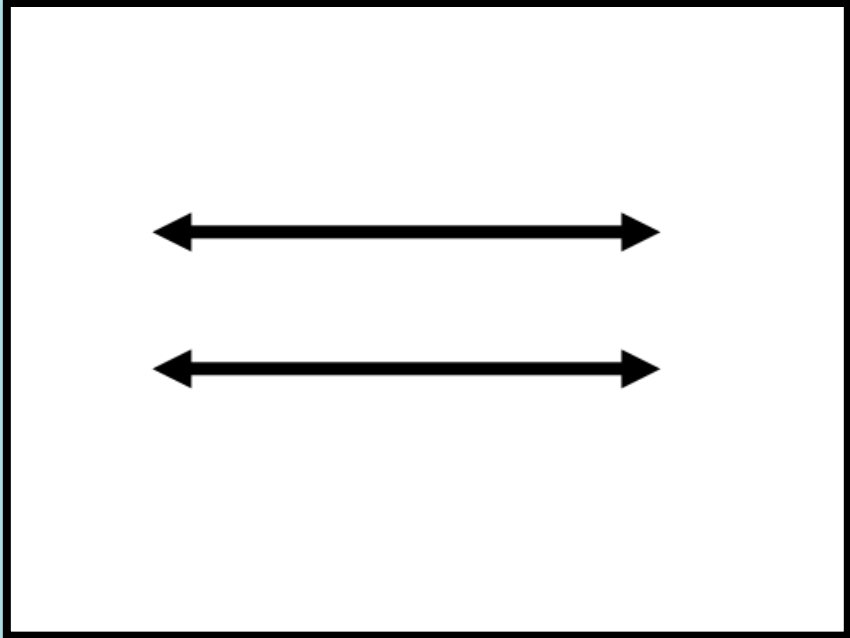
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Impact of Sanctuary Model on policies and procedures

- Trauma informed care gives us tools for how we talk about relapse, running away, and avoidance
 - Celebrate and affirm even small “success” or progress ie. Client runs away and then returns
- Incorporate Sanctuary Values in the debriefing of incidents
- Seek feedback from all staff and participants in policy changes
- Sanctuary aims to “flatten the hierarchy”

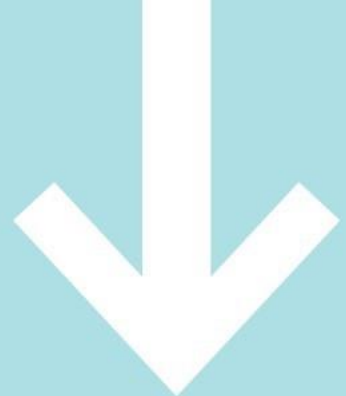


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“In this way, our systems inadvertently but frequently recapitulate the very experiences that have proven to be so toxic for the people we are supposed to help.”

Sandy Bloom, MD



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Change of perspective

What's the
matter
with you?

What
happened
to you?



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Reflect

- How do you think about your work? How do you speak about your work or the clients you serve?
- How could you or your program be more trauma informed? Even simple steps

*** There is no right or wrong answer. Simply be aware that what we think internally does come out in small or large ways. Coworkers and beneficiaries can sense this.



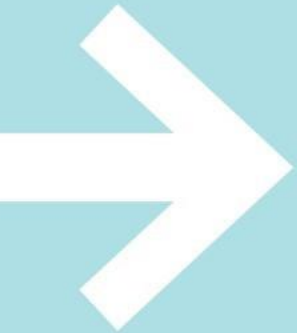
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Questions?

Thank you!

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