

Trauma-Informed Care: Putting Humanity Back Into Human Services

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Agenda

- Trauma Overview
- Trauma and the Brain
- Trauma and Substance Use Disorder
- Trauma-Informed Care
- Building Resilience in a COVID-19 World
- Next steps



But first...

What is one gift
from this time that
you will keep and
hold onto?



What We Know



We Need Each Other

What We Know



Embodied Self Awareness

Trauma Overview

- A wound
- More about the reaction than the event
- Disease of disconnection (Judith Herman, MD)
- Subjective
- Lives in the body
- Affects relationships
- You question your place in the world



Why are so many talking about trauma?

- Disclosure
- Prevalence
- Science
- Services
- Hope (**H**ow **O**ther **P**ossibilities **E**merge)

Father Gregory Boyle



Photo: Homeboy Industries

The Many Faces of Trauma

- Acute
- Complex
- Historical
- Sanctuary
- Vicarious
- Collective



Acute Trauma



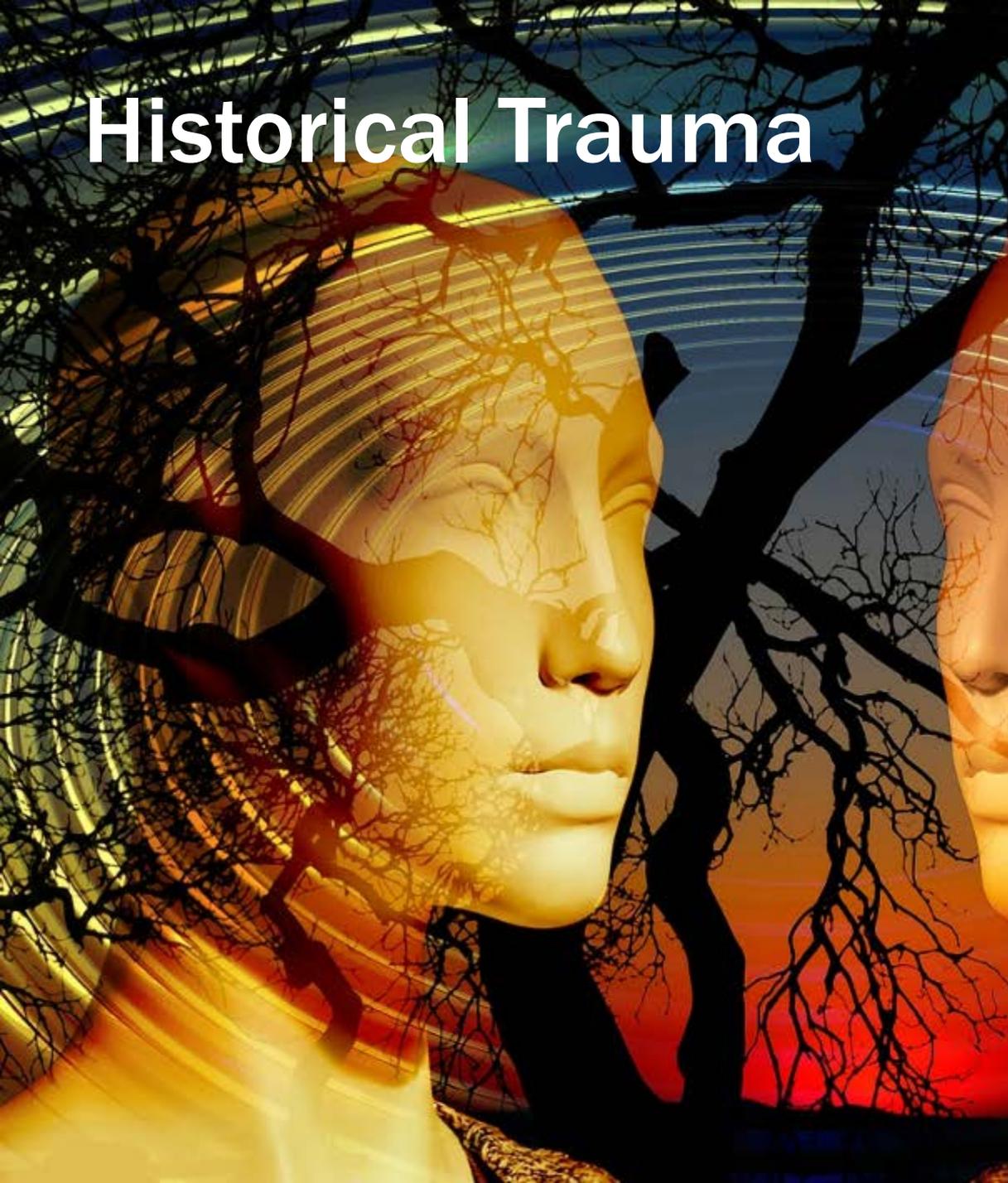
- Adult onset
- Single event
- Adequate childhood development

Complex Trauma



- Early onset
- Multiple events
- Not time limited
- Highly invasive
- Interpersonal
- Stigmatizing (shame)

Historical Trauma



- Collective and cumulative emotional and psychological wounding across generations
- Creates survivor guilt, depression, low self-esteem, numbing out, and anger

Sanctuary Trauma



Wounding in settings believed to be safe:

- Home
- Medical services
- Mental health services
- Substance use disorder services
- Foster care
- Schools
- Places of worship

Vicarious Trauma



The experience of learning about another person's trauma and experiencing trauma-related distress as a result of this exposure.

Vicarious Trauma

“One of the things that doesn’t get talked about very much is the trauma of the staff. We talk about the trauma paradigm for our clients or people in recovery. But not very often in my 20 years of work in the field of mental health have I heard much about what happens to us, the workers. And I think that’s an area where we need to do some work. I’ve seen some pretty traumatic things from when I first started 20 years ago. Some of those things still haunt me that I’ve seen.”

Ann Jennings, PhD

Female direct care staff

Jorgenson et al, 2006

Collective Trauma



- Multi-layered
- Negatively impacts entire societies or groups of people
- Two components:
 - Inability to escape
 - Unable to make sense of it

Collective Trauma

- A situation that elicits psychological trauma “violates the familiar ideas and expectations about the world of an individual or society, plunging them into a state of extreme confusion and uncertainty”
- Examples:
 - War
 - Mass violence
 - Genocide
 - Pandemics

(Aydin, 2017)

In These Challenging Times

“We are all in the midst of collective trauma. Whatever we are capable of...all, nothing, and everything in between, is enough.”

-Lynn McLaughlin

Talk to Us...

How has collective trauma shown up in your place of work?

- What are you seeing?
- What are you hearing?
- What are you feeling?
- What are you needing?

Drop your thoughts into the chat and we will share

At least half of all the adults in the U.S. have experienced one incident that was caused by a major traumatizing event.

(Briere and Scott, 2006)

Ninety One percent of behavioral health consumers have been exposed to a traumatic event; **Sixty Nine percent** have experienced multiple exposures for longer periods of time.

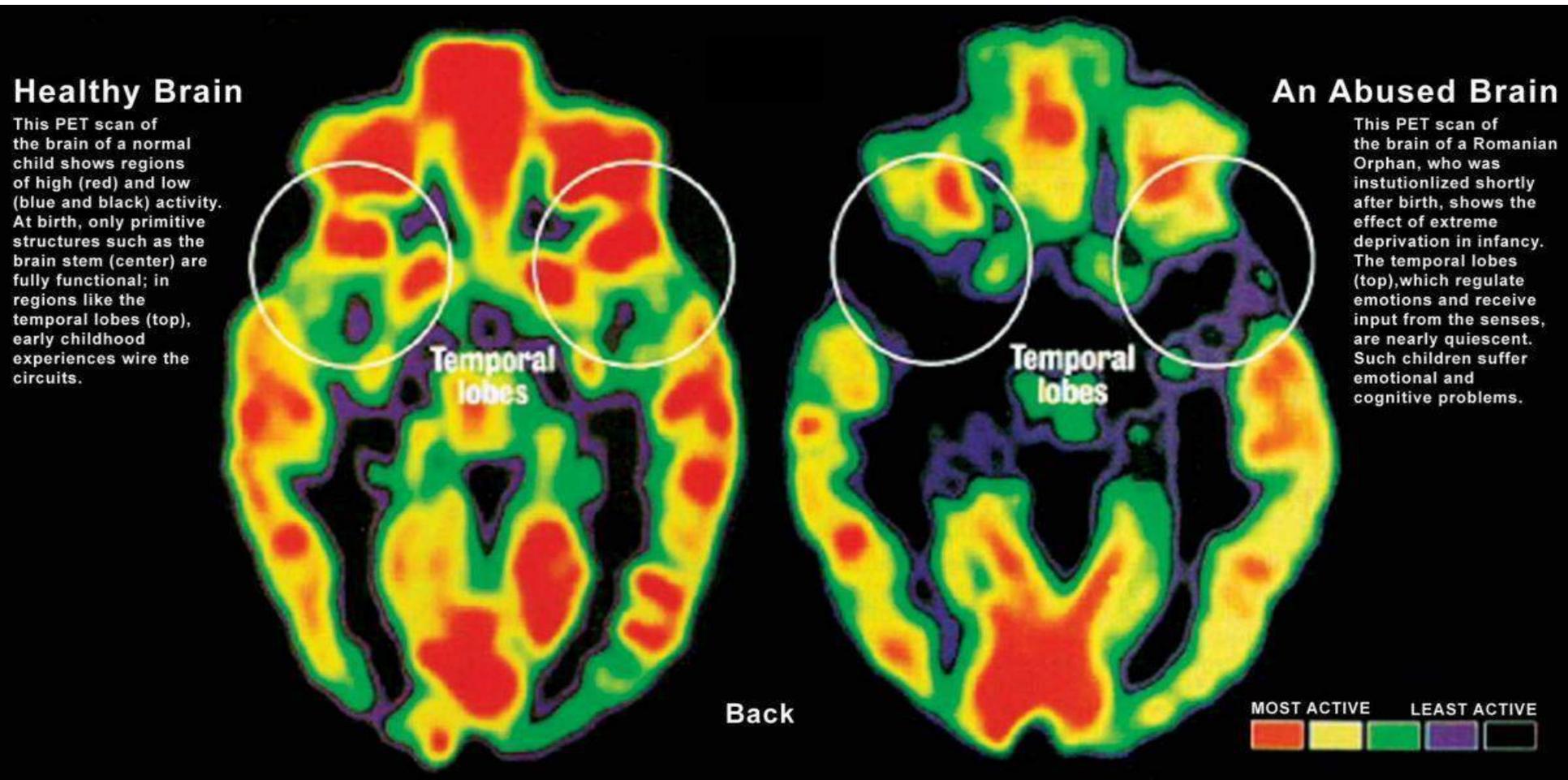
Trauma And The Brain

- Person experiences trauma
- Trauma disrupts neuro-development
- Brain and body become overwhelmed
- Nervous system is unable to return to equilibrium

Trauma And The Brain

- Trauma goes untreated
- Person stays in “stress response” mode
- Cues continue to trigger trauma (e.g. loud noises, smells, textures)
- Person reacts to trauma cues from a state of fear

Brain Development



Triune Brain

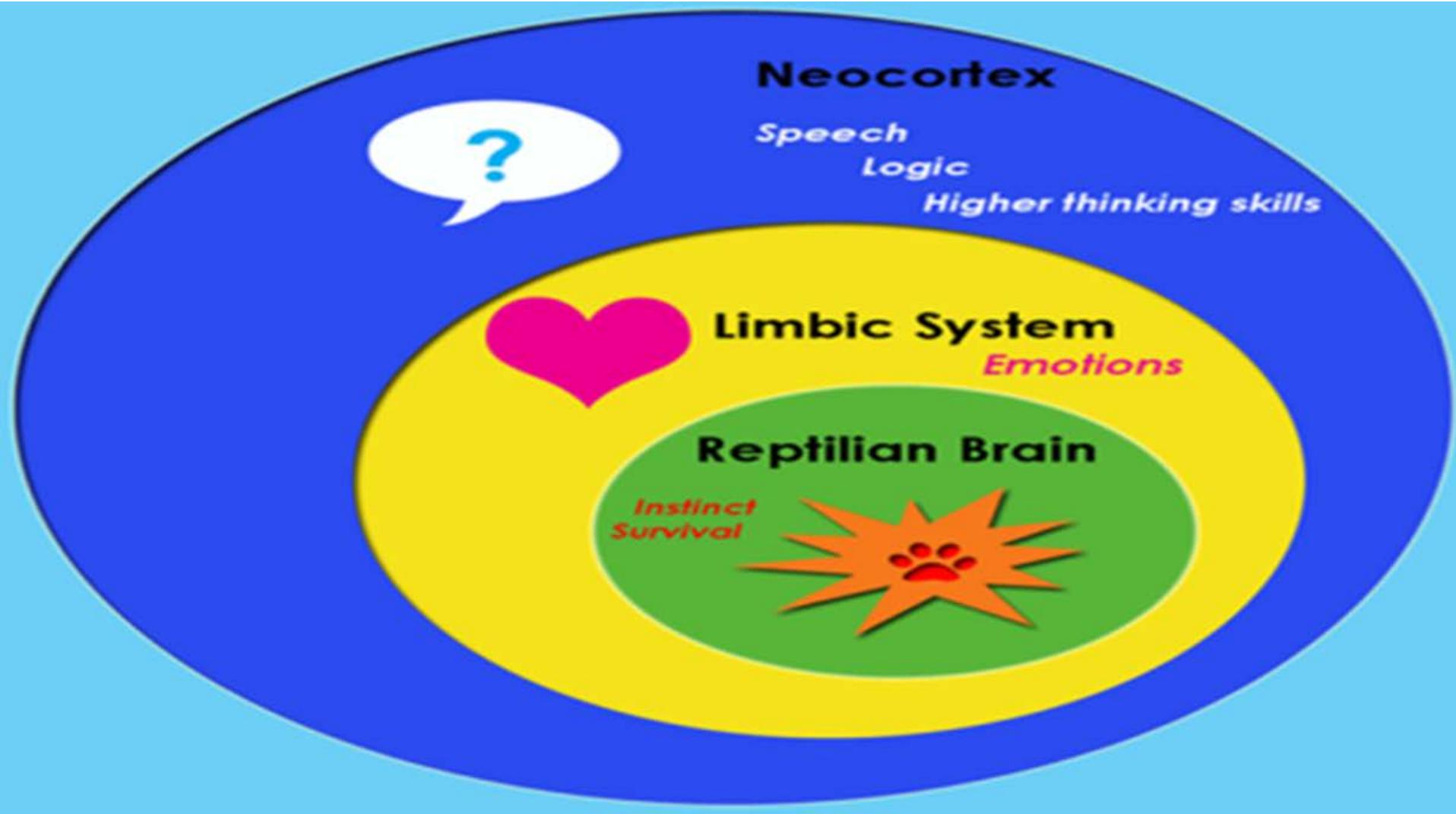
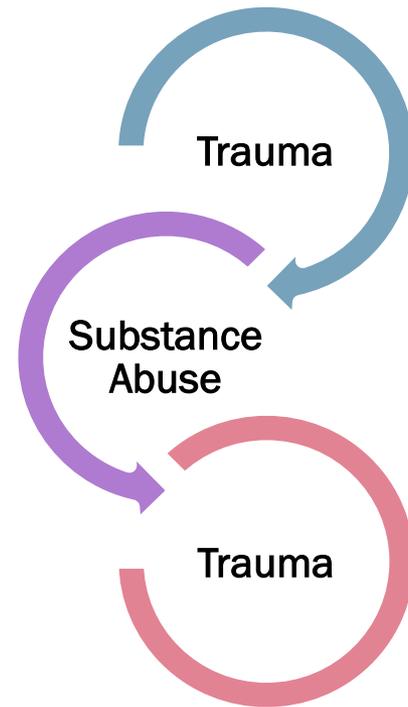


Illustration: The Triune Brain, by Lchunhori at English Wikipedia

Trauma and Substance Use Disorder (SUD)

- Adults who experience trauma may self-medicate; self-medication may also increase risk for further abuse and traumatic experiences.



(Review of possible order effects by Simpson and Miller, 2002)

Trauma, SUD, and Opiates

General population surveys have estimated that 75 percent of individuals with substance use disorders (SUD) have experienced trauma at some point in their lives (Mills, Lynskey, and Teeson, et al, 2005).

- Rates are even higher among populations seeking treatment for opioid addiction (Mills, Teeson, and Ross et al, 2006).

Addictive Disease

- Progressive
- Chronic
- Fatal

Vulnerability to Addictive Disease

- Fifty to sixty percent genetic (the cards you were dealt)
- Forty to fifty percent environmental (how you play the cards)
 - Early onset use
 - Chemical environment
 - **Adverse childhood experiences**
 - Poor nutrition
 - **High stress levels**
 - **Inadequate coping skills**
 - Chronic illness
 - Grief and loss

Work together

Critical and Interrelated Issues

- Substance Use Disorder
- Mental Health
- Trauma
- Physical Health
- Crime

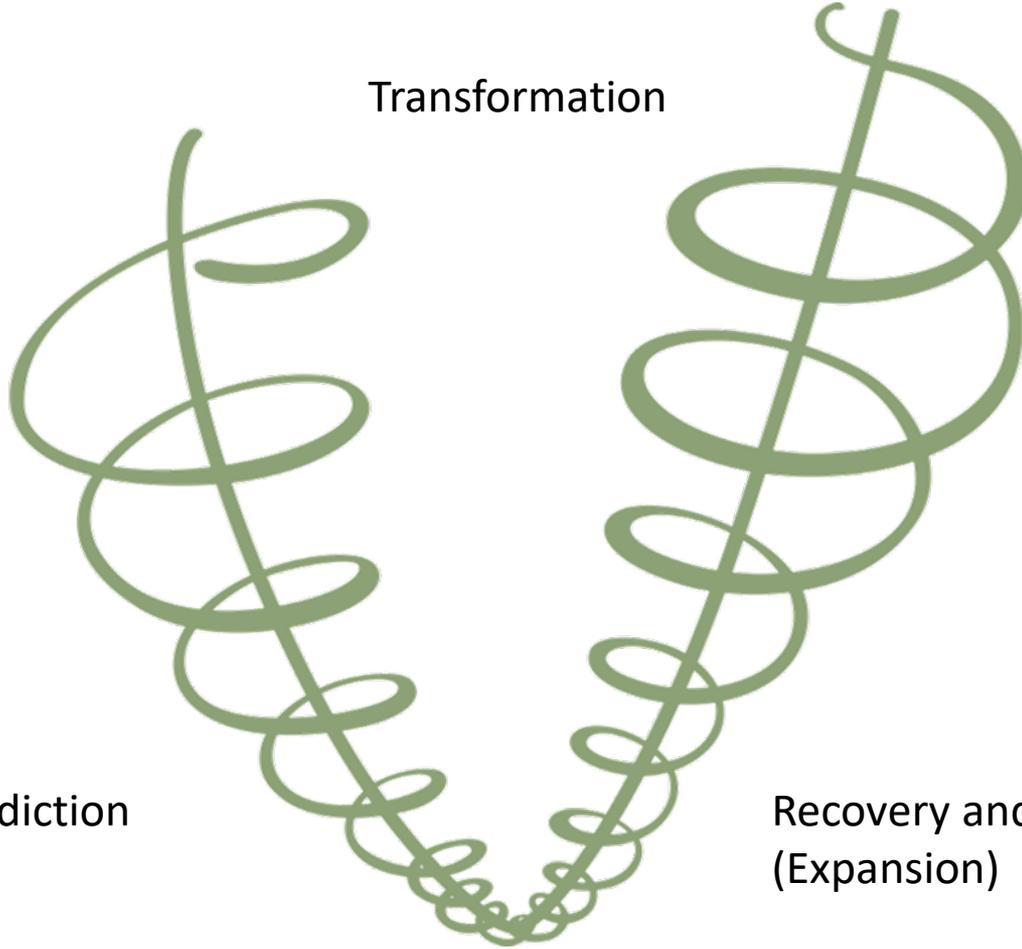
Important to treat the person holistically

Spiral of Trauma, Addiction, Recovery, and Healing

Transformation

Trauma and Addiction
(Constriction)

Recovery and Healing
(Expansion)



Reminders or Triggers

- Lack of control
- Threats or feeling threatened
- Witnessing assaults
- Isolation
- Being told what to do (directive approach)
- Lack of privacy
- Removal of clothing (medical exams)
- Feeling vulnerable or rejected
- Being touched or watched
- Loud noises
- Darkness
- Intrusiveness
- Being locked in a room
- Condescending looks
- Separation or loss
- Transitions or disruptions in routine

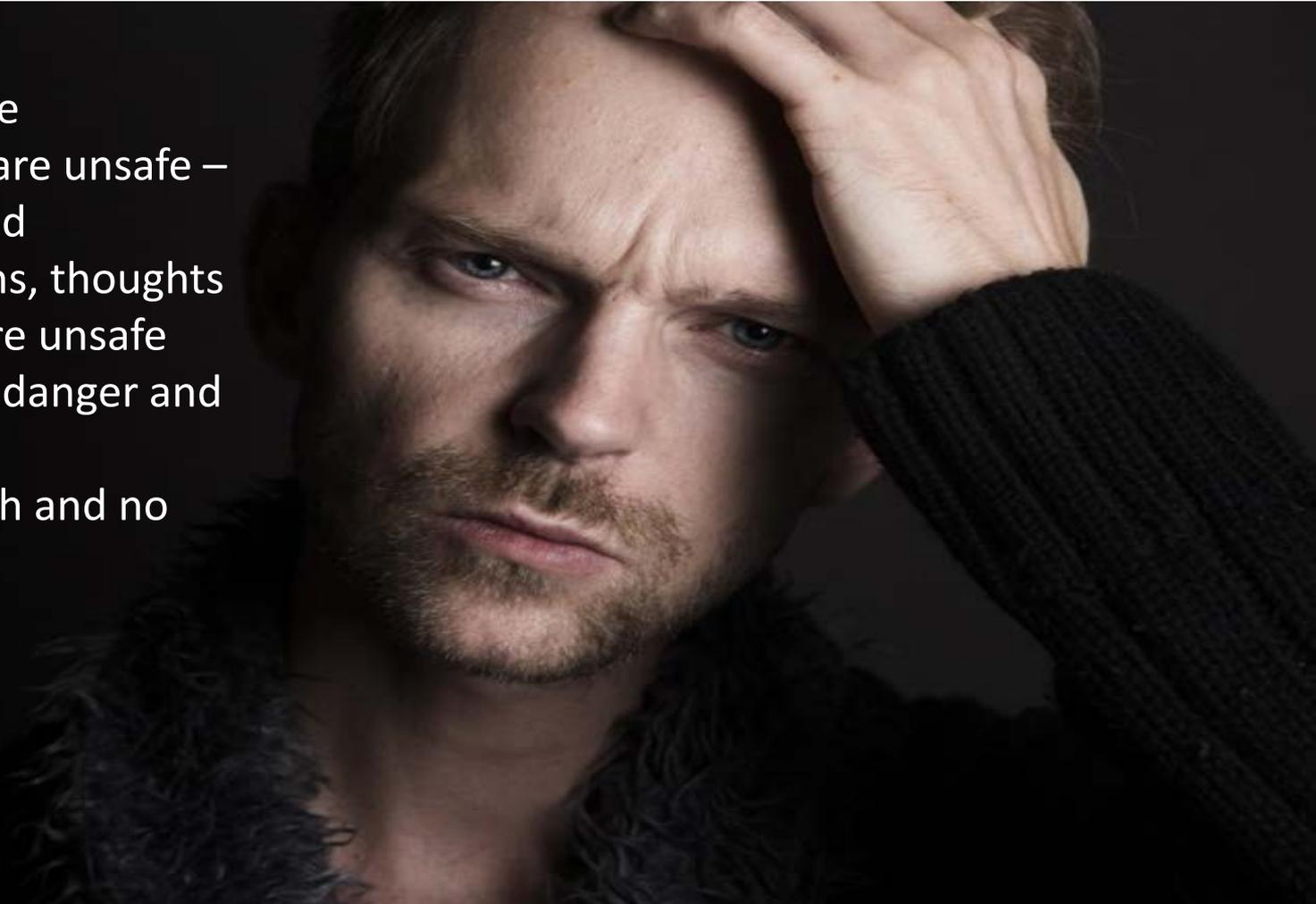
“The peace of mind
you deserve in the
present is held hostage
by the terror of your
past”

-Lily Burana



Trauma Worldview

- No place is safe
- Other people are unsafe – can't be trusted
- My own actions, thoughts and feelings are unsafe
- I expect crisis, danger and loss
- I have no worth and no abilities

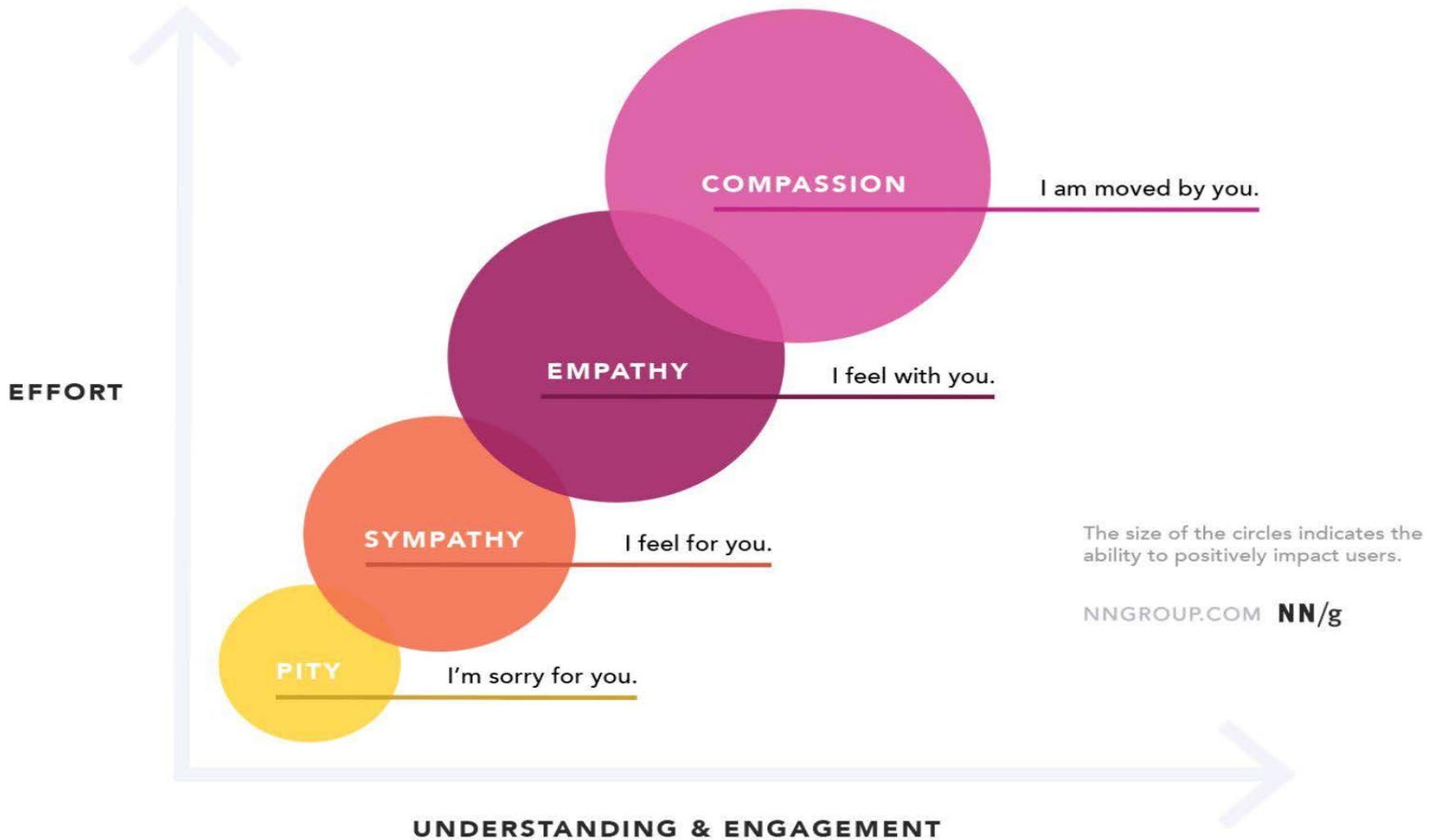


Being Trauma-Informed

Empathy...The Human Connection (video link):
https://www.youtube.com/watch?v=cDDWvj_q-o8



SPECTRUM OF EMPATHY



Brené Brown: Empathy (video link):
<https://brenebrown.com/videos/rsa-short-empathy/>



Do No Harm

“The very first requirement in a hospital is that it should do no harm.”

-Florence Nightingale

“We need to presume the clients we serve have a history of traumatic stress and exercise universal precautions by creating systems of care that are trauma-informed.”

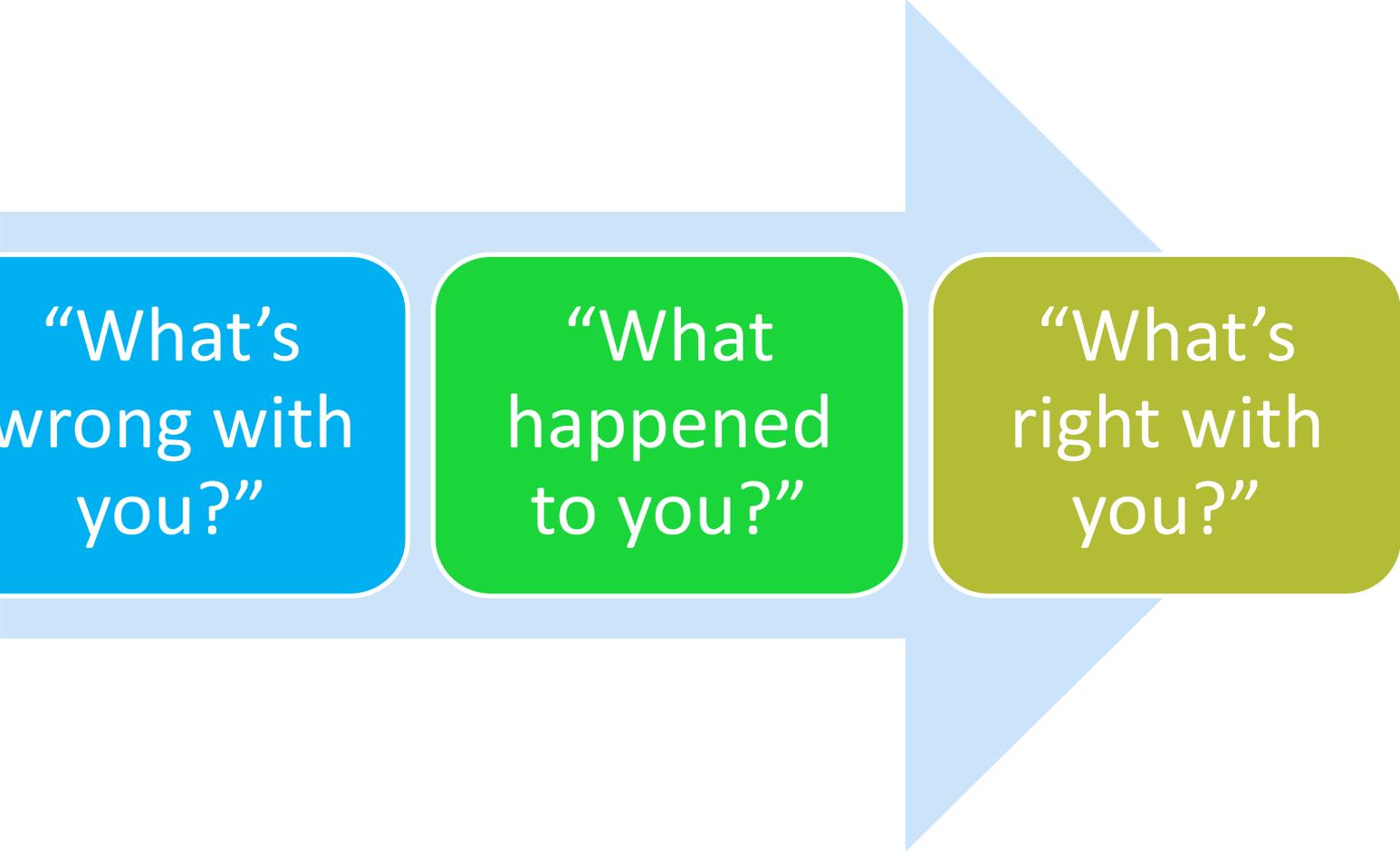
-Gordon R. Hodas, MD

Over-Arching Concept

Trauma must be seen as the expectation, not the exception, in behavioral health treatment systems.

(Rosenberg, 2011)

Being Trauma-Informed



“What’s
wrong with
you?”

“What
happened
to you?”

“What’s
right with
you?”

The Four Rs of Trauma-Informed Care



This figure is adapted from: Substance Abuse and Mental Health Services Administration. (2014). SAMHSA's concept of trauma and Guidance for a trauma-informed approach. HHS publication no. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration.

Re-traumatization

- A situation, attitude, interaction, or environment that replicates the events or dynamics of the original trauma (a trigger)
- Can be obvious, or not
- Usually unintentional
- Always hurtful

Group Discussion

Considering each of the for R's:

Think about an agency practice currently in place in your world and contrast it with how it would look differently through a trauma-responsive lens.

Realize

Recognize

Respond

Resist Re-traumatization

Six Key Principles to a Trauma-Informed, Trauma-Responsive Approach



Safety



Trustworthiness
and Transparency



Peer Support



Collaboration and
Mutuality



Empowerment
Voice and Choice



Cultural, Historical,
and Gender Issues

6 Key Principles

Considering the system that you work, how can we apply each of the 6 Key Principles in order to move from being Trauma-Informed to being more Trauma-Responsive?

Safety

Trustworthiness and Transparency

Peer Support

Collaboration and Mutuality

Empowerment, Voice and Choice

Cultural, Historical and Gender Issues

Value-Based Practice: Empathic Communication

Replace de-humanizing language (judgments) :

- Manipulative
- Non-compliant
- Attention-seeking
- Frequent flyer

with.....

S.O.F.T. S.K.I.L.L.S.

- Safety
- Offer Choice
- Foster Empowerment- (home, health, purpose, community)
- Trustworthiness

Carter,B., Riemer,D. Teaching Soft Skills With Hard Outcomes Beginning In The Classroom: Preparing Nursing Students To Collaborate Using Trauma-Informed Skills Designed To Advance Psychiatric Nursing. American Psychiatric Nursing Association (APNA), 2015.

S.O.F.T. S.K.I.L.L.S.

- Shared power
- Kindle Hope
- Inter-professional Collaboration
- Listen to hear feelings and needs, curiosity
- Lend Compassion
- Suspend Judgment

Carter,B., Riemer,D. Teaching Soft Skills With Hard Outcomes Beginning In The Classroom: Preparing Nursing Students To Collaborate Using Trauma-Informed Skills Designed To Advance Psychiatric Nursing. American Psychiatric Nursing Association (APNA), 2015.

Working with People with Traumatic Experiences

- The descriptive labels we use increases the risk of keeping us stuck in our stories.
- When we label, we judge.
- When we judge, we lose the ability to connect meaningfully with others.

Responding to People in Need

A silhouette of two people climbing a rocky peak at sunset. The sun is low on the horizon, creating a bright, golden glow. One person is standing on the peak, leaning forward, while the other is climbing up, reaching for their hand. The sky is filled with soft, wispy clouds.

- Engage person, develop rapport
- Provide a calm, soothing environment
- Give undivided, unhurried attention
- Listen to hear (Active listening)
- Give as much control and choice as possible
- Validate, validate, validate!
- Normalize
- Assist
- Avoid re-traumatization

In Summary...

Self-Care

Be Present

Listen To Hear

Seek To Understand

Language Matters

Your Words Have Power

**Replace Speech That Uses Labels, Jargon, Judgments and Demands
With Empathy, Kindness and Compassion**

Looking Ahead

- **February 3, 2021**
 - Moving from trauma-informed to trauma-responsiveness training
 - Review TIC
 - Trauma-informed supervision
 - Reflective supervision
 - Exploration phase of implementation – tools, data collection, etc.
 - Creating a Guide Team
 - Culture change process

Final Thought...



“

Every life is a piece of art, put together with all means available

- Pierre Janet



Questions?

Trauma-Informed Resources

Books

Baranowsky, A. B. and Lauer, T. (2012, 2013). *What Is PTSD?* : 3 Steps to Healing Trauma

Baranowsky, A. B., Gentry, J.E., and Schultz, D. F. (2005). *Trauma Practice: Tools for Stabilization and Recovery.* Hogrefe & Huber Publishers.

Boyle, G. (2010). *Tattoos on the Heart: The Power of Boundless Compassion.* New York: Free Press.

Burana, L. (2009). *I Love a Man in Uniform: A Memoir of Love, War, and Other Battles.* New York: Weinstein Books.

Fallot, R., and Harris, M. (2001). *Using Trauma Theory to Design Service Systems.* San Francisco: Jossey-Bass.

Miller, W. R. (2018). *Listening Well: The Art Of Empathic Understanding.* Wipf & Stock Publishers.

Najavits, L. M. (2019). *Finding Your Best Self: Recovery from Addiction, Trauma, or Both.* Guilford Press

Najavits, L. M. (2002). *Seeking Safety: A Treatment Manual for PTSD and Substance Use.* Guilford Press

Books

Perry, B. (2007). *The Boy Who Was Raised As A Dog*. New York: Basic Books.

Sears, M. (2010). *Humanizing Health Care: Creating Cultures of Compassion with Nonviolent Communication*. A CareInAction guidebook for professionals. Stand and Live Inc.

Sears, M. (2010). *Choose Your Words: Harnessing the Power of Compassionate Communication to Heal and Connect*.

Van der Kolk, B. (2014). *The Body Keeps the Score*. New York: Viking.

Van Dernoot Lipsky, L. (2009). *Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others*. San Francisco: Berrett-Koehler Publishers.

Wilcox, P. (2012). *Trauma-Informed Treatment: The Restorative Approach*. Holyoke: NEARI Press.

Videos

What Trauma Taught Me About Resilience (Charles Hunt):

https://www.youtube.com/watch?v=3qELiw_1Ddg

Paradox of TIC- Vicky Kelley:

<https://www.youtube.com/watch?v=jFdn9479U3s>

Drowning in Empathy: The Cost of VT-Amy Cunningham:

<https://www.youtube.com/watch?v=Zsaorjlo1Yc>

How To Manage CF in Care Giving-Patricia Smith:

<https://www.youtube.com/watch?v=7keppA8XRas>

Videos

The Effects of Trauma on the Brain and How it Affects Behaviors(John Rigg):

<https://www.youtube.com/watch?v=m9Pg4K1ZKws>

When Time Doesn't Heal All Wounds-Robert Ross:

https://www.youtube.com/watch?v=dsCNuB_KBUw

Resilience in Older Adults:

<http://www.aginglifecarejournal.org/resilience-in-the-elderly/>

Disenfranchised Grief:

<http://www.whatsyourgrief.com/disenfranchised-grief/>

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Join the Resilient Wisconsin email list

Visit <https://www.dhs.wisconsin.gov/resilient/index.htm> to sign up to receive email notices for trauma-related research, resources, training opportunities, etc.

