

Trauma Informed Care and Vicarious Trauma



Mandy Miller, MA, LPC
Executive Director
San Miguel Resource Center

Objectives:

- ▶ Understand what Trauma Informed Care (TIC) is and isn't
- ▶ What are you doing already...
- ▶ Next steps



- Trauma:

- Individual trauma results from an event, series of events, or set of circumstances that is

- experienced by an individual as physically and/or emotionally harmful or threatening and that has lasting adverse

- effects on the individual's functioning and/or physical, social, emotional, or spiritual well-being



- **Trauma:**
 - Is pervasive
 - Its impact is broad and diverse
 - Its impact is deep and life-shaping
 - Interpersonal violence and trans-generational transmission is self-perpetuating
 - Is insidious and differentially affects the more vulnerable
 - Affects how people approach services
 - Service systems have often been re-traumatizing

**The number of times this training uses the word Trauma is traumatizing.



Prevalence in the General Population

- ▶ The National Institute of Health estimates that 89.7% of adults are exposed to at least one traumatic event in their lifetime.

(National Institute of Health, 2013)

- ▶ 59% of the general population has experienced at least one adverse childhood event

(www.ACEstoohigh.net, 2012)

ACE SCALE SELF-ASSESSMENT



San Miguel Resource Center
www.smrcco.org 970-728-5842

A program, organization or system that is trauma-informed:

realizes the widespread impact of trauma and understands potential paths for recovery;

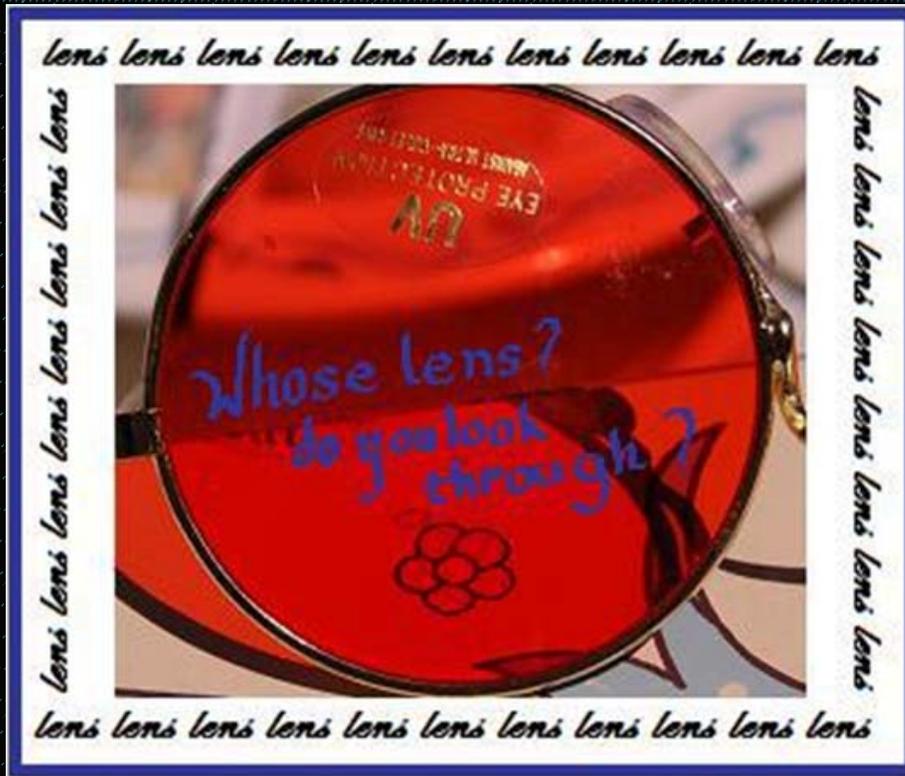
recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system;

resists re-traumatization, and

responds by fully integrating knowledge about trauma into policies, procedures, practices, and settings.



San Miguel Resource Center
www.smrcco.org 970-728-5842



We begin to ask, "What happened to you?"
rather than "What is wrong with you?"

PARADIGM SHIFT VIDEO



San Miguel Resource Center
www.smrcco.org 970-728-5842

Why is a Trauma-Informed Approach Important?

- ▶ Promotes a culture of healing and recovery
- ▶ Encourages an understanding that staff come to this work with their own trauma histories and work related stress
- ▶ We might unintentionally cause harm (re-traumatize) by practices, policies and activities that are insensitive to the needs of our clients



SAMHSA Key Principles of TI Approach

- *Safety*
- *Trustworthiness and transparency*
- *Collaboration and mutuality*
- *Empowerment*
- *Voice and choice*
- *Peer support and mutual self-help*
- *Resilience and strengths based*
- *Inclusiveness and shared purpose*
- *Cultural, historical, and gender issues*
- *Change process*



Core Values and Principles of TIC

- Safe, calm, and secure environment with supportive care
- System wide understanding of trauma prevalence, impact and trauma informed care
- Cultural competence
- Recovery, consumer-driven, and trauma specific services
- Healing, hopeful, honest, and trusting relationships



How we might unintentionally cause those we serve to relive their trauma:
The importance of *relationships*

WHAT HURTS?

- ▶ Interactions that are humiliating, harsh, impersonal, disrespectful, critical, demanding, judgmental

WHAT HELPS?

- ▶ Interactions that express kindness, patience, reassurance, calm and acceptance and listening
- ▶ Frequent use of words like PLEASE and THANK YOU



How we might unintentionally cause our clients to relive their trauma:

The importance of the *physical environment*

WHAT HURTS?

- ▶ Congested areas that are noisy
- ▶ Poor signage that is confusing
- ▶ Uncomfortable furniture
- ▶ Separate bathrooms
- ▶ Cold non-inviting colors and paintings/posters on the wall

WHAT HELPS?

- ▶ Treatment and waiting rooms that are comfortable, calming and offer privacy
- ▶ Furniture is clean and comfortable
- ▶ No wrong door philosophy: we are all here to help
- ▶ Integrated bathrooms (clients and staff)
- ▶ Wall coverings, posters/pictures are pleasant and convey a hopeful positive message



How we may unintentionally cause our clients to relive their trauma:
The importance of *policies and procedures*

WHAT HURTS?

- ▶ Rules that always seem to be broken (time to take a second look at these rules)
- ▶ Policies and Procedures that focus on organizational needs rather than on client needs
- ▶ Documentation with minimal involvement of clients
- ▶ Many hoops to go through before a client's needs are met
- ▶ Language and cultural barriers

WHAT HELPS?

- ▶ Sensible and fair rules that are clearly explained (focus more on what you CAN DO rather than what you CAN'T DO)
- ▶ Transparency in documentation and service planning
- ▶ Materials and communication in the person's language
- ▶ Continually seeking feedback from clients about their experience in the program



How we might unintentionally cause our clients to relive their trauma:
The importance of our *attitudes and beliefs*

WHAT HURTS?

- ▶ Asking questions that convey the idea that “there is something wrong with the person”
- ▶ Regarding a person’s difficulties only as *symptoms* of a mental health, substance use or medical problem

WHAT HELPS?

- ▶ Asking questions for the purpose of understanding what harmful events may contribute to current problems
- ▶ Recognizing that *symptoms or behaviors* may be coping strategies or adaptations related to adverse experiences (trauma)



Who Benefits?

A trauma-informed organization:

- Increases safety for all
- Improves the social environment in a way that improves relationships for all
- Cares for the caregivers
- Improves the quality of services



San Miguel Resource Center
www.smrcco.org 970-728-5842

Who Benefits?

A trauma-informed organization:

- Reduces negative encounters and events
- Creates a community of hope, wellness and recovery
- Increases workforce success and satisfaction
- Promotes organizational wellness
- Improves the bottom line



**DON'T CALL ME.
I'LL CALL YOU.**



San Miguel Resource Center
www.smrcco.org 970-728-5842

Advocate Initiated Response - A Proactive Best Practice in Community Response to Domestic Violence

- Responders to domestic violence now understand that the involvement of community-based advocates at the time of a domestic violence incident can be crucial in reducing future violence and lessening barriers to cooperation with the criminal justice system while increasing the victim's overall coping and sense of well-being.



Advocate Initiated Response

- AIR is an alternative to the standard practice of passive referral to the community-based advocacy program by encouraging the use of Advocate Initiated Response (AIR).
- A best practice in domestic violence response, AIR is a pro-active policy that supports immediate contact between the advocacy program and the victim which is actively facilitated by law enforcement and/or their victim assistance at the time of an incident.



Vicarious Trauma

- Step 1
- *Define Vicarious Trauma*
- *Examples of Vicarious Trauma*
- *Recognizing Vicarious Trauma*
- “We are regularly exposed to the struggles and suffering the clients/consumers present, which can take a toll on our mental health and well being.” (Figley, 1995)



Vicarious Trauma

- ❄️ Exposure to primary and secondary trauma and violence
- ❄️ Vicarious traumatization happens through empathic connection with others
- ❄️ Connecting with pain of consumers



Vicarious Trauma

- Step 2
- *How has vicarious trauma affected your life?*



Professional Quality of Life

- Complete the ProQOL Assessment:
- http://www.proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf



Vicarious Trauma

- Step 3
- Turning Point
- *Acceptance*
 - ❄What does this look like?
 - ❄How in the world can I do this?
- *Intervention*
 - ❄What is an intervention?
 - ❄Who steps in?





San Miguel Resource Center
www.smrcco.org 970-728-5842

Vicarious Trauma

- *Self-Care Plan*
- ✨ Three levels of intervention...
 1. what to do...
 2. what to think...
 3. what to avoid...
- **Results**
 - ✨ Peace
 - ✨ Strategies
 - ✨ Personal satisfaction
 - ✨ Continue doing the good work you do!



Next Steps

- Create a shared vision



Vision...

- All professionals understand the impact of trauma, potential triggers, and how to interact in a way that is respectful and supportive
- Community members and professionals experience less shame and more empowerment as survivors of trauma
- Policies, procedures, practices, social and physical environments reflect the core principles and values of a TIC organization



Seven Domains of Trauma-Informed Care

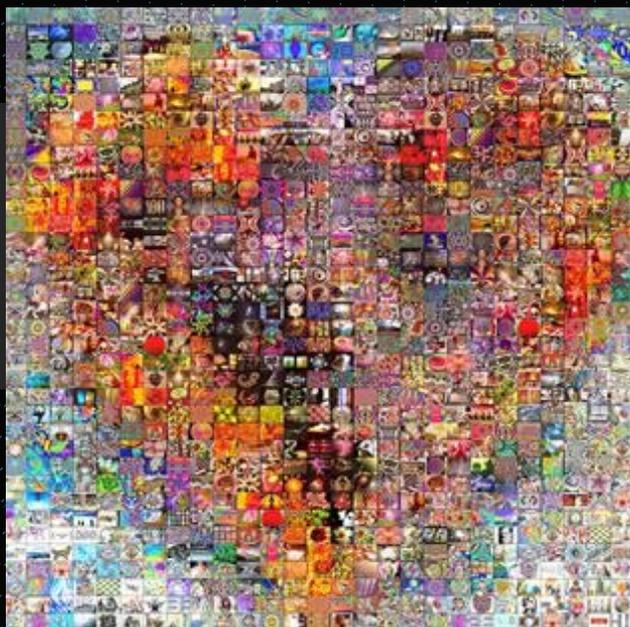
1. Early Screening and Comprehensive Assessment of Trauma
2. Consumer Driven Care and Services
3. Trauma-Informed, Educated and Responsive Workforce
4. Provision of Trauma-Informed Emerging and Evidence-Based Best Practices
5. Create Safe and Secure Environments
6. Engage in Community Outreach and Partnerships
7. Performance Improvement and Monitoring



The Commitment Needed From All Professionals

- Help “own” the change through knowledge and commitment to creating Trauma Informed Culture.
- Content of the message:
 - ✓ The change is important
 - ✓ Everyone is part of making change successful
 - ✓ Pros of success and the cons of failure





It takes all of us to inspire a culture of healing and recovery.



www.smrcco.org 970-728-5842