

Introduction to
Healing (Trauma) Informed Practices:
Theory & Application

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Aspire Training & Consulting

Melinda A. Marasch, LCSW
(303) 378-8140
Melinda@Aspire2BU.org

- Interactive
- Take Aways
- Personably Professional
- Confidential



Objectives



Describe Stress, Trauma, Secondary Trauma, Burn-Out &/or Compassion Fatigue.



Identify at least 1 Healing Informed Approach to utilize in work with participants (e.g. COVID).



Identify at least 1 thing to do for Self Care.

GOAL: I want to integrate what I learned so that I ...

INTEGRATION PLAN

OBJECTIVES OR STEPS (I will accomplish the above goal through the following steps.)	IMPORTANCE (1-10 scale)	COMMITMENT (1-10 scale)	CONFIDENCE (1-10 scale)	WHEN	HOW OFTEN	HOW WILL I KNOW IT'S A SUCCESS?	WHEN WILL I EVALUATE PROGRESS?	BARRIERS	PLAN TO OVERCOME BARRIERS
Notes									

Be the Change!
Helina@Kupre2011.org

Who Is Here?



Transitions



- Tasks, Work, Home
- Physical & Cognitive

Pause, Presence, Proceed



Wait, what?

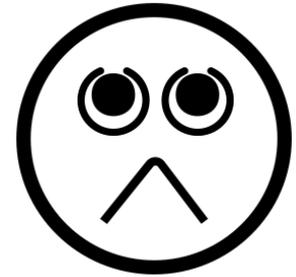
What am I supposed to do?

HEALING (TRAUMA)

INFORMED CARE

Careful

Talking about stress/trauma can be stressful.



Coping in the Moment

- Focus on feet on the floor/ground
- Breathe slowly & deeply (belly)
- Breathe out longer than in
- Use calming, positive self talk
- Press feet/hands
- Do chair push-ups
- Wiggle toes/fingers
- Look at 3 things
- Notice 3 properties about an object
- Look near & far 3x
- +



Trauma-Specific vs. Healing (Trauma) Informed Care



NEAR Science

Toward a holistic understanding of
stress/trauma.

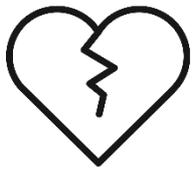
Neurobiology

Epigenetics

Adverse Childhood Experiences

Resilience

SAMHSA's 4 Rs of TIC



Recognize: Signs and symptoms of stress/trauma in patients/participants, families, staff, you & others



Realize: Widespread impact of stress/trauma, & understand paths for recovery



Respond: By integrating knowledge about stress/trauma into policies, procedures, practices, & settings



Resist: Re-traumatization

HIC = Keep Stress/Trauma in Mind: Know **What** You Are Doing & **Why**

We Asked	We Need to Ask
What is wrong with you?	<ul style="list-style-type: none">• How might this behavior be understood in terms of stress/trauma?• What's going on?• What happened?
What's wrong?	What's strong in you? <ul style="list-style-type: none">• I have• I can• I am

**Traumatic
Stress
Responses
(AKA Defenses)**

*Do you know
your default?*



Fight



Flight



Freeze



Submit

You Can Help



Decrease stress-/trauma-response



Increase resilience

Hyper-Arousal

Emotional overwhelm, panic, feeling unsafe, angry, racing thoughts, anxiety, etc.

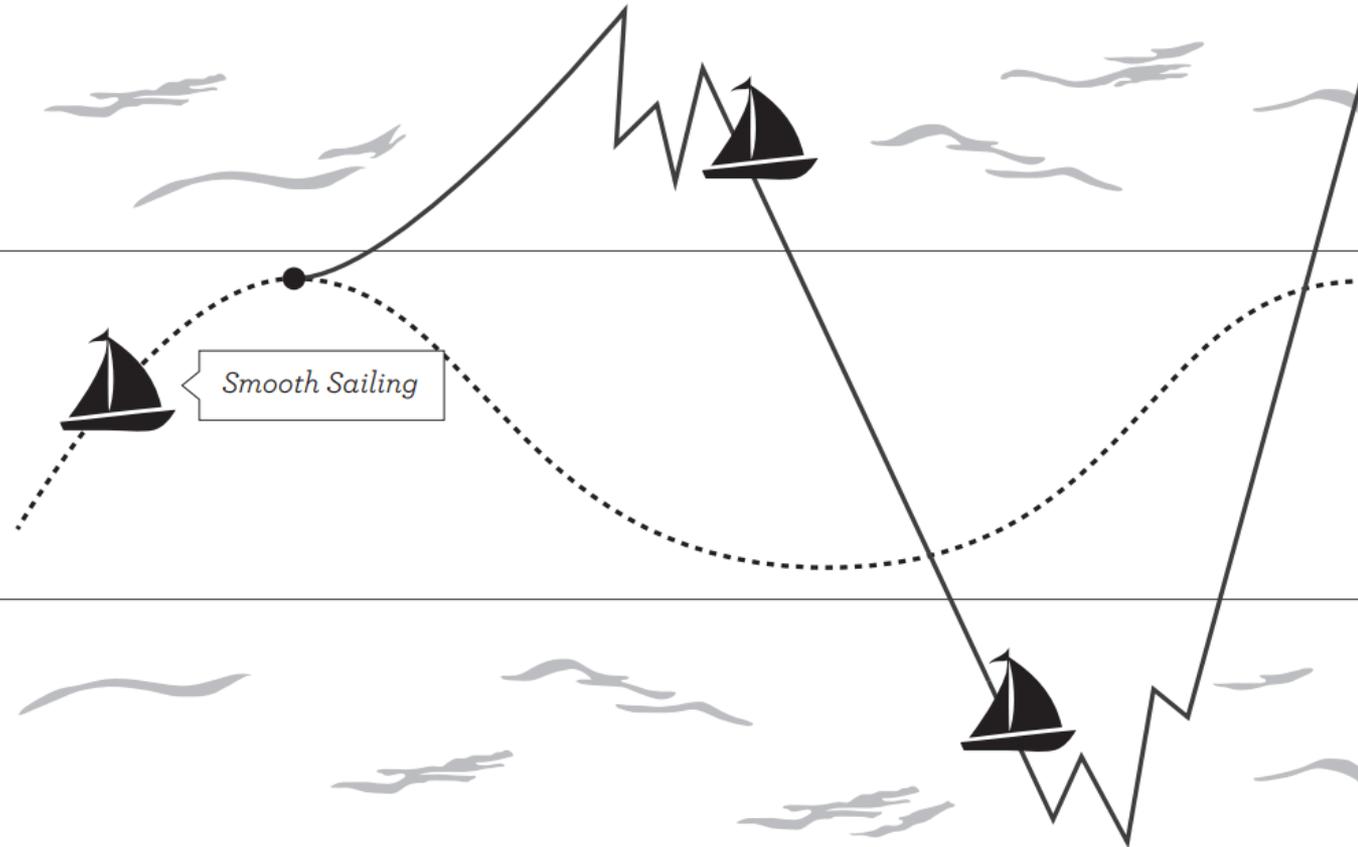
Window of Tolerance

OPTIMAL AROUSAL ZONE

Carrying on with daily life in the river of well-being

Hypo-Arousal

Numb, no feelings or energy, can't think, shut down, ashamed, disconnected, depression, etc.



Be Nicer
than you want to be.

Be More Patient
than you feel like you have time for.

Terms

Stress

Trauma

Secondary
Trauma

Burn-Out

Compassion
Fatigue

Stress



An elevation in a person's state of arousal or readiness, caused by some stimulus or demand.

- Moderate stress arousal **improves** health and performance.
- Manageable stress levels can **sharpen attention & mobilize** our physical ability to cope with threats.
- At some point, stress arousal reaches **maximum effect** & all that was gained by stress arousal is lost and deterioration of health and performance begins

How Does Stress Happen?

- Too much to do, not enough time
- Don't know where to start
- Cleaning up the mistakes
- Anxiety, depression, mood disorders
- Substance use/abuse
- Family
- (Un)Employment
- ?

Importance

Uncertainty

Duration

Trauma



Per SAMHSA...

1. Individual trauma results from an **event**, series of events, or set of circumstances
2. That is experienced by an individual as physically or emotionally harmful or life threatening
3. That has lasting **effects** on the individual's functioning and mental, physical, social, emotional or spiritual well-being

How Does Trauma Happen?

- Abuse or **Neglect** (childhood, at risk adult) – physical, emotional, sexual, financial
- Accident or Illness
- Victim/witness to **Domestic Violence**
- Community or School Violence
- Exposure to Substance Abuse/Addiction
- Natural Disaster, War, Terrorism, Famine, Political Violence, Fear-Based Political/Public Service Statements
- Grief & **Loss**
- Separation & Divorce
- Historical, Cultural, Generational
- Gender & Sexual Orientation/Expression
- +++

FYI

6 Key Principles of TIC Approaches

1. Safety
2. Trustworthiness & Transparency
3. Peer Support
4. Collaboration & Mutuality
5. Empowerment, Voice and Choice
6. Cultural, Historical, Gender Identity, Sexual Orientation, Ability, Class, Ethnicity, Religion, Privilege, etc.

FYI

10 TIC Domains for Organizations

1. Governance & Leadership
2. Policy
3. Physical Environment
4. Engagement & Involvement
5. Cross Sector Collaboration
6. Screening, Assessment, Treatment Services
7. Training & Workforce Development
8. Progress Monitoring & Quality Assurance
9. Financing
10. Evaluation

6 Key Principles of TIC Approaches

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TIC for Organizations

2 Excellent Resources

- SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach

<https://store.samhsa.gov/shin/content/SMA14-4884/SMA14-4884.pdf>

- THRIVE Guide to Trauma-Informed Organizational Development

http://thriveinitiative.org/thrivetraining/wp-content/plugins/rasGroupManager/rgm_uploads/THRIVE%20Guide%20to%20Trauma-Informed%20Organizational%20Development.pdf

Preconditions for Trauma



Struggle

1. Lack of Predictability
2. Immobility (loss of physical sense of agency)
3. Loss of Connection
4. Natural Reactions of Numbing & Spacing Out
5. Loss of Sense of Time & Sequences (no sense of future)
6. Loss of Safety
7. Loss of Sense of Purpose/Identity.

Strategy

1. Mirror your typical routine/schedule as much as possible
2. Move your body: exercise, dance...
3. See & hear people; especially those who fill us up
4. Practice being pleasantly present
5. Look forward to something every day, week & weekend
6. Touch & cuddle people, pets & selves
7. Do what fills you up & affirms who you are; art, music, etc.

Work with Others

- Transition between tasks, conversations, work-time, & life-time
- Prepare before conversations
- Use your compassion first, skills second (script it)
 - If you can, set time to talk about how people are struggling, as well as time to talk about their successful coping strategies (use time as the reason to move on)
- Listen to understand
- Demonstrate understanding, AKA Reflect (a lot)
- Validate (as often as possible)
- Summarize a plan, even if it is an open-ended plan on who will reach out when or why
- Cheerlead, affirm coping efforts & appreciation for strengths, sharing, etc.
- Teach about stress/trauma including current pre-conditions, especially to normalize reactions, concerns, etc.

LEARN

TEACH

1. Stress/Trauma **reactions are usual responses** to extreme situations - triggers, hyperarousal, flash backs, etc. are common
2. Stress/Trauma reactions are **dis-ease**, not illness or disease
3. **Coping skills** are essential, some are not so good (How do you cope? How is it working? What else could work?)
4. **Grounding techniques** often help
5. **Treatment** doesn't mean you have to relive your trauma; **it means getting back to the new, real you**
6. **Therapy or talking to someone** helps many of us
7. **Intention + Movement = Healing**

Skills to Listen, Guide &/or Teach

1. Ask Permission
2. Structure Encounter
3. Reflections
4. Ask-Tell-Ask & Teach Back
5. Summaries w/ Affirmations

Permission?

GRANTED

Ask (permission or information)

- *I'm glad you're here today. Let's talk about our agenda, OK?*

Tell (advice or information)

- *We have 20 minutes together today... (next slide)*

Ask (relevance to patient)

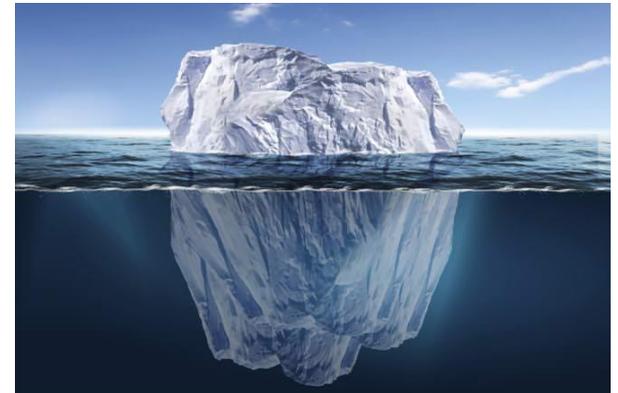
- *Where would you like to start?*

Structuring Encounters

1. Amount of **time** available
2. Set a Collaborative, Intentional, Clear **Agenda**
 - Last encounter
 - Participant issues/desires
 - + Agency +Yours =Ours
 - 3-5 minutes for Struggles
 - 5-10 minutes for Strategies
3. **Priorities** (chronology of discussion & tasks)
4. Check time to **transition**
5. Allow time at the end for **summary & next steps**

3 Reflections

Look, you don't get it. I don't want to be in therapy. I'm just doing it because my PO says I have to.



1. Simple (the words)

You don't want to be in therapy.

2. Affect (the feeling)

You are worried that I don't get it.

3. Complex (the meaning)

You don't think I understand how much you don't want to be in therapy.

Ask-Tell-Ask (EPE) & Teach Back

Can we switch gears & talk about coping skills?...

Many of us don't really think about coping/how we get by. Tell me what you know about coping skills...

Right, coping skills are things we use when we're stressed. It's good that you use breathing breaks.

Can I offer you some breathing tips?...When you're breathing...1...2...3.

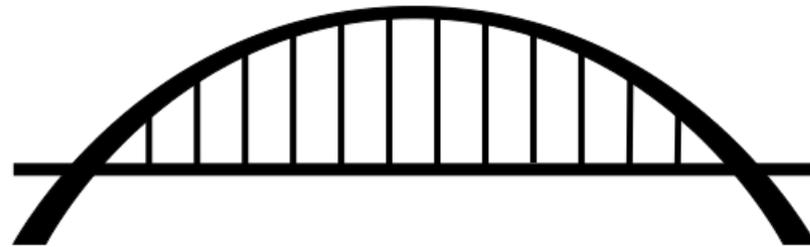
Let's make sure I explained that right. What breathing tips do you remember?

Summary = Bridge or to Close

Demonstrate & verify understanding

- Reflect a few things from the conversation
- Make a statement about what happens next or the plan

1. Small Talk or Introduction
2. Topic
3. Emotions
4. Discussion



1. Work at hand
2. Different Topic
3. Moving forward
4. Conclusion

Summaries

Bridge, Verify, Emphasize,
“What else?”, Move on, & Close



1. Statement to begin pulling things together
2. Ambivalence & reasons change is hard (AKA **sustain talk**)
3. Where Client is now & reasons to change (AKA **change talk**)
4. A Question or Statement about what happens next
5. Close with an Affirmation (value, hope, cheer...)

“You seem irritated. You’re tired of everyone telling you what to do about therapy; I get that. At the same time, your PO expects you in therapy. Right now we need to finish some paperwork so that we can work together on all this...or Where do we go from here?...I appreciate you sharing so much; you really feel strongly about this.”



Remember!!!

Be Nicer
than you want to be.

Be More Patient
than you feel like you have time for.

NOW IT'S
YOUR TURN.

Preconditions



Use the **Information** re: preconditions
(struggles & strategies) & **Skills** to...

1. Listen to another's struggles & strategies

or

2. Role Play teaching a participant about the struggles
& strategies

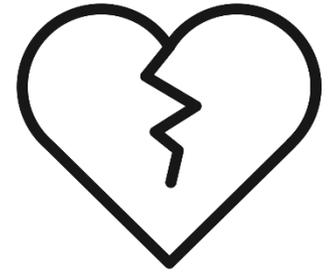
Pause, Presence, Proceed



What about me?

HEALING (TRAUMA)
INFORMED SELF CARE

Secondary Trauma



Experiencing the cumulative effect of

- Witnessing a traumatic event
- Having knowledge about a traumatic event experienced by another
- Working with traumatized individuals

Frame of Reference

- Self
- Others
- Safety
- World
- Spirituality

Burn-Out



When your capacity (energy, time, resources, etc.)
does not or can not meet expectations (yours &
others)

- Overwhelming emotional exhaustion
- Depersonalization
- Feelings of professional insufficiency

Compassion Fatigue



“The physical and mental exhaustion and emotional withdrawal experienced by those that care for sick or traumatized people over an extended period of time.”

- “Some researchers consider *compassion fatigue* to be similar to posttraumatic stress disorder (PTSD), except that it applies to those emotionally affected by the trauma of another (eg, participant or family member) rather than by one's own trauma.

Michael K. Kearney et al., *The Journal of the American Medical Association*, 18 Mar. 2009

- Clinicians should be aware of how their emotional withdrawal or lability and “*compassion fatigue*” can jeopardize the care of dying patients and their families.

Deborah Cook and Graeme Rucker, *The New England Journal of Medicine*, 26 June 2014”

<https://www.merriam-webster.com/medical/compassion%20fatigue>

Self Care: It's About Energy & Fit!



- Bills
- Budget
- Chores
- Family
- Friends
- Groceries
- Kids
- Love
- Pets
- School
- SELF CARE
- Sleep
- Spirituality/Religion
- Work
- +

FYI

Traditional Self Care Strategies

1. Relax
2. Energize
3. Eat
4. Sleep
5. Move (Exercise)
6. Manage Your Emotions
7. Do What Fills You Up
8. Practice Realistic Optimism
9. Set Goals & Boundaries
10. Manage Your Time



FYI

Cope (AKA Emotionally Regulate)

- Be around people and do things that make you happy
- Set boundaries: engage with “why” & need to insulate
- Strengthen your frame of reference (self, others, world, & spirituality)
- Engage in (be present & enjoy) rituals
- Be present: pause, presence, proceed
- Re-define “success” (life, love, work & play)
- Engage in extra self soothing
- Focus on Emotional Intelligence (before, during & after)
- Ensure on-going self care

FYI

Time Management

- Productive Time = window of 2 hours or less each day
- 1 – 1 ½ Hour Work Periods
- Eat lunch; don't work & eat
- Meditation or Brain Breaks (5x for 5 minutes, etc.)
- Prioritize, Plan & Schedule
 - participants (45-50 min)
 - Casework
 - Non-casework
 - Do Not Disturb Time
- Group Like-Tasks
- Return calls that don't require direct communication first thing in AM or last in PM
- Email near lunch time
- Utilize teams, collaborations & resources
- Take time off!

NOW IT'S
YOUR TURN.

Rejuvenate (& Assess)



Pause, Presence, Proceed



Possibly Answers

QUESTIONS

Pause, Presence, Proceed



What Did You Learn?
How Will You Use It?

INTEGRATION PLAN

GOAL: I want to integrate what I learned so that I ...

OBJECTIVES OR STEPS (I will accomplish the above goal through the following steps.)	IMPORTANCE (1-10 scale)	COMMITMENT (1-10 scale)	CONFIDENCE (1-10 scale)	WHEN	HOW OFTEN	HOW WILL I KNOW IT'S A SUCCESS?	WHEN WILL I EVALUATE PROGRESS?	BARRIERS	PLAN TO OVERCOME BARRIERS

Notes

Be the Change!
http://integrations2011.org

Use it or Lose it.

INTEGRATION

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”



Maya Angelou

More on Self-Care

- 4 Simple Ways to Clear Your Mind and Change Your Life.
<https://www.purposefairy.com/89192/clear-your-mind-change-your-life/>
- 10 Incredible Things That Happen to Your Body When You Relax.
<https://chopra.com/articles/10-incredible-things-that-happen-to-your-body-when-you-relax>
- How to love yourself: 15 steps to believing in yourself again.
<https://hackspirit.com/how-to-love-yourself/>
- Nearing Burnout? 9 Ways to Stave Off Exhaustion.
<https://psychcentral.com/blog/nearing-burnout-9-ways-to-stave-off-exhaustion/>
- Our best bet against burnout is self-care, just not the kind you think.
<https://mashable.com/article/burnout-treatment/>
- Self-care Starter Kit. <https://docplayer.net/28481914-Self-care-starter-kit-homewoodhealth-com.html>

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