FOSTERING TRAUMA-INFORMED LEADERSHIP SKILLS FOR CONSUMERS

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U30CS09746, a National Training and Technical Assistance Cooperative Agreement. This information or content and conclusions are those of the authors and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
<table>
<thead>
<tr>
<th>Time</th>
<th>Agenda Item</th>
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<tbody>
<tr>
<td>8:30 – 8:45</td>
<td>Introduction</td>
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<tr>
<td>8:45 – 9:30</td>
<td>What is Trauma?</td>
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<tr>
<td>9:30 – 9:45</td>
<td>Break</td>
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<tr>
<td>9:45 – 10:30</td>
<td>Trauma – Informed Approaches</td>
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<td>10:30 – 10:45</td>
<td>Break</td>
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<tr>
<td>10:45 – 11:30</td>
<td>Practical Applications Part 1</td>
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<td>11:30 – 11:45</td>
<td>Break</td>
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<td>11:45 – 12:30</td>
<td>Practical Application Part 2</td>
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<tr>
<td>Presenters</td>
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| **Joseph Benson**  
(Community Health Worker, Health Care for the Homeless Houston) |
| **Rodney A Dawkins**  
(NCAB Chair, Heartland Health Outreach, Chicago) |
| **Keith Belton**  
(NCAB Regional Representative, Heartland Health Outreach, Chicago) |
| **Deidre Young**  
(NCAB Regional Representative, Health Care for the Homeless Houston) |
| **Amy Grasseotte**  
(OB Scheduler, Family Health Center, Worcester, MA) |
| **Joanne Guarino**  
(NCAB Regional Representative, Boston Health Care for the Homeless) |
| **Valarie B Dowell, BA**  
(NCAB Co-Chair, Cincinnati Health Network) |
| **Kandi Lea Patterson**  
(NCAB Member at Large, San Francisco Department of Public Health) |
| **David Peery, JD**  
(NCAB Regional Representative, Camillus Health Concern, Miami) |
GOALS

Explain the basics of trauma

Outline principles and practices of trauma-informed approaches

Share strategies and tools for creating trauma-informed interactions and spaces
WHY IS TRAUMA-INFORMED CARE IMPORTANT FOR CONSUMERS?

- Create safe engagement spaces
- Foster growth
- Model positive behaviors
- Shared decision making
- Informed participation in feedback
SELF CARE

This workshop may talk about intense topics and could cause stress reactions in some.

Care for yourself today:

→ Take breaks (walk around, sit outside)
→ Breathe deeply
→ Ask for support
WHAT IS TRAUMA?
KEITH BELTON AND RODNEY DAWKINS
LEARNING OBJECTIVES

Define trauma

Discuss how to identify traumatic stress reactions

Explain value of support systems
### TRAUMA IS...

<table>
<thead>
<tr>
<th>Events</th>
<th>Experience</th>
<th>Effects</th>
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</thead>
<tbody>
<tr>
<td>• Can be singular or multiple events to individuals or groups of people</td>
<td>• How a person interprets or assigns meaning to the event</td>
<td>• Physically or emotionally harmful</td>
</tr>
<tr>
<td>• Natural or human-caused</td>
<td>• Done subconsciously</td>
<td>• Lasting negative effects on functioning and wellbeing (mental, physical, social, emotional, spiritual)</td>
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*Adapted from SAMHSA TIP 57*
POSSIBLE TRAUMATIC EVENTS

- Loss
- Chronic Stress
- Betrayal
- Abuse
- Neglect
- Community Trauma
HOW INDIVIDUALS EXPERIENCE TRAUMA IS AFFECTED BY:

- The event itself
- Personal Characteristics and History
- Developmental Factors
  - Childhood Experiences
- Culture

Not everyone experiences trauma the same.
Two individuals will experience trauma differently.
IMPACTS OF TRAUMA

Traumatic stress reactions are normal adaptations to abnormal situations.

<table>
<thead>
<tr>
<th>Thoughts</th>
<th>Behaviors</th>
<th>Feelings</th>
<th>Relationships</th>
<th>Body</th>
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</thead>
<tbody>
<tr>
<td>Personal Purpose</td>
<td>Aggression, Self-Harm, Substance Use, Self-Destructive Behaviors, Impulsivity, Hypervigilance</td>
<td>Agitation, Anger, Depression, Sadness, Guilt, Hopelessness, Shame</td>
<td>Distrust, Withdrawal, Dependency, Avoidance</td>
<td>Sleep Disturbances, Hypertension, Physical Ailments, Nightmares, Flashbacks</td>
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</table>
KEY FACTORS OF RECOVERY

NORMALIZING SYMPTOMS  GAINING A SENSE OF EMPOWERMENT AND CONTROL
KEY FACTORS OF RECOVERY

REBUILDING SOCIAL SUPPORT

SAFE TREATMENT SPACES

Healing begins when people feel safe, empowered, and connected
HOW I RECOVERED FROM MY TRAUMA

KEITH BELTON
“It’s a new anti-depressant—instead of swallowing it, you throw it at anyone who appears to be having a good time.”
WHAT ARE TRAUMA-INFORMED APPROACHES?
DEIDRE YOUNG AND AMY GRASSETTE
LEARNING OBJECTIVES

DESCRIBE TRAUMA-INFORMED APPROACHES
TRAUMA-INFORMED APPROACHES...

- Framework that involves understanding, recognizing and responding to the effects of trauma
- Acknowledge the role and widespread impact of trauma in peoples lives
- Recognize the signs and symptoms of trauma
- Integrate knowledge about trauma into policies, procedures and practices
- Avoid re-traumatization
- Understand potential paths for recovery and empowers personal choice
- Individualized to each person’s needs
WHAT ARE TRAUMA INFORMED APPROACHES

What is wrong with you?

What happened to you?

How do I understand this problem?

How do I understand this person?
**TRAUMA-INFORMED DIFFERENCE**

<table>
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<th>Traditional Perspectives</th>
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<tr>
<td>• Challenging behaviors are personal deficits</td>
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<tr>
<td>• Difficult behaviors are disruptive and maladaptive</td>
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<tr>
<td>• Punitive approaches</td>
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<table>
<thead>
<tr>
<th>Trauma-Informed Perspectives</th>
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<tbody>
<tr>
<td>• Challenging behaviors are ways of coping</td>
</tr>
<tr>
<td>• Difficult behaviors may be an automatic stress response</td>
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<tr>
<td>• Strengths-based</td>
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COMPONENTS OF TRAUMA-INFORMED APPROACHES

Empowerment
- Building on strength and resiliency

Peer Support
- Providing opportunities to learn from people with the shared experience

Choice
- Informing people of options and letting them decide what is right for them

Safety
- Developing interactions and spaces that respect physical and emotional well-being

Collaboration and Mutually
- View people as experts in their own lives and develop shared decision-making

Trust and Transparency
- Creating clear expectations, and being open and authentic

How does this apply to consumer-led spaces?
| **Communication** | • Active, Patient Listening  
• Be empathetic, non-judgmental, and open  
• Only 7% of communication is what you say. Pay attention to tone and body language. |
| **Emotional Intelligence** | • Be aware of other’s emotions – and pay attention to your own  
• Approach people with consideration for what they have or may be going through |
| **Group Participation and Facilitation** | • Learn about the group and it's members  
• Understand and manage group dynamics  
• Find common ground and engage participation to build consensus |
| **Conflict Resolution and De-Escalation** | • Create open participation and outline guidelines for meetings  
• Allow for respectful disagreement  
• Understanding members may help anticipate where tensions may arise |
| **Cultural Humility** | • Allow individuals to define their own culture and identity  
• Suspend ideas about what you think you know based on generalizations |
TRAUMA-INFORMED PRINCIPLES

• Approach everyone with care and consideration for what they may have or may be going through

• Create environment based on values of dignity and respect for people and diversity
  • Pay attention to physical space, tone, culture and atmosphere
  • Prioritize the emotional climate over achieving tasks

• Support personal choices and shared decision-making

• Be empathetic, non-judgmental and open
# CREATING SAFE ENVIRONMENTS

<table>
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<tr>
<th><strong>Invalidating Spaces</strong></th>
<th><strong>Validating Spaces</strong></th>
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<tr>
<td>• Non-responsive to needs</td>
<td>• Authentically validate</td>
</tr>
<tr>
<td>• Experiences are trivialized</td>
<td>• Help people identify and communicate needs</td>
</tr>
<tr>
<td>• Tells people they are wrong</td>
<td>• Use active listening</td>
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<tr>
<td>• Doesn’t tolerate emotions</td>
<td>• Welcoming and Respectful</td>
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<tr>
<td>• Dismissive language</td>
<td>• Culturally competent</td>
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AVOIDING RE-TRAUMATIZATION

• Work to understand people and possible triggers

• Minimize potential triggers
  • Develop safe physical spaces (well-lit, comfortable, natural light, calming colors, relaxing noises)

• Maintain supportive, empathetic relationships

• Provide clear and consistent messages
WHAT IS DE-ESCALATION?

Objective of De-Escalation: Reduce the level of emotions to encourage the possibility for discussion.

• Pay attention to behaviors as they can clue you in to how people may be feeling or how you may need to respond.

• Never judge or dismiss behaviors. People behave in ways they have learned to manage their feelings, instability, needs, or trauma.

• Empathize with the emotions that are causing the behaviors.
<table>
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<tr>
<th><strong>DE-ESCALATION TIPS</strong></th>
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<tr>
<td>Give the person undivided attention.</td>
<td>Be empathic and nonjudgmental.</td>
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<tr>
<td>Avoid overreacting.</td>
<td>Focus on feelings.</td>
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<tr>
<td>Allow time for decisions.</td>
<td>Respect personal space.</td>
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Secondary trauma is emotional stress that happens when someone hears about the first hand trauma experiences of another.

Secondary trauma can lead to chronic fatigue, disturbing thoughts, poor concentration, emotional detachment, exhaustion, avoidance, absenteeism, and physical illness.
We must care for ourselves by first acknowledging our condition, create a realistic plan of care and acting upon it.

Self-care should not be an “emergency response plan” to be used only when stress becomes overwhelming.
PTSD by cta

I'm sorry, but forgetting to bring your smartphone with you to the bathroom is not what I'd call a "traumatic experience"...

What!? Do you even HAVE a smartphone!?
PRACTICAL APPLICATION FOR CONSUMER-LED SPACES

VALARIE DOWELL  JOANNE GUARINO
KANDI PATTERSON  DAVID PEERY

NATIONAL HEALTH CARE for the HOMELESS COUNCIL
FIRST SCENARIO:
CUTTING IN LINE AT A HEALTH FAIR
Joanne Guarino
SECOND SCENARIO: CAB MEETING
Valarie Dowell
THIRD SCENARIO: ANXIETY/PANIC ATTACK IN HEALTH CENTER LOBBY
Kandi Patterson
FOURTH SCENARIO: SURVEY TAKING
David Peery
TRAUMA-INFORMED RESPONSES

- Approach everyone with care and consideration for what they may have or may be going through.
- Pay attention to physical space, body language, tone, culture and atmosphere.
- Be empathetic, non-judgmental and open. Don’t take anything personally.
- Never judge or dismiss behaviors. People behave in ways they have learned to manage their feelings, instability, needs, or trauma.
- Respect the dignity of the consumer without regard to sex, race, age, sexual orientation.
The End
REFERENCES

