

SHIFTING PERSPECTIVE FROM THE INSIDE OUT

* Evolution *

New Regime

TRAUMA INFORMED CARE

It is: a philosophical shift

What it is not: an intervention to address PTSD

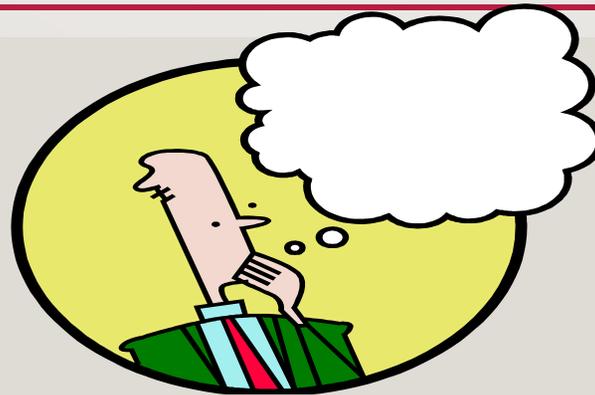
Trauma Informed Care is moving from

‘What’s wrong with you’

to

‘What’s happened to you?’

WHY DOES SOMEONE'S HISTORY MATTER?



History, despite its wrenching pain, cannot be unlived, but if faced with courage, need not be lived again. - Maya Angelou

Empathy vs Sympathy

Brene' Brown



VICARIOUS TRAUMA



WHAT IS VICARIOUS TRAUMA?

- ▶ **Most simply put, vicarious trauma can be thought of as the negative changes that happen to humanitarian workers over time as they witness other people's suffering and need.**
- ▶ **Vicarious trauma is a process that unfolds over time. It is not just your responses to one person, one story, or one situation. It is the *cumulative* effect of contact with survivors of violence or disaster or people who are struggling. It is what happens to you over time as you witness cruelty and loss and hear distressing stories, day after day, and year after year.**
- ▶ **This process of change is *ongoing*. Your experiences of vicarious trauma are continuously being influenced by your life experiences (both those you choose and those that simply happen to you in the course of your professional and personal lives). This is an important point because it provides hope: as the process of VT unfolds, there are many opportunities along the way to recognize the impact your work is having on you and to think about how to protect and care for yourself while doing that work.**

Physical & psychological signs

Hyper-arousal symptoms (e.g., *nightmares, difficulty concentrating, being easily startled, sleep difficulties*)

Feeling numb

Feeling unable to tolerate strong emotions

Increased sensitivity to violence

Cynicism

Generalized despair and hopelessness, and

loss of idealism

Anger

Disgust

Fear

Behavior & relationship signs

Difficulty setting boundaries and separating work from personal life

Feeling like you never have time or energy for yourself. Feeling disconnected from loved ones,

**Increased conflict in relationships
General social withdrawal**

Decreased interest in activities that used to bring pleasure, enjoyment, or relaxation

Irritable, intolerant, agitated, impatient, needy, and/or moody

Increased dependencies or addictions involving nicotine, alcohol, food, sex, shopping, internet, and/or other substances

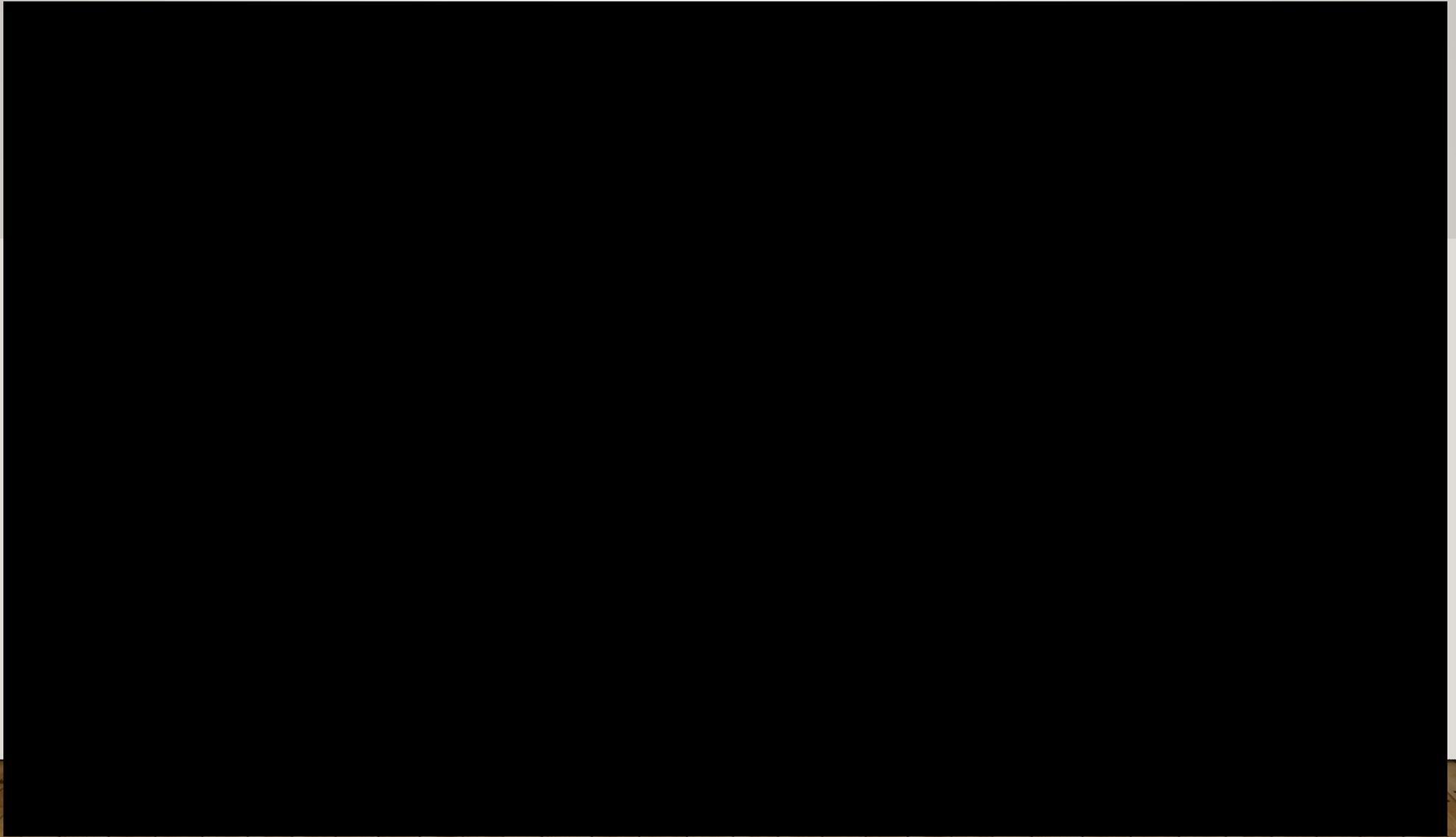
Sexual difficulties

Impulsivity

WHY IS ANY OF THIS IMPORTANT?

In order to create a recovery culture, or a culture most people say they want to work in- we must first be aware of ourselves:

- what we want (*what's in it for me?*),
- what we bring to the table (*our gifts, talents, passions, etc..*),
- and what gets in the way of our success (*ideas, beliefs, or attitudes*)?



All of Us.....

There is no “THEY”

You and Me

Us and We

Parallel Process

A RECOVERY CULTURE REQUIRES:

- Respect
- Personal Value
- Meeting people where they are
- Choices
- Listening
- Permission
- Co-laboring
- Refining

- Connecting
- Sharing
- Open mindedness
- Willingness
- Self reflection
- Collective agreements
- Commitment
- Evaluation & re-evaluation

Values	Leadership	Staff
Value: Safety	Leadership encourages staff to create wellness plans that protect against vicarious trauma and compassion fatigue.	Staff encourages and assists clients in creating wellness plans that protect against crisis & relapse.
	Leadership leads in making the physical environment a sanctuary for everyone who enters.	Staff creates a welcoming and inviting space for clients to relax, be comfortable, and engage in services.
Value: Trustworthiness	Leadership is committed to the well-being and success of its employees.	Staff is committed to the well-being and success of the clients.
	Leadership is respectful, clear and consistent with expectations and interactions with staff.	Staff is respectful, clear and consistent with expectations and interactions with clients.
	Leadership speaks about staff with respect and acceptance.	Staff speaks about clients with respect and acceptance.
Value: Choice	Leadership involves staff and client representatives in organization planning and evaluation.	Staff includes clients in designing and improving services by using tools such as satisfaction surveys & consumer advisory boards.
	Leadership works with staff to develop career goals and promotes opportunities for job development.	Staff works with clients to develop individualized recovery plans that promote opportunities for personal development.
Value: Collaboration	There are systematic ways for staff to give feedback to leadership regarding how TIC values (i.e., safety, trustworthiness, choice, collaboration and empowerment) are and are not being practiced.	There are systematic ways for clients to give feedback to staff regarding TIC values (i.e., safety, trustworthiness, choice, collaboration and empowerment).
Value: Empowerment	The organization provides resources & training necessary to implement TIC.	Staff provides referrals, resources and opportunities for skill-building to promote client's recovery.
	Leadership supports the time commitment necessary for staff to make changes in long-held habits and coping strategies.	Staff supports the time commitment necessary for clients to make changes in long-held habits and coping strategies.
	The organization recognizes when staff do good work.	Staff recognizes clients' strengths and success.
	The organization validates and addresses policy and other barriers that may impede TIC implementation.	Staff validates and addresses barriers that the client has identified to achieving recovery goals.

TIC and Organizational Change

- Leadership and Champions
- Meaningful “End User” involvement
- Trauma-sensitive practices
- Trauma-sensitive environment
- Trauma-sensitive strategies and tools

Working in a TIC Environment

- Physical environment
- Benevolent Leadership
- Staff opportunities to be involved in agency decisions, change, and leadership
- Staff care activities
 - * Adequate time off, flexible scheduling
 - * Team building opportunities
 - * Motivational Interviewing Techniques
 - * Staff development opportunities
 - * Reflective supervision, peer meeting time
 - * Frequent acknowledgement from peers & leadership

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OUR ROLE

- ▶ Do what I can with where I am
- ▶ Create a space that is safe enough for all involved (clients/co-workers)
- ▶ Make a wellness plan for me
- ▶ Take time for self reflection
- ▶ Look for, celebrate, and share successes!
- ▶ **Make sure I am ok too**, ask for help if I need it
- ▶ **Support each other**

“NEW REGIME” CREATE THE SPACE YOU WANT TO WORK IN

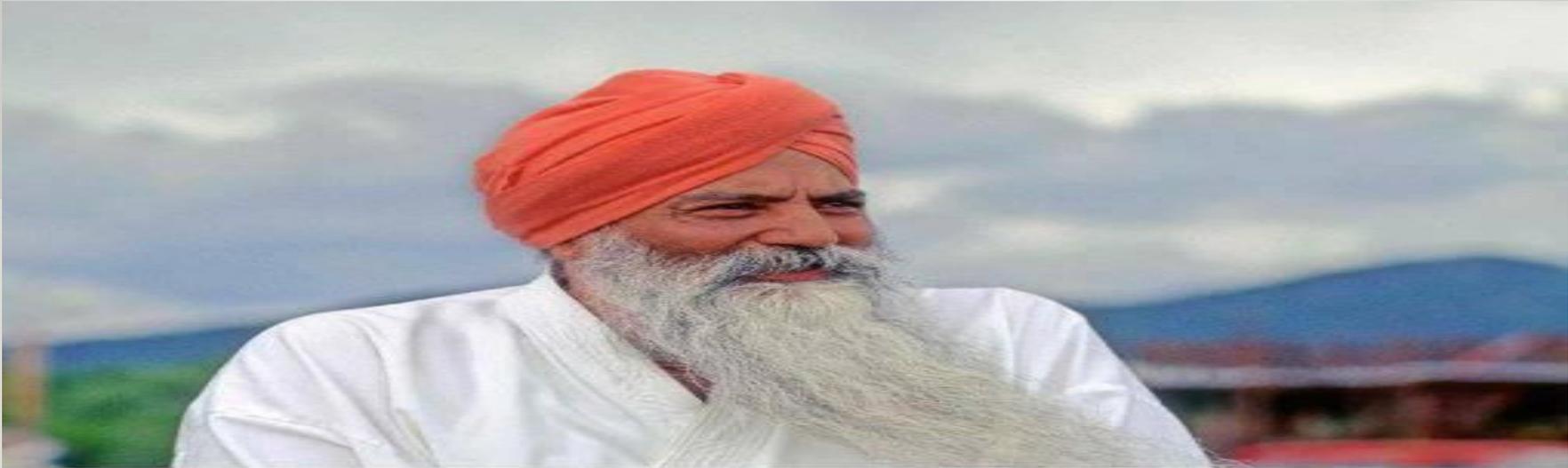
WE HAVE JUST OVERTHROWN THE REGIME AND YOU ARE IN CHARGE...LOL!

1. IF you were able to create the kind of school, or agency, or system you want to work in, and you believe would be the best possible solution for the kids or people you work with, what would that look like?
2. What would you need to make that happen?
3. What is one thing you can do to get started?

IMAGINE



WHAT YOU DO MATTERS!!



If you are willing to look at another person's behaviour toward you as a reflection of the state of their relationship with themselves rather than a statement about your value as a person, then you will, over a period of time cease to react at all
—Yogi Bhaajan

THANK YOU