Learning Objectives

- Review of trauma, traumatic stress, and their impact

- Explore the six principles of trauma-informed care

- Identify ways to incorporate a trauma-informed approach to care in public health

Self-Awareness Reminder

- Pay attention to your own needs & responses

- Take care of yourself however you need, both during the presentation and after

- Use coping skills that help you metabolize your responses to trauma

- Find a safe space in which you can process our experiences

What is Trauma?

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach—July 2014

Overview of Trauma

Event	Experience	Effect
• Conveys actual or perceived threat of death, serious injury, or sexual violation to one's self or someone close	• Unique, individual perception of threat to one's self or someone close	• Adverse, may be long-lasting & have impact on social, cognitive, emotional, spiritual & physical well-being

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach (2014)

Trauma Exposure

- Direct exposure

- Witnessing (in person) to others

- Hearing about others' experiences

- Learning a trauma happened to a family member or friend

- Repeat or extreme exposure to aversive details

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach (2014)

Signs and Symptoms of Traumatic Stress

Physical
- Sweating
- Aches & pains
- Shortness of breath
- Dizziness
- Rapid heartbeat
- Nausea

Behavioral
- Depression
- Anxiety
- Loneliness
- Use of unhealthy coping (smoking, alcohol, other substance use/ misuse)

Cognitive
- Spaciness
- Loss of meaning
- Self-doubt
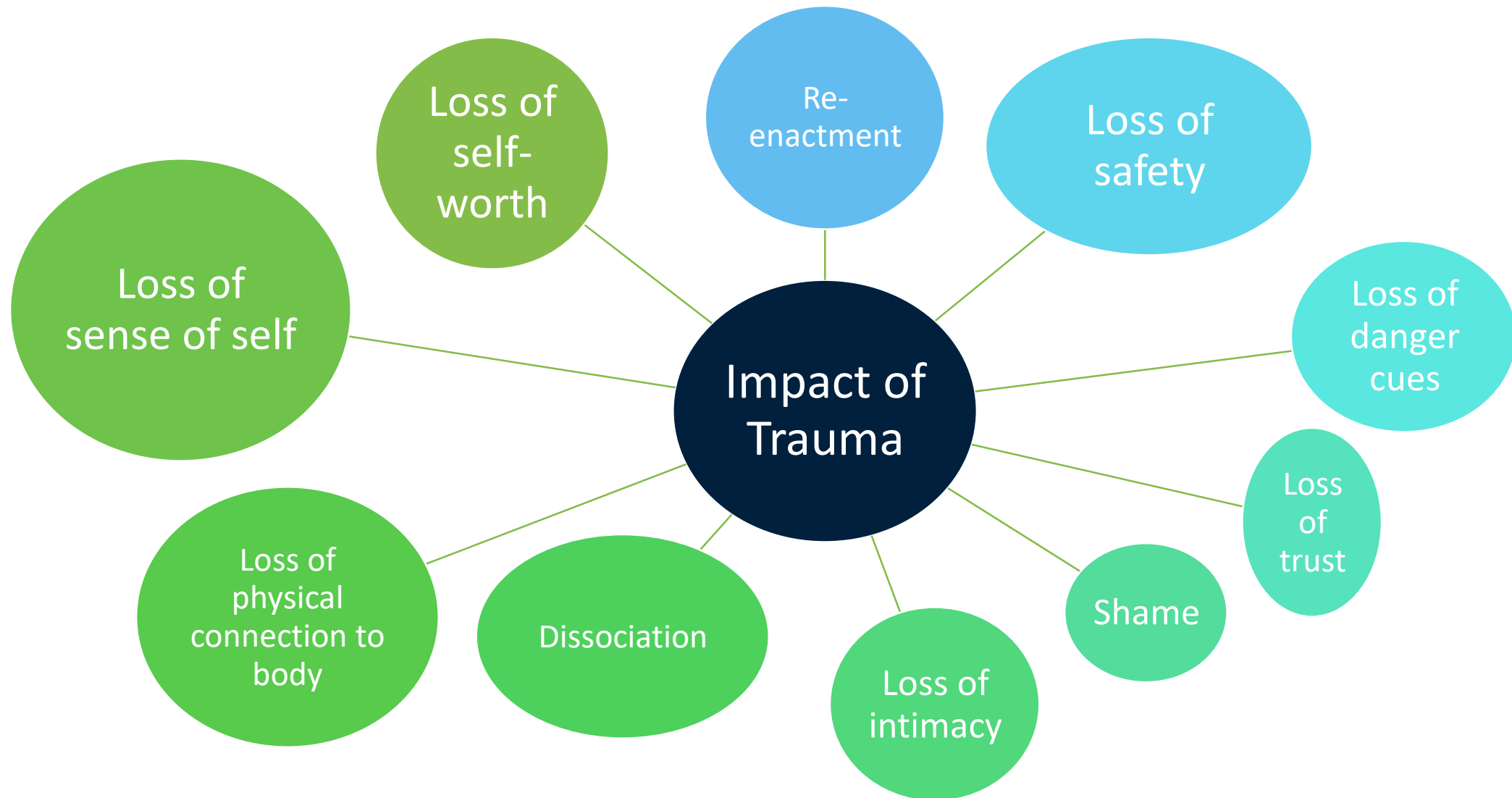- Perfectionism
- Feelings of overwhelm

Emotional
- Anger
- Sadness
- Feeling out of control
- Guilt
- Loss of hope

Social
- Avoidance
- Inertia
- Increased agitation
- Isolation or withdrawal

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach (2014)

Trauma Impacts Many Things

- Loss of self-worth
- Re-enactment
- Loss of safety
- Loss of sense of self
- Impact of Trauma
- Loss of danger cues
- Loss of physical connection to body
- Dissociation
- Loss of intimacy
- Shame
- Loss of trust

Trauma is layered

"Trauma occurs in layers, with each layer affecting every other layer. Current trauma is one layer. Former traumas in one's life are more fundamental layers. Underlying one's own individual trauma history is one's group identity or identities and the historical trauma with which they are associated."

Bonnie Burstow (2003).

Toward a Racial Understanding of Trauma and Trauma Work

Impact of Trauma Across the Lifespan

- Rate of trauma exposure in clinical populations

- Higher rates of depression and anxiety

- Adults with severe mental illness have significantly higher rates of physical abuse, sexual abuse and PTSD

- Strong correlation between childhood trauma and Substance Use Disorder

- Youth in juvenile detention have higher rates of trauma than other youth

Brain Energy Allocation When Regulated
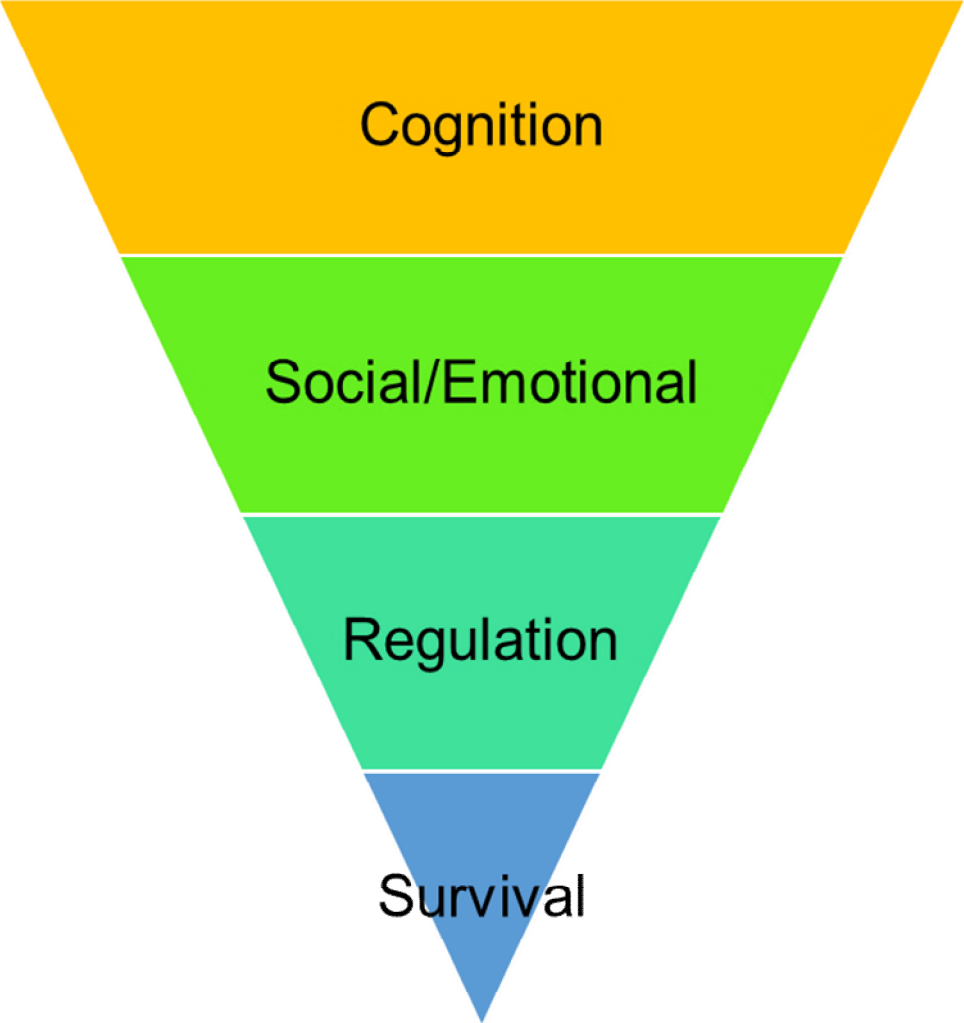
Brain Energy Allocation When Experiencing Harm
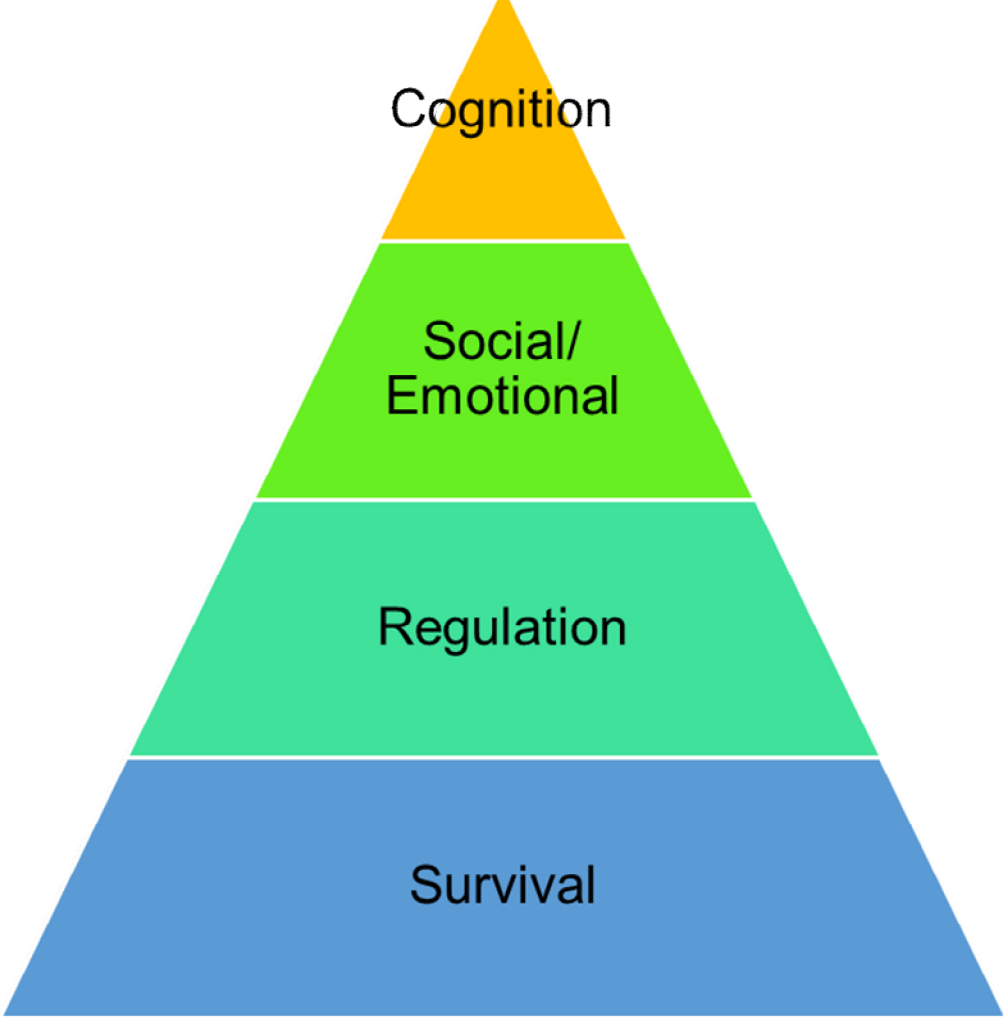
3 Realms of ACEs

Adverse childhood and community experiences (ACEs) can occur in the household, the community, or in the environment and cause toxic stress. Left unaddressed, toxic stress from ACEs harms children and families, organizations, systems and communities, and reduces the ability of individuals and entities to respond to stressful events with resiliency. Research has shown that there are many ways to reduce and heal from toxic stress and build healthy, caring communities.
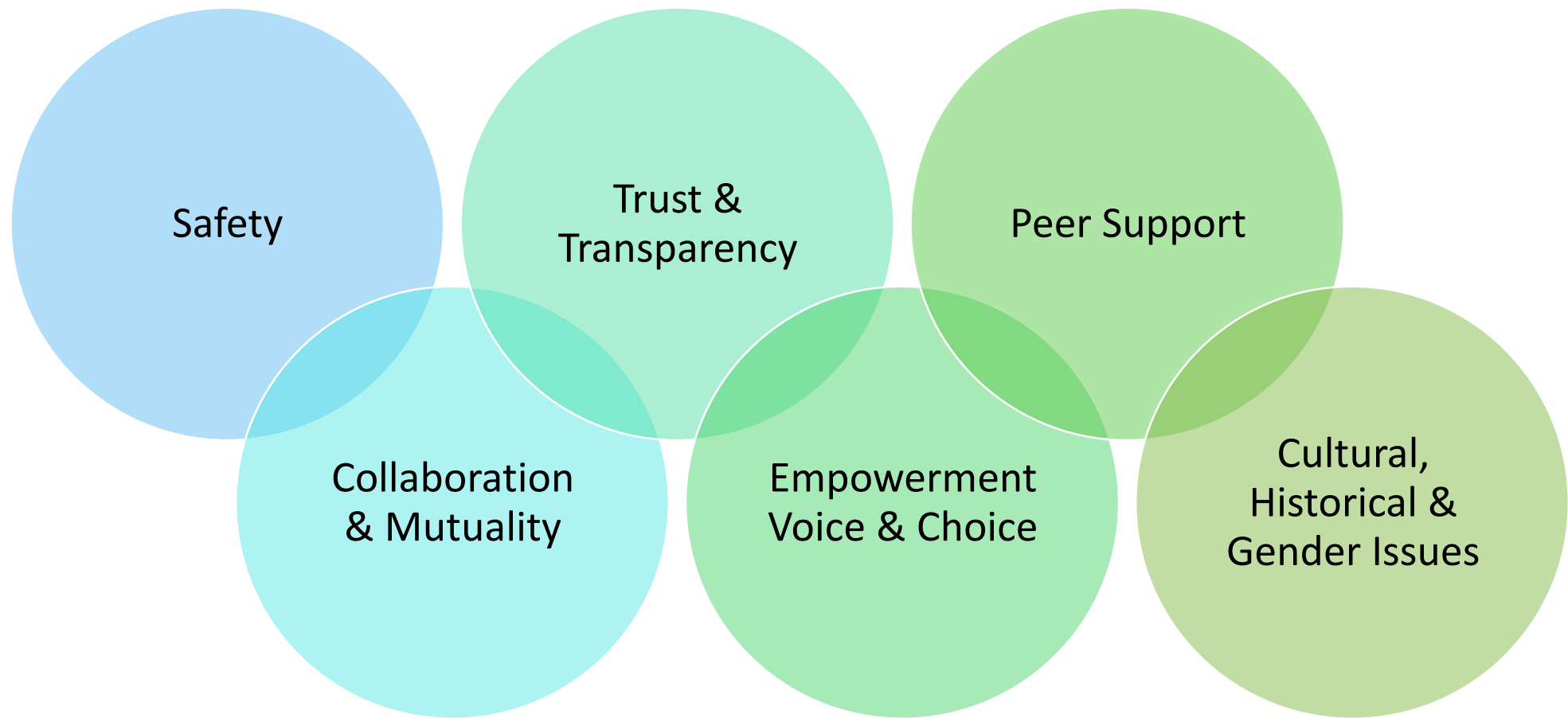
Workplace Trauma

- Higher staff turnover
- Higher absenteeism
- Higher presenteeism
- Lower productivity
- Increased errors
- Increased counterproductive practices
- Deterioration of team culture

"Today, more and more workers are worried about making ends meet, dealing with chronic stress, and struggling to balance the demands of work and personal lives. The toll on their mental health is growing."

Vivek H. Murthy, M.D., MBA, and
19th Surgeon General of the United States

Campaign for Trauma Informed Policy & Practice, Trauma Informed Workplaces, TOOLKIT: Trauma-Informed Workplaces (ctipp.org)

The Six Principles of Trauma-Informed Care

Safety

Trust & Transparency

Peer Support

Collaboration & Mutuality

Empowerment Voice & Choice

Cultural, Historical & Gender Issues

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach—July 2014

Safety

- People cannot perform well at work if they feel physically or psychologically unsafe.

- Throughout the organization, it's important that staff and the people they serve feel physically and psychologically safe.

- The physical environment should promote a sense of safety and protection, and create a welcoming and domestic atmosphere.

- People should have a sense of privacy and confidentiality.

Workplace Mental Health & Well-Being | HHS.gov

Key Principle 5: Empowerment - Trauma-informed practice: toolkit - gov.scot (www.gov.scot)

Think about it...

- What would you need to feel physically and psychologically safer in your workplace?

- How can your workplace better support both the physical and mental health needs of all workers?

[Reflection Questions for OSG Framework for Workplace Mental Health & Well-Being (hhs.gov)](hhs.gov)

Trustworthiness and Transparency

- Organizational operations and decisions are conducted with transparency.

- The overall goal is to build and maintain trust with clients, staff, and others involved in the organization.

- Relational trust bolsters collective performance and connection to the work.

Key Principle 5: Empowerment - Trauma-informed practice: toolkit - gov.scot (www.gov.scot)

Think about it...

- How is transparency and trust among staff and clients promoted in your workplace?

- What additional supports do you need to promote greater transparency and trust?

Clear is kind.

UNCLEAR IS UNKIND.

dare to lead (Unknown)

Workbook, Glossary, and Art Pics - Dare to Lead Hub | Brené Brown (brenebrown.com)

Key Principle 5: Empowerment - Trauma-informed practice: toolkit - gov.scot (www.gov.scot)

Peer Support

- Peer-to-peer mutual support can be one of the most powerful tools for improving culture, promoting overall wellness, and aligning workplace environments with the core values of a trauma-informed approach.

- Having supportive work relationships can improve performance and is associated with worker engagement and innovation.

- Workplace cultures that promote belonging can foster a powerful protective factor against bias, discrimination, and exclusion in the workplace.

Campaign for Trauma Informed Policy & Practice, Trauma Informed Workplaces, TOOLKIT: Trauma-Informed Workplaces (ctipp.org)

Think about it...

🛡 How can you facilitate respectful, friendly working relationships?

🛡 How can you create more moments for social connection?

Reflection Questions for OSG Framework for Workplace Mental Health & Well-Being (hhs.gov)

Collaboration and Mutuality

- Recognizes that everyone has a role to play in a trauma-informed approach.

- Seeks to level the power difference between different staff groups, and between staff and clients.

- Healing happens in relationships and in the meaningful sharing of power and decision-making.

Key Principle 5: Empowerment - Trauma-informed practice: toolkit - gov.scot (www.gov.scot)

Think about it...

- What do individuals and teams in your workplace need to make collaboration more effective?

- How can we create a culture of gratitude and affirmation amongst all levels of our organization?

Leaders must either invest a reasonable amount of time attending to fears and feelings,

OR SQUANDER AN UNREASONABLE AMOUNT OF TIME TRYING TO MANAGE INEFFECTIVE AND UNPRODUCTIVE BEHAVIOR.

dare to lead. Brené Brown

Workbook, Glossary, and Art Pics - Dare to Lead Hub | Brené Brown (brenebrown.com)

Reflection Questions for OSG Framework for Workplace Mental Health & Well-Being (hhs.gov)

Empowerment, Voice and Choice

- Throughout the organization and among clients served, individuals' strengths and experiences are recognized and built upon.

- Efforts are made by the organization to share power and to give clients and staff a strong voice in decision-making, at both individual and organizational levels.

- Operations, workforce development and services should be organized to foster empowerment for staff and clients alike.

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach (2014)
Key Principle 5: Empowerment - Trauma-informed practice: toolkit - gov.scot (www.gov.scot)

Think about it…

- How can staff and clients be involved in the development of plans for improving engagement and for involving trauma survivors in service planning and delivery?

- What would it look like for staff to manage their own time in your workplace?

Adapted from Reflection Questions for OSG Framework for Workplace Mental Health & Well-Being (hhs.gov)

Cultural, Historical, and Gender Issues

- The organization actively moves past cultural stereotypes and biases (e.g. based on race, ethnicity, sexual orientation, age, religion, gender identity, geography, etc.).

- The organization leverages the healing value of traditional cultural connections.

- The organization incorporates policies, protocols, and processes that are responsive to the racial, ethnic and cultural needs of individuals served, and recognizes and addresses historical trauma.

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach (2014)

Think about it…

🛡 Does everyone in your workplace understand the mission and how their work contributes to achieving it?

🛡 What opportunities exist for staff to provide meaningful input on workplace policies?

Reflection Questions for OSG Framework for Workplace Mental Health & Well-Being (hhs.gov)

Incorporating a trauma-informed approach to care in public health.

Campaign for Trauma Informed Policy & Practice, Trauma Informed Workplaces, TOOLKIT: Trauma-Informed Workplaces (ctipp.org)

The 4 R's

Realizing

- the prevalence of trauma among persons served and the general population

Recognizing

- how trauma affects everyone involved— including clients, their families, staff, and the community

Responding

- to trauma by placing the knowledge of trauma-informed care into organizational policies, procedures, and practices

Resisting

- re-traumatization for persons served and staff

Creating a Trauma-Informed System of Care. Addressing Individuals, Professionals, and Organizations. Relias.com

Organizational Strategies

- Lead with empathy

- Support holistic well-being & mental health

- Anchor culture in shared values

- Consider dedicated support

- Create connection points

- Leverage opportunities to do more of what is working

- Incorporate meaningful collaborations

Campaign for Trauma Informed Policy & Practice, Trauma Informed Workplaces, TOOLKIT: Trauma-Informed Workplaces (ctipp.org

Organizational Strategies (cont.)

- Promote accessibility, belonging, diversity, equity, inclusion & justice
- Improve physical & psychological safety
- Build more trust & transparency
- Diversify communications channels
- Monitor, measure, evaluate & pivot (ongoing)
- Train & educate to reduce stigma
- Model the model

Campaign for Trauma Informed Policy & Practice, Trauma Informed Workplaces, TOOLKIT: Trauma-Informed Workplaces (ctipp.org

Individual Strategies

- Advocate for a trauma-informed workplace

- Practice self-awareness

- Practice self-regulation & ongoing self-care

- Create space for communication & connectivity

- Set healthy & consistent boundaries

- Personal assessments

Campaign for Trauma Informed Policy & Practice, Trauma Informed Workplaces, TOOLKIT: Trauma-Informed Workplaces (ctipp.org

Remember…

- Trauma is a pervasive issue. Many individuals who receive behavioral health and human services have been exposed to traumatic events.

- Trauma-informed care understands the pervasiveness of trauma and commits to identifying and addressing trauma issues early.

- Trauma-informed agencies provide services that do not re-traumatize folks and commit to infusing TIC into policies and practices, with the ultimate goal to create trauma-free environments.

- Responding to individuals in a trauma-informed manner is crucial to overall health and must be a priority.

- In order to take care of others, you must take care of yourself and your colleagues.

References

Materials used to create this power point include:

- TOOLKIT: Trauma-Informed Workplaces, April 2023, Campaign for Trauma-Informed Policy and Practice
- Concept of Trauma and Guidance for a Trauma-Informed Approach. July 2014, Substance Abuse and Mental Health Services Administration (SAMHSA)
- Practical Guide for Implementing a Trauma-Informed Approach, 2023, SAMHSA
- Joy in the Work Toolkit, July 2022, from National Association of County & City Health Officials
- Workplace Mental Health & Well-Being, 2022, U.S. Surgeon General
- Trauma-Informed Practice: A Toolkit for Scotland, Scottish Government, Riaghaltas na h-Alba, gov.scot

Questions?

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