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

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• Interactive
• Take Aways
• Personably Professional
• Confidential
Objectives

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

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

3. Identify at least 1 thing to do for Self Care.
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

SAMHSA (2014)
HIC = Keep Stress/Trauma in Mind: Know **What You Are Doing & Why**

<table>
<thead>
<tr>
<th>We Asked</th>
<th>We Need to Ask</th>
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<tbody>
<tr>
<td>What is wrong with you?</td>
<td>• How might this behavior be understood in terms of stress/trauma?</td>
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<tr>
<td></td>
<td>• What’s going on?</td>
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<tr>
<td></td>
<td>• What happened?</td>
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<tr>
<td>What’s wrong?</td>
<td>What’s strong in you?</td>
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<tr>
<td></td>
<td>• I have</td>
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<td>Submit</td>
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**Traumatic Stress Responses (AKA Defenses)**

*Do you know your default?*
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

Secondary Trauma

Burn-Out

Trauma

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
- ?
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
- +++
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.

SAMHSA (2014)
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

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SAMHSA (2014)
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
### Preconditions for Trauma

<table>
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<tr>
<th>Struggle</th>
<th>Strategy</th>
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<tbody>
<tr>
<td>1. Lack of Predictability</td>
<td>1. Mirror your typical routine/schedule as much as possible</td>
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<td>2. Immobility (loss of physical sense of agency)</td>
<td>2. Move your body: exercise, dance...</td>
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<td>3. Loss of Connection</td>
<td>3. See &amp; hear people; especially those who fill us up</td>
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<td>4. Natural Reactions of Numbing &amp; Spacing Out</td>
<td>4. Practice being pleasantly present</td>
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<td>5. Loss of Sense of Time &amp; Sequences (no sense of future)</td>
<td>5. Look forward to something every day, week &amp; weekend</td>
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<td>7. Loss of Sense of Purpose/Identity.</td>
<td>7. Do what fills you up &amp; affirms who you are; art, music, etc.</td>
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van der Kolk (2020)
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.

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
Ask (permission or information)
• *I’m glad you’re hear 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**
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.
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


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.”

Modified from Rosengren (2009), pp 407-409
Be Nicer
than you want to be.

Be More Patient
than you feel like you have time for.
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
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
When your capacity (energy, time, resources, etc.) does not or cannot meet expectations (yours & others)

- Overwhelming emotional exhaustion
- Depersonalization
- Feelings of professional insufficiency

Wagaman, et al. (2018)
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.

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

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
- +
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
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
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!
Rejuvenate (& Assess)

NOW IT'S YOUR TURN.

Relax
Pause, Presence, Proceed

What Did You Learn? How Will You Use It?

INTEGRATION

Use it or Lose it.
“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


• 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](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/](https://hackspirit.com/how-to-love-yourself/)


• Our best bet against burnout is self-care, just not the kind you think. [https://mashable.com/article/burnout-treatment/](https://mashable.com/article/burnout-treatment/)

References & Resources

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https://www.istss.org/ISTSS_Main/media/Webinar_Recordings/RECFREE01/slides.pdf


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  • (2015). The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma.
  • (2020). The Global Coronavirus Crisis: Steering Ourselves and our Clients through New & Developing Traumas. www.pesi.com