

# *Compassionate Culture*

## Orientation to Trauma Informed Care



# Introductions

Welcome!

Have you participated in a formal TIC training?

# Objectives



Understand trauma and how it affects the brain and body



Recognize Trauma as a Public Health Issue



Identify the 7 principles of Trauma Informed Care and how they relate with current TMC initiatives



Increase awareness of the impact of Secondary Traumatization of TMC employees

# Why are we here today?

- TMC continues to build a Trauma Informed Care organization
- National Council for Behavioral Health TIC Learning Collaborative: Missouri is one of five states in the country participating in this collaborative
- TMCBH Steering Committee focus group
- Becoming Trauma Informed is an ongoing process

“The Healthy KC Commissioners and KC Chamber encourage their member organizations and communities of influence to become trauma informed.”

- Behavioral Health Action Report  
Greater Kansas City Chamber of Commerce

# ReMoved

- <https://www.youtube.com/watch?v=IOeQUwdAjE0>

# What is Trauma?



*Traumatization occurs when both internal and external resources are inadequate to cope with external threat.*

Van der Kolk, 1989

# WHAT DOES TRAUMA DO?



- Trauma shapes a person's basic beliefs about identity, world view, and spirituality.
- Trauma creates symptoms that are **ADAPTATIONS**: *What we see as the problem is the person's solution*
- Affects neuro-physiological development



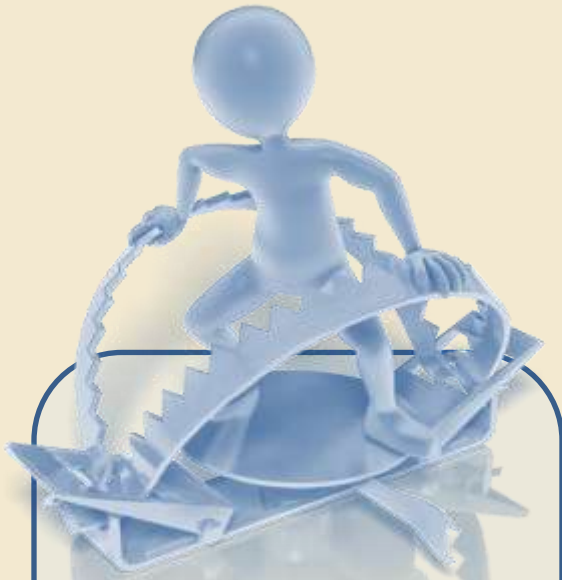
Three Core Concepts in Early Development

# 1 Experiences Build Brain Architecture

NATIONAL SCIENTIFIC COUNCIL ON THE DEVELOPING CHILD

Center on the Developing Child  HARVARD UNIVERSITY

# THE HUMAN STRESS RESPONSE



**FIGHT**



**FLIGHT**



**FREEZE**

**TRIGGERS**



Our  
experience.

A trauma survivor's  
experience.



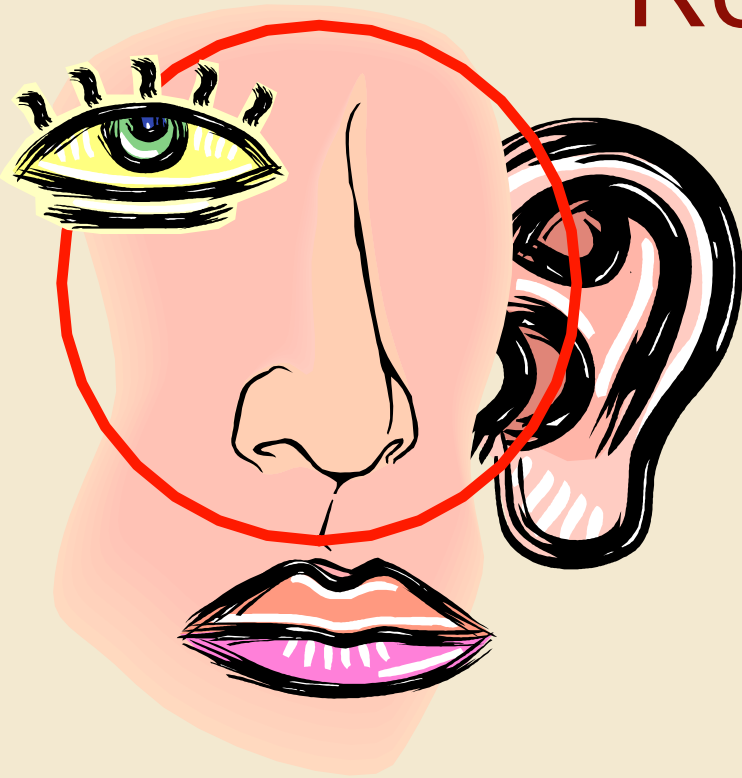
Three Core Concepts in Early Development

# 3 Toxic Stress Derails Healthy Development

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# Common Triggers for Trauma Response



**Trauma Related  
Sensory Experiences**



# SCORING ACES



We invite you to calculate your own ACE score or the ACE score of someone you know well.

# 15-Minute Break

# Public Health Issue

**The psychological effects of violence and trauma are priority issues for the Missouri Department of Mental Health**

“Understanding trauma as a preventable public health issue that has an impact on everyone is central in creating trauma-informed systems. Trauma has serious downstream consequences for individuals experiencing the trauma and their families and for communities and society in general. Trauma must be addressed as a public health problem to institute appropriate universal prevention strategies that break the cycle and reduce the cost for individuals and society.”

Source: Georgetown University Center for Child and Human Development.



“The impact of trauma to the community can be seen in high rates of absenteeism, under performing at work and school, and high healthcare costs, etc. The research has been validated now across the country.”

-Behavioral Health Action Report  
Greater Kansas City Chamber of Commerce

# How Childhood Trauma Affects Health Across a Lifetime: The ACES Study

- [http://www.ted.com/talks/nadine\\_burke\\_harris\\_how\\_childhood\\_trauma\\_affects\\_health\\_across\\_a\\_lifetime?language=en#](http://www.ted.com/talks/nadine_burke_harris_how_childhood_trauma_affects_health_across_a_lifetime?language=en#)

# CHILDHOOD ADVERSITY BY CATEGORIES (18 years or younger)

## Abuse

Psychological (by parents)

Physical (by parents)

Sexual (anyone)

Emotional neglect

Physical neglect

## Household

Substance Abuse

Mental Illness

Parental separation/divorce

Mother Treated Violently

Imprisoned Household  
Member

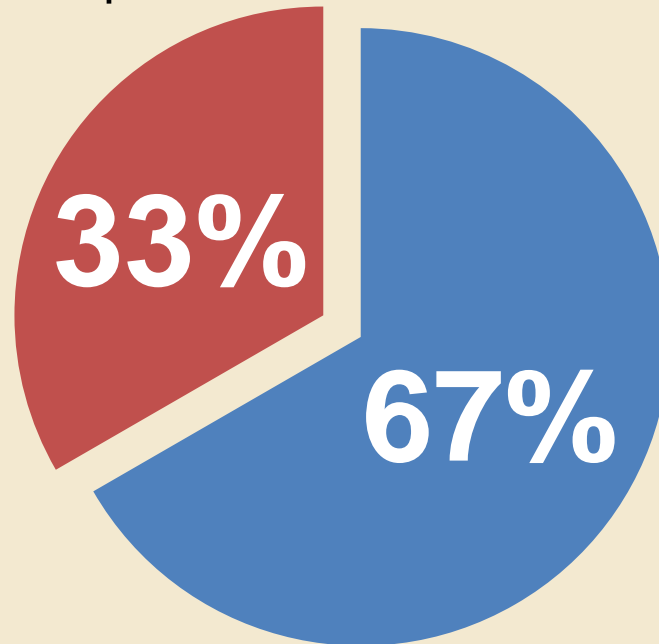


Department of Health and Human Services

Centers for Disease Control and Prevention

# Percent of Participants exposed to at least one Adverse Childhood Experience

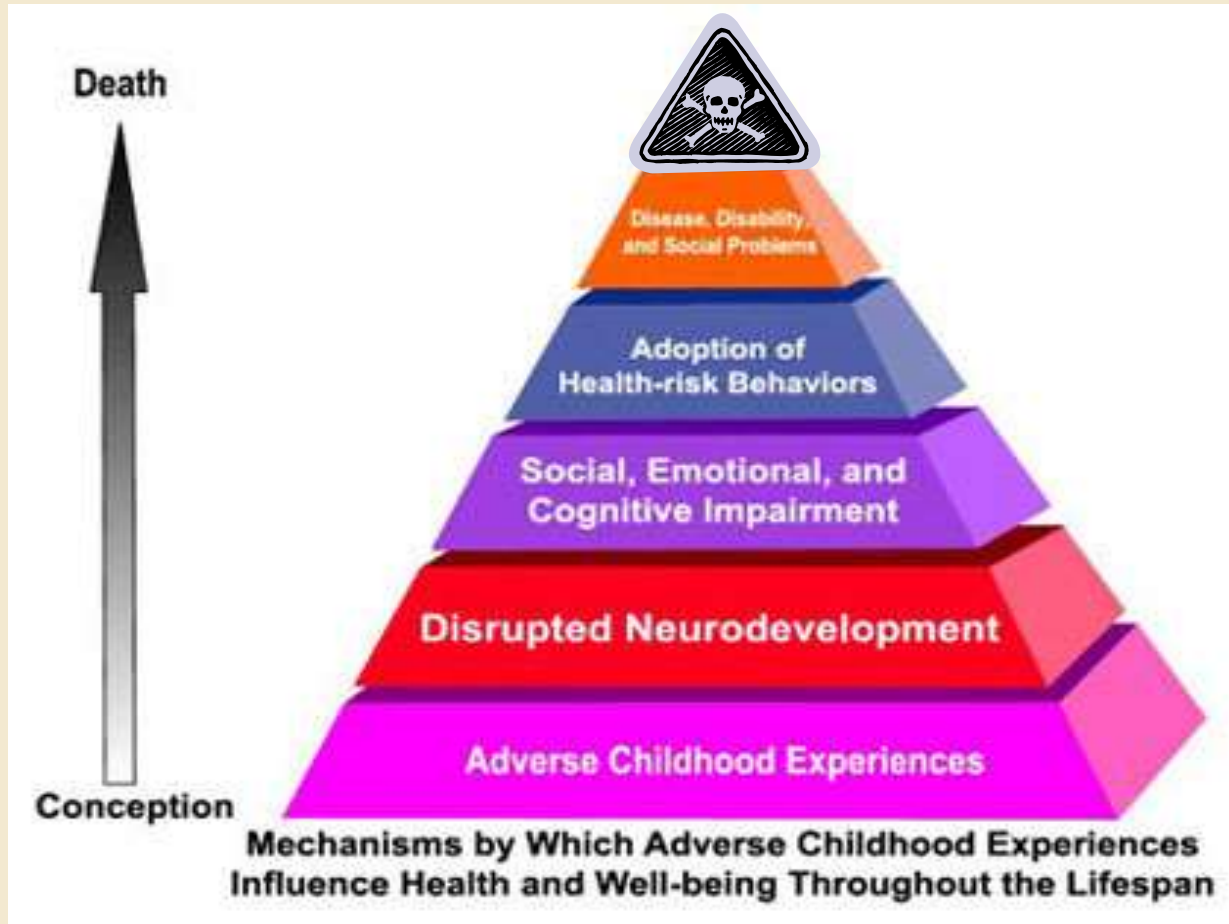
Those reporting no exposure



Those reporting exposure to at least one ACE

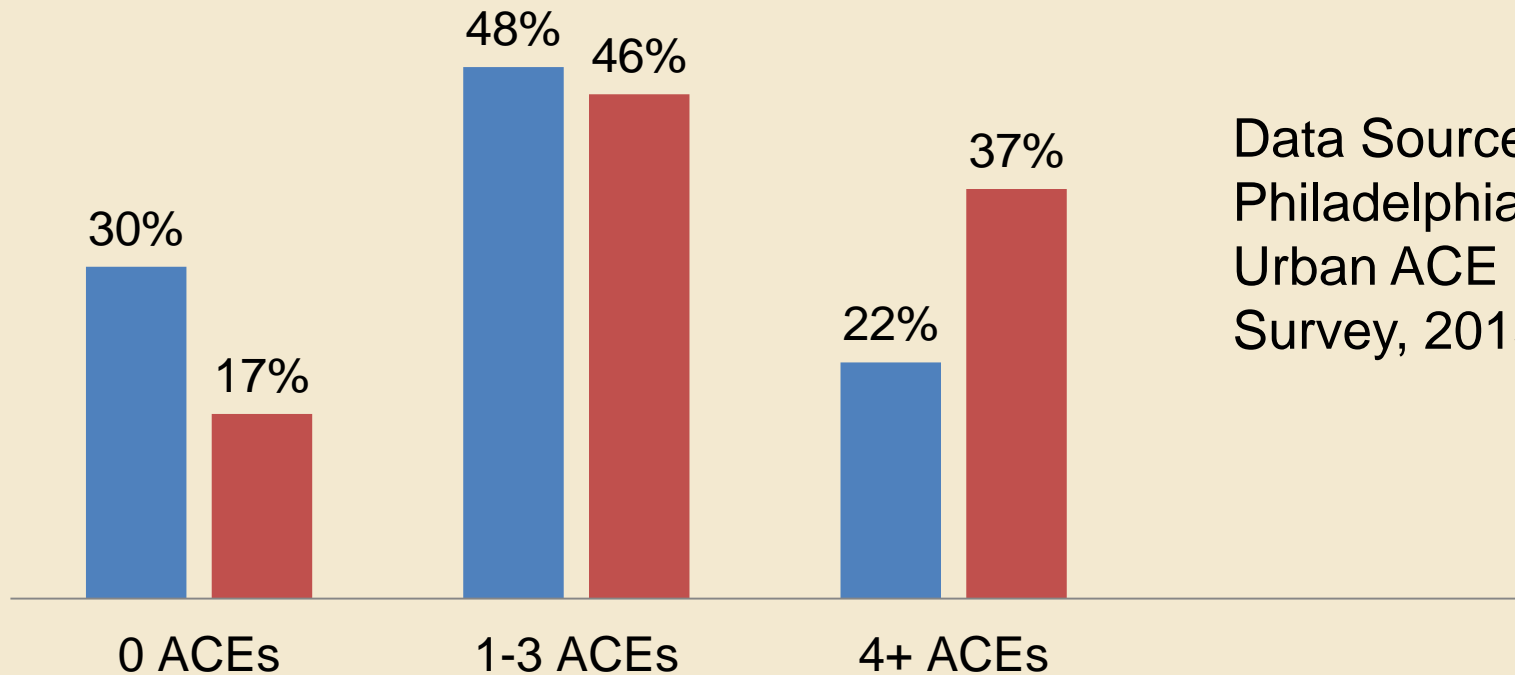
# Adverse Childhood Experiences

([www.ACEstudy.org](http://www.ACEstudy.org))

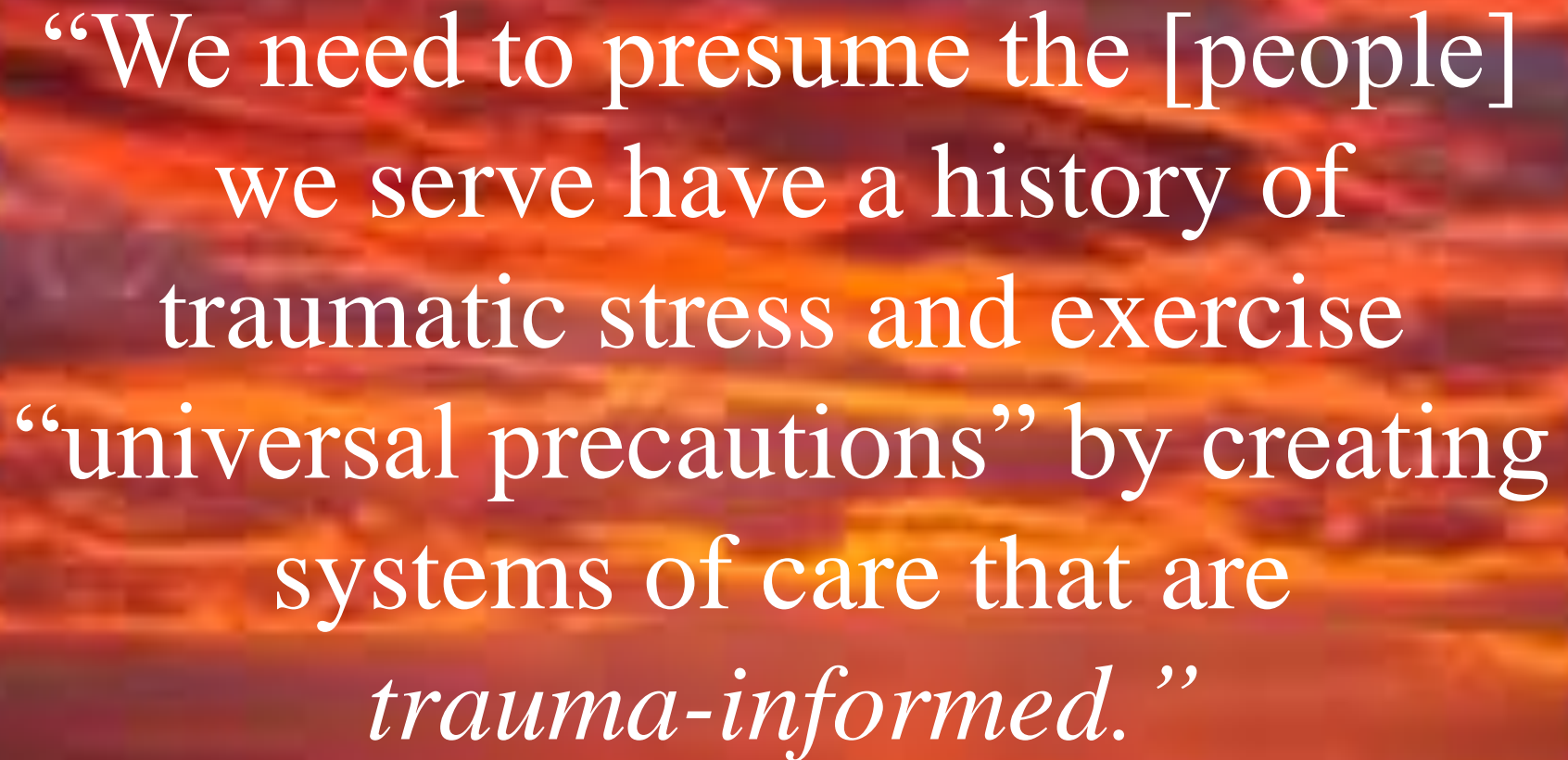


# Distribution of Standard and Urban ACE Scores

■ Standard ACE Score (9 items) ■ Urban ACE Score (14 items)



Data Source:  
Philadelphia  
Urban ACE  
Survey, 2013



“We need to presume the [people]  
we serve have a history of  
traumatic stress and exercise  
“universal precautions” by creating  
systems of care that are  
*trauma-informed.*”







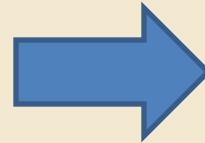
there is no lake in the photo.

tilt your head

# Trauma Informed Care

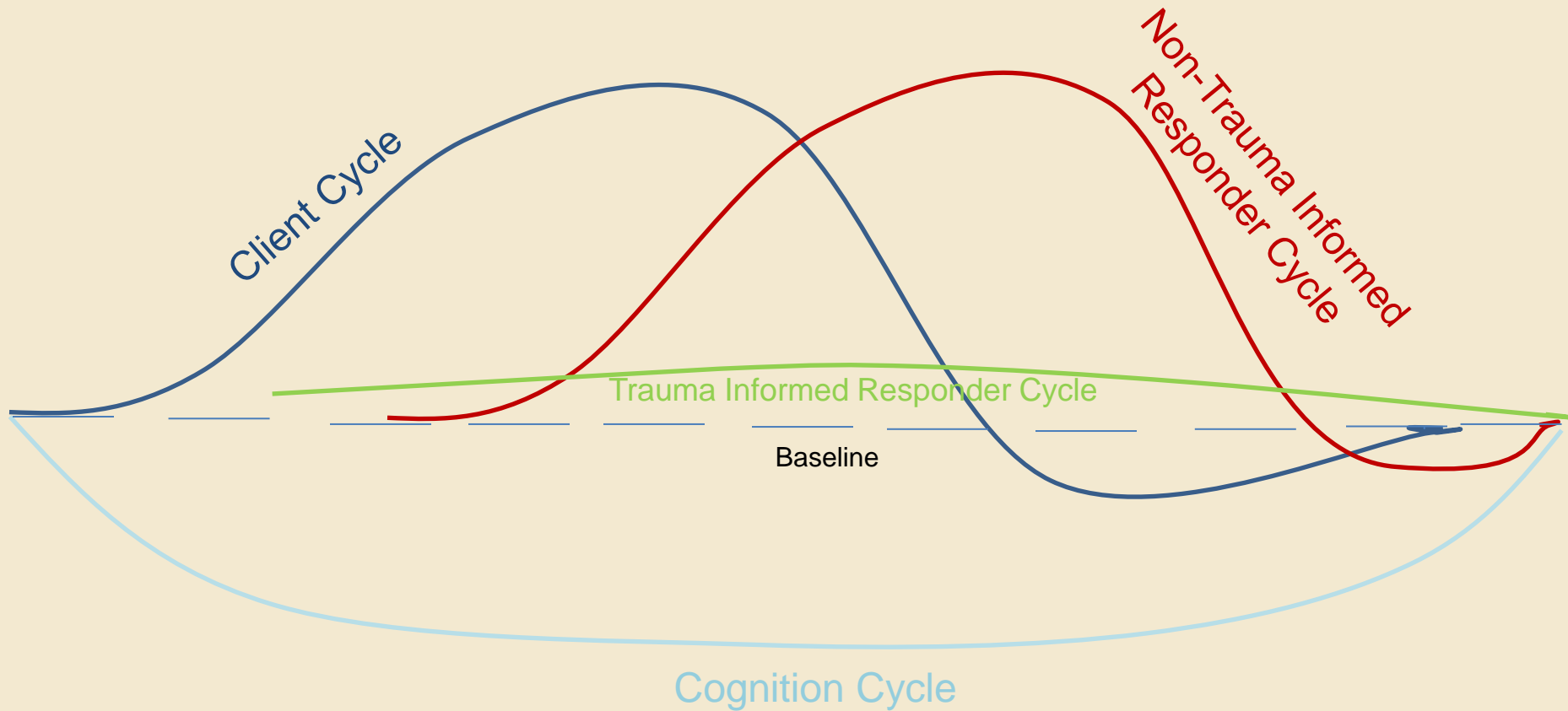
- *Realizes* the widespread impact of trauma and understands potential paths for recovery;
- *Recognizes* the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
- *Responds* by fully integrating knowledge about trauma into policies, procedures, and practices; and
- Seeks to actively resist *re-traumatization*.”

# It's not about excusing bad behavior!



Take a moment to pause and consider purposes of that behavior

# Avoid Re-Escalation



WHAT'S  
WRONG WITH  
YOU!?  
To  
What's  
Happened?



# We are here to create Trauma Awareness through:

- Safety
- Trustworthiness through Transparency
- Choice / Voice
- Collaboration & Mutuality
- Empowerment/ Peer Support
- Resilience/ Self-care
- Social Responsibility: Cultural Humility

# Create Safety

Take time to familiarize the person with the physical environment / daily routines.



# Build Trustworthiness through Transparency

Tell the person what to expect and how long it will take.





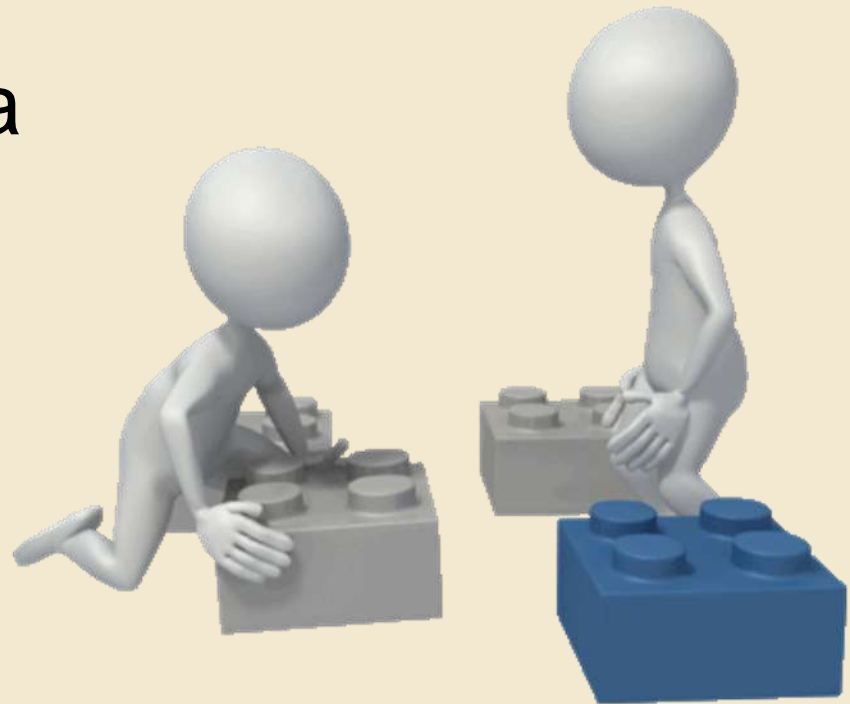
# Support Voice and Choice



Provide as much choice as possible with limits provided.

# Collaboration & Mutuality

Co-creating solutions to foster engagement and a sense of investment.



# Promote Empowerment

**By fostering the previous principles of TIC... we create a space for the self-discovery of personal power and responsibility.**



# Cultural, Historical and Gender

- Mindfulness of and sensitivity to the impact that context plays of trauma and its legacy.



# A Great Thing!

## Language of Caring

- Heart-Head-Heart
- The Practice of Presence
- Acknowledge feelings
- Showing Caring Nonverbally
- Explaining Positive Intent
- The Blameless Apology
- The Gift of Positive Regard
- The Caring Broken Record

## Person Centered Care

- Respect
- Hope and Healing
- Partnership
- Coordination and Integration of Care
- Transitions of Care
- Communication and Education
- Environment
- Involvement of Support Network

## Trauma Informed Care

- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment
- Resilience
- Social Responsibility

# 15-Minute Break

# ACE Survey Results

## Out of 350 people working in social services

Psychological abuse (Parents)	37%
Physical abuse (parents)	29%
Sexually abused	25%
Emotional neglect	35%
Physical neglect	12%
Substance abuser in household	40%
Separated from one/both parents	41%
Witnessed Domestic Violence	21%
Imprisoned household member	10%

***It's Not Just the Clients***





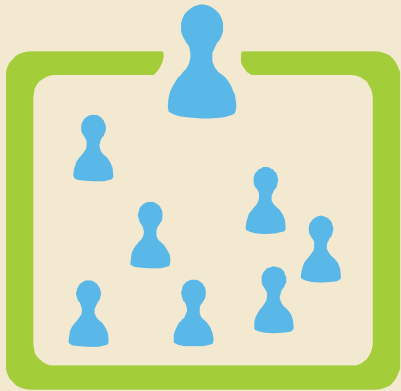
# Secondary Trauma

- Secondary traumatic stress (STS) is the emotional duress that results when an individual hears about the firsthand trauma experiences of another.
- In a study of Master's level licensed social workers, 15.2% of respondents to a survey reported secondary trauma material at a level that meets the diagnostic criteria for PTSD. This rate is twice that of the general population.

- In a study of 259 behavioral health counselors, those working with clients with trauma related disorders reported higher levels of traumatic stress symptoms.
- Behavioral health professionals' experience of STS is a contributing factor to staff turnover and one reason why behavioral health professionals leave the field.

(Source: SAMSHA TIP 57)

# What Types of Stress Do We Experience at Work?



Organizational



Professional



Personal



Environmental



# Professional Quality of Life

```
graph TD; A[Professional Quality of Life] --> B[Compassion Satisfaction]; A --> C[Compassion Fatigue]; C --> D[Burnout]; C --> E[Secondary Trauma];
```

Compassion Satisfaction

Compassion Fatigue

Burnout

Secondary Trauma

# Professional Quality of Life Scale (PROQOL)

- Scales for...
  - Compassion Satisfaction
  - Burnout
  - Secondary Trauma
- Complete Every 3-6 months

**Professional Quality of Life Scale (ProQOL)**

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*Compassion Satisfaction and Compassion Fatigue  
(ProQOL) Version 5 (2009)*

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some-questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the *last 30 days*.

<b>1=Never</b>	<b>2=Rarely</b>	<b>3=Sometimes</b>	<b>4=Often</b>	<b>5=Very Often</b>
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<input type="checkbox"/>	1.	I am happy.
<input type="checkbox"/>	2.	I am preoccupied with more than one person I [help].
<input type="checkbox"/>	3.	I get satisfaction from being able to [help] people.
<input type="checkbox"/>	4.	I feel connected to others.
<input type="checkbox"/>	5.	I jump or am startled by unexpected sounds.

# Resilience



## 4 Pillars to Personal Resilience

**Mental**

**Physical**

**Social**


**Spiritual**






# Professional Self-Care

- Fold your 3x5 card into thirds
- Label each section with the following and list 3 to 5 things that you can do to support yourself in your daily life:
  - Prevention
  - In the Moment
  - After-care
  - Let this card live in your wallet, purse or desk.

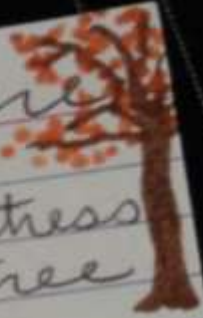




## Rise n' Shine

- Visualization of flow/ease of Grace
- Fruit Mandala
- Make Lunches
- Coffee 
- Mantra w/ Mala
- Sing out Strong

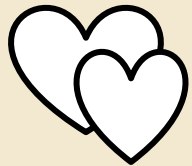
## In the Moment

- Hand on  
- Notice/Watch Breathing 
- Focus on "Calm & Compassion"
- Look for the Lesson
- Take a Walk
- Chocolate

## After-Care

- Release stress worry @ tree 
- Welcome Home Mantra
- Technology Curfew 
- Play w/ Bjorn   
- ★ Weeping Shower

# Missouri Model: Developmental Framework / Continuum for Trauma-Informed Approaches



**Trauma Awareness:** Understand the prevalence of trauma & its impact on holistic wellness.



**Trauma Sensitive:** Apply the core TIC principles and begin to embed the skills/concepts into daily practices.



**Trauma Responsive:** Adapt daily work environment and practices; while implementing procedures to support culture of support to staff and people serve.



**Trauma Informed:** Create organizational culture that embodies a resilience-focused mission; TI Principles are embedded within all layers of staff, environment, and polices.



# Goal Setting

How will YOU commit to enhancing Trauma Informed principles within your team or department:

- In the next 30 days?
- In the next 60 days?
- In the next six months?