

TRAUMA INFORMED CARE

A brief overview of trauma and how it informs our work

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WHAT IS TRAUMA?

SAMHSA describes individual trauma as resulting from “an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life-threatening and that has lasting adverse effects on the individual’s functioning and mental, physical, social, emotional, or spiritual well-being.”

How would you define trauma? What types of trauma can you think of?

TRAUMA CAN BE...

A series of events

Acute or chronic

Complex

Individual or community
level

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TRAUMA
CAN ALSO
BE...

System-induced

Historical

Inter-generational

Secondary, Vicarious

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Trauma can serve as a filter,
a lens through which a person
views the world, defining the
way a person perceives and
experiences their world.



HOW DO PEOPLE REACT TO TRAUMA?

Feeling that they are weak, strange, childish, or “going crazy”

Embarrassed by their bouts of fear or exaggerated physical responses

Feeling that they are unique and alone in their pain and suffering

Feeling anxious or depressed

Displays of intense anger, aggressive or disruptive behavior

Having low self-esteem and feeling helpless

WHAT RESONATES WITH YOU?

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trauma responses can look like:

craving control

agreeing to
things just to
keep the peace

feeling on
guard all the time

a negative world
view, dwindling
trust for other



seeking constant
escapism

feeling
responsible for
other's happiness

saying "yes"
because you're
scared of losing
security

chronic feelings
of emptiness

giving in to
reckless impulses,
not caring for
personal safety

HOW TRAUMA AFFECTS PEOPLE

Sleep
disturbances

Drug and alcohol
use as a coping
mechanism to
deal with stress

Self-harm (e.g.,
cutting, burning
oneself, etc.)

Over or under-
estimation of
danger

Expectations of
maltreatment or
abandonment

Difficulties with
trust

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Shatters trust

Destroys feelings of safety

Violates a person's boundaries

Induces feelings of hopelessness and helplessness

Takes away a person's power and choice

Produces feelings of shame, guilt, rage, and self-hatred

Results in isolation and disconnection from self, others and the world

WHAT IS THE IMPACT OF TRAUMA ON INDIVIDUALS AND RELATIONSHIPS?

PEOPLE WHO HAVE EXPERIENCED TRAUMA
HAVE A 'WHISPER' THAT LOOPS NON-STOP IN
THEIR HEAD THAT SAYS,

"I don't matter; I'm not worthy."

"I'm not lovable."

"The world can't be trusted."

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RESILIENCE

The ability to withstand stress and trauma

Develops over time, not innate

Gained by building skills & relationships

Not indicative of no stress problems, but having coping and or problem-solving skills

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WHAT FACTORS IMPROVE OUR ABILITY TO BE RESILIENT?

Internal – characteristics such as individual talents, energies, strengths, and constructive interests

External – Influences like family support, positive peer role models, availability and access to activities in the community

WHAT DO PEOPLE NEED TO IMPROVE RESILIENCE ?

A Safe Environment

Listening Without

Solving Highlighting

the Change

Perspective
Opportunity

Reframing Growth





TRAUMA INFORMED CARE APPROACH

Uses a universal precautionary approach for better outcomes and to avoid re-traumatizing

Understands historical trauma and is committed to awareness of trauma;

Realizes the widespread impact of trauma and understands potential paths for recovery;

Recognizes the signs and symptoms of trauma in program participants, families, staff, self, and others involved with the system;

Responds by fully integrating knowledge about trauma into policies, procedures, and practice

Motivational Interviewing

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MI is a particular way of talking with people about change and growth to strengthen their own motivation and commitment

MI 4TH EDITION. WILLIAM R. MILLER AND STEPHEN
ROLLNICK (2023)

BE 'SOMEONE GOOD TO TALK TO'

If you offer appointments,
be someone worth going to see.

If you do home visits,
be someone you would want to let in the
house.

If you see mandated clients,
be a relief.

-Helen Mentha

MINDSET AND 'HEARTSET'



Accurate Empathy—The ability to accurately understand someone's meaning AND to reflect that understanding back to the person

Positive Regard—Noticing and affirming the effort and underlying values/strengths of the person

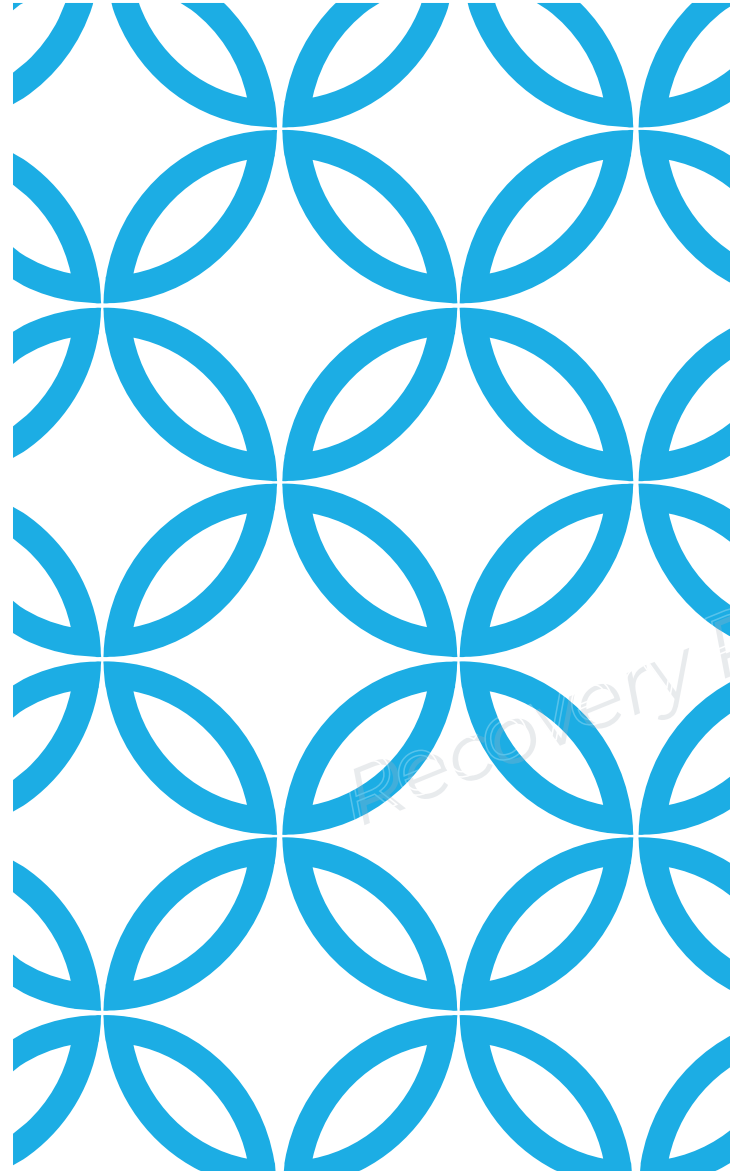
Authenticity—Curiosity, honesty and humility, being genuine and working 'with' and 'for' the person

Acceptance—Having no judgment; respecting the other person's autonomy, power and choice

Hope—Believing in others, optimism

Focus—Meeting people where they are and listening for 'hopes and dreams'; responding to change talk, guiding

Frankly—Drawing out strengths, ideas, and summaries



COMPASSION FATIGUE AND THE RIGHTING (FIXING) REFLEX



MI Strategies to Resist the Fix

Evoking

Elicit the client's own motivation for change – harness their ideas and feelings about why and how they might do it. People talk *themselves* into changing.

Offering Advice –Ask Offer Ask

Before advice or information is offered, the helper should try to evoke it from the person.

In motivational interviewing, advice or information is *only* offered at the person's request, or with the person's permission.

The helper should always defer to the person on whether the advice or information is applicable.

The helper should remember to reinforce the person's freedom of choice.



EVERYONE WANTS CERTAIN THINGS OUT
OF LIFE...

Power and Control over their
Destiny To Love and Be Loved
A Sense of Purpose
To be Capable
Belonging and Connection

As helpers, we also need these things. What can happen
when the work we do takes its toll on us?

When the work
we do takes its
toll on us

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COMPASSION FATIGUE:intense feelings of suffering, sorrow or sympathy related to the desire to ease the pain and/or suffering of others, considered caregiver's burnout or the 'cost of caring'.

SECONDARY TRAUMA:the stress reactions and symptoms resulting from the exposure to another individual's trauma experiences rather than exposure directly to a traumatic event.

VICARIOUS TRAUMA:a process through which one's own experience becomes transformed through engagement with an individual's trauma. a gradual, insidious process that can include compassion fatigue and burnout -a 'shift in clinician's worldview' after prolonged exposure.

SIGNS OF COMPASSION FATIGUE

Concentration and focus
problems affecting work

Chronic Exhaustion or
Physical Ailments

Inability to Listen or
Deliberate Avoidance

Feeling Helpless/Hopeless
yet responsible

Hypervigilance

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MORE SIGNS OF COMPASSION FATIGUE

A Sense that You Can
Never Do Enough

Decrease in the Ability
to be Creative

Apathy and emotional
numbness

Isolation and
withdrawal

Exhaustion, jaded,
bitter pessimism

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SIGNS OF SECONDARY AND VICARIOUS TRAUMA

Initially - Strong emotional reactions such as anger, sadness, horror, vulnerability.

Physical symptoms such as digestive problems, headaches, sleep problems, exhaustion, and physical illness; sick often.

Spiritual concerns such as a sense that spiritual beliefs have shattered, or that their "higher power" has let them down.

Feeling cynical and/or resentful about the world around you

Feeling professional helplessness

Forgetfulness, loss of concentration

Difficulty separating personal and professional lives

RISK FACTORS

Being new to the field

Having a history of personal trauma or burnout

Working long hours and/or having large caseloads

Having inadequate support systems

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Sustain

- Sustain balance and boundaries between work and your personal life.

Make

- Make use of effective relaxation time and methods.

Use

- Use meditation or spiritual practices you find calming.

Assess

- Assess your self-care practices and wellness plan.

Take

- Take time to be in nature.

HOW DO YOU
COMBAT
COMPASSION
FATIGUE?

Find

- Find methods for creative expression.

Monitor

- Monitor your body for tension and use methods to release that tension.

Pay

- Pay attention to your own health.

Identify

- Identify social supports, including a supervisor who can support you.

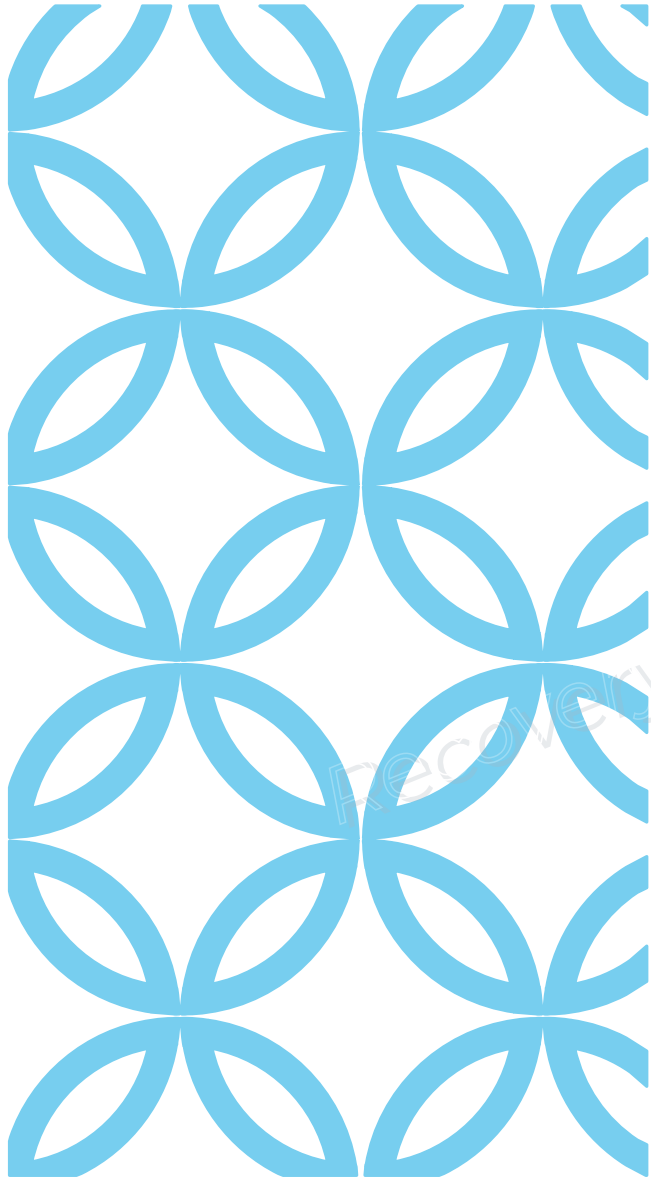
Know

- Know when and how to access help, both informal and formal, if you need it.

HOW DO YOU
COMBAT
COMPASSION
FATIGUE?

Motivational Interviewing Spirit

“It is our experience that over time the practice of MI can change you as a person. Those in helping professions have told us that learning and practicing MI has lifted an emotional burden from their shoulders, allowing them to enjoy their work much more. Though more studies are needed, we suspect MI is an antidote for the poison of burnout.” (Miller & Rollnick, 2023)



Compassion Satisfaction

The positive aspects of helping

Pleasure and satisfaction derived from working in helping, care giving systems

Could be related to providing care, working with colleagues, beliefs about yourself, doing good

CREATING COMPASSION SATISFACTION

Taking a look at why you are doing the work
Thinking about the areas of your work that keep you in the job

Reflecting on the successes of your work
Recognize the positive

Recognizing the rewards of the work

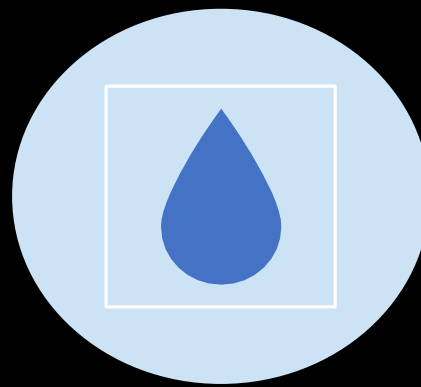
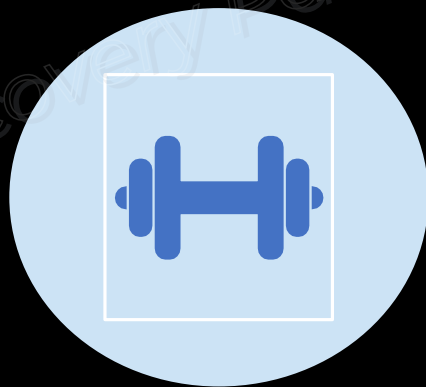
Having a daily stress management plan
so

there is not a build-up of stress in your life

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CARING FOR
YOURSELF IN THE
FACE OF DIFFICULT
WORK:



SOME EXAMPLES OF
THINGS YOU CAN
DO RIGHT AWAY

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TRAUMA IS NOT A LIFE-SENTENCE

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A silhouette of a hiker with a backpack is shown climbing a steep mountain slope. The hiker is positioned on the right side of the frame, moving upwards. The background is a bright, hazy sky with a sun or moon visible on the right side, creating a lens flare effect. The overall color palette is a soft, light blue.

“Although the world is full of suffering, it is also full of overcoming it.”

Helen Keller



BASED ON WHAT YOU'VE EXPERIENCED IN THIS WORKSHOP,
WHAT ARE YOU MOST LIKELY TO IMPLEMENT TO MAKE A
DIFFERENCE IN THE WORK YOU DO? |

RESOURCES

Lerias, D., & Byrne, M. K. (2003). [Vicarious Traumatization: Symptoms and Predictors](#). *Stress and Health*, 129-138.

Mathieu, F. (2012). [The Compassion Fatigue Workbook](#). New York: Taylor & Francis Group.

Miller, W. R., & Rollnick, S. (2013). [Motivational interviewing: Helping people change \(3rd ed.\)](#). New York: Guilford Press.

Miller, W. R., & Rollnick, S. (2023). [Motivational interviewing: Helping people change \(4th ed.\)](#). New York: Guilford Press.

Miller, William R. and Moyers, Teresa –What makes helpers effective? *MI Workshop* , Sept. 2023

[Motivational Interviewing -Free resources | Psychwire](#)

SAMHSA. (2016). [Creating a Healthier Life: A step-by-step guide to wellness](#).

[Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others](#) by Laura van Dernoot Lipsky and Connie Burk

[The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma](#) by D. Bessel van der Kolk

[Changing the Conversation: Trauma Informed Podcasts](#)

[The Future of Healing: Shifting From Trauma Informed Care to Healing Centered Engagement](#)

Gregoire, Carolyn: The 8 Most Important Things We've Learned About Happiness In The Past 10 Years

http://www.huffingtonpost.com/2015/05/23/science-ofhappiness_n_7154918.html

Gregoire, Carolyn: The Golden Ratio For Happiness? http://www.huffingtonpost.com/2014/11/04/golden-ratiohappiness_n_6095396.htm

HETI Maine: Advancing MI Practice Workshop and Symposium

[How to Calm Your Mind | Live Conscious \(welveconscious.com\)](#)

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