

**Trauma-Informed Care**



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**Background on Development of Trauma-Informed Care**

- 1960's – Beginning of recognition and research of PTSD as connected to military post-Vietnam
- 1970's - Feminist Movement – giving voice to survivors of interpersonal trauma
- 1980's –
  - Child Advocacy – awareness of child abuse and multi-disciplinary approaches
  - Greater understanding of post-trauma effects on individuals and general population
- 1985 – International Society for Traumatic Stress was founded
- 1989 – United States Department of Veterans Affairs had created the National Center for Post Traumatic Stress Disorder ([www.ptsd.va.gov](http://www.ptsd.va.gov))

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**Background on Development of Trauma-Informed Care**

- 1990's – Increased research/science – trauma-specific empirical research
  - Substance Abuse and Mental Health Administration (SAMHSA), within the U.S. Department of Health and Human Services
- 1994 – SAMHSA convened the Dare to Vision conference
- 1998 of the Women, Co-Occurring Disorders and Violence Study, sponsored by SAMHSA
- 1995-97 – ACES study – CDC and Kaiser Permanente

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### ACES

How Adverse Childhood Experiences Can Influence Health Throughout Life

Adapted from Felitti et al., 1998 and Whitfield et al. <http://www.cdc.gov/acesstudy.htm>.

- Centers for Disease Control and Prevention
- Kaiser Permanente

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### How would you define trauma?

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### Dictionary Definition of Trauma

- a deeply distressing or disturbing experience; emotional shock following a stressful event or physical injury, which may be associated with physical shock and sometimes leads to long term neurosis
- In medicine = physical injury

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Wound – laceration, breaking of the skin  
Injury – damage to the body, without breaking of the skin

**In Psychology**

- Trauma – emotional wound
- Neurosis – emotional injury

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**In Medicine**

- Wound – laceration, breaking of the skin
- Injury – damage to the body, without breaking of the skin

**In Psychology**

- Trauma – emotional wound
- Neurosis – emotional injury

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**General Practice**

Key elements of trauma experience

- Loss of control – feeling helpless
- Fear of loss of life or identity

It is the person's perception, not our judgment of the situation, that determines if it is trauma

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**What are sources of trauma?**

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**Types of Trauma**

- Physical – muggings, beatings, gunshots, fire, vehicular accidents, abandonment, neglect, sexual assault, domestic violence, medical procedures, serious injuries or illnesses
- Emotional – verbal assault, brainwashing/torture
- Spiritual – moral injury, angels and demons, kundalini release, shaktipat, reincarnation phenomena
- Any situation where one person misuses power over another
- Institutional Abuse
- Cultural dislocation/immigration
- Terrorism, war, violence against a group (genocide)
- Natural disasters
- Chronic Stressors – racism, poverty, other "isms"
- Generational – epigenetics/transpersonal inheritance
- Gender - LGBTQ
- Psychic – visitations, UFO abductees, satanic ritual abuse, incubus/succubus

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**Traumas Related to the Aging Process**

- Loss of loved ones
- Loss of personal capacities
- Loss of roles, identity and home
- Increased dependence
- Experience of or observing of physical, sexual or emotional abuse
- Family member with mental health issues , especially a dependent
- Experiences of violence (personal or witnessed)
- Poverty, systemic discrimination

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**Getting a Trauma History**

- Helpful to have trauma history, especially if patient is showing symptoms of traumatic experience – “What happened to you?”
- However, treating all as if they experienced trauma means giving everyone good care.

<https://nursinghomehelp.org/wp-content/uploads/2019/10/TRAUMA-INFORMED-CARE.pdf>

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**Trauma Informed Care**

Trauma-informed organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and avoid re-traumatization.

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**Key Elements of Trauma-Informed Care**

- **Realizing** the prevalence of trauma
- **Recognizing** how trauma affects all individuals involved, clients and providers
- **Responding** by putting this knowledge into practice

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**Trauma Informed Care**

Trauma Informed Care is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives.

- Understanding how trauma has affected their lives
- Recognizing the vulnerabilities and triggers of trauma
- Practicing treatment that includes recovery and reducing the possibility of re-traumatization

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**Trauma Informed Care**

“Trauma informed care embraces a perspective that highlights adaptation over symptoms and resilience over pathology.”

Elliot, Bjelajac, Fallott, Markoff, & Reed

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**Trauma Informed Care Principles**

- **Safety** – ensuring a physically and emotionally safe environment
- **Trustworthiness** – client responsibilities and tasks are clear, appropriate professional boundaries
- **Choice** – emphasizing and encouraging consumer choice and control
- **Collaboration** – collaborative approach, sharing power with the client
- **Empowerment** – stressing the development of client empowerment and skill building

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**Trauma Informed Care Values**

- Understand the prevalence and impact of trauma
- Pursue the person's strength, choice and autonomy
- Providers earn trust
- Healing happens in relationships
- Provide holistic care
- Share power
- Communicate with compassion
- Promote Safety
- Embrace diversity
- Respect human rights
- Physical and emotional engagement of the client in the healing process

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**Key Components**

- Maximize physical and psychological safety
- Partner with clients/patients
- Identify Trauma-related special needs of clients

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**12 Concepts for Understanding Traumatic Stress**

- Traumatic experiences are inherently complex
- Trauma occurs within a broad context that includes a person's personal characteristics, life experiences and current circumstances
- Traumatic events often include general secondary adversities, life changes and distressing reminders in a person's daily life

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**12 Concepts for Understanding Traumatic Stress**

- People exhibit a wide range of reactions to trauma and loss
- Danger and safety are core concerns in the life of a traumatized person
- Traumatic experiences often affect the whole family and broader systems (caregivers, teachers, employers)

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**12 Concepts for Understanding Traumatic Stress**

- Protective and promotive factors can reduce the adverse affects of trauma
- Trauma and post-trauma adversities can strongly influence development in children and future growth and adjustment in adults
- Developmental neurobiology underlies a person's reactions to traumatic experiences

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**12 Concepts for Understanding Traumatic Stress**

- Culture is closely interwoven with traumatic experiences, responses and recovery
- Challenges to the social contract, including legal and ethical issues, affect trauma responses and recovery
- Working with trauma-exposed people can evoke distress in providers, making it more difficult for them to provide good care

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**What it means to be a Trauma-Informed Organization -- Policies reflect a trauma-informed perspective**

- **Prevention of trauma**
  - Education of employees in understanding trauma and trauma-informed care
- **Strategies to identify, intervene, and repair protocols and policies that result in re-traumatization or lack of trauma-informed care**
  - Accountability
  - Financial support for trauma-informed practices

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**Policies reflect a trauma-informed perspective**

- **Support for personal practice of self-care**
  - Preventing Compassion Fatigue, Burn-Out and Secondary Trauma

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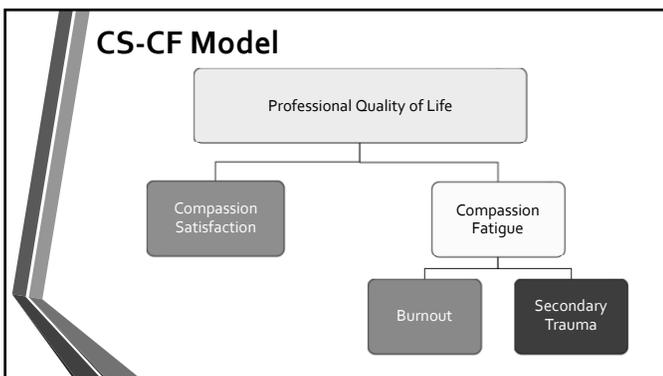
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**Vocabulary**

- Compassion Satisfaction
  - Positive aspects of working as a helper
- Compassion Fatigue
  - Negative aspects of working as a helper
- Burnout
  - Inefficacy and feeling overwhelmed
- Work-related traumatic stress
  - Primary traumatic stress direct target of event
  - Secondary traumatic stress – ongoing exposure to traumatized persons and their distress and behaviors

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**Compassion Fatigue**

- Dealing with
  - Ongoing stress
  - Repeated crisis
- Prolonged Duress Stress
  - Similar symptoms to PTSD without direct experience of trauma

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**Symptoms of Compassion Fatigue**

<ul style="list-style-type: none"><li>■ Disorientation</li><li>■ Memory loss</li><li>■ Increased anxiety</li><li>■ Emotional re-activity</li><li>■ Avoidance</li><li>■ Excessive blaming</li><li>■ Isolation</li><li>■ Complains a lot</li><li>■ Substance abuse</li><li>■ Compulsive behaviors</li><li>■ Pre-occupation</li><li>■ Denial</li></ul>	<ul style="list-style-type: none"><li>■ Excessive complaints from others</li><li>■ Poor self-care</li><li>■ Legal problems</li><li>■ Debt problems</li><li>■ Nightmares and flashbacks</li><li>■ Poor health</li><li>■ Apathy</li><li>■ Inability to concentrate</li><li>■ Fatigue – mental and emotional</li></ul>
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**Burnout and STS: Co Travelers**

- Burnout
  - Work-related hopelessness and feelings of inefficacy
- STS - Secondary Traumatic Stress
  - Work-related secondary exposure to extremely or traumatically stressful events
- Both share negative effect
  - Burnout is about being worn out
  - STS is about being afraid

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**You Bring Yourself...**

People bring a past and a present to anything they do

- Their schemas and beliefs
- Their stigma beliefs
- Their social support systems
  - Positive support
  - Negative support
- Their history of trauma and illness
- Their families and close others
- Their economic situation

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

- A 30 item self report measure of the positive and negative aspects of caring
- The ProQOL measures Compassion Satisfaction and Compassion Fatigue
- Compassion Fatigue has two subscales
  - Burnout
  - Secondary Trauma

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**Well Established**

- The ProQOL is the most widely used measure of the positive and negative aspects of helping in the world
- The ProQOL has proven to be a valid measure of compassion satisfaction and fatigue
- It has been used for over 15 years
- The measure was developed with data from over 3000 people

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**Not a Medical Test**

- Helps understand the positive and negative aspects of helping
- Not a "psychological test"
- Not a "medical test"
- Can be viewed as a screening for stress-related health problems

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**ProQOL**

- Complete it at least every six months or annually
- Reflections and Insights

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### Resiliency Planning

- Individual, personally
  - The ProQOL can help you plan where to put your energy to increase your resilience
- Organizational planning
  - Can help organizations find ways to maximize the positive aspects and reduce the negative aspects of helping
- Supportive Supervision
  - The ProQOL can be used as information for discussions

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### How do you cope?



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### Coping Techniques

<ul style="list-style-type: none"><li>■ Pay Attention</li><li>■ Respond quickly – don't wait for it take over</li><li>■ Emotional Intelligence – let emotions flow</li><li>■ Mindfulness</li><li>■ Hobbies / distractions</li><li>■ Exercise</li><li>■ Humor</li><li>■ Transition time</li></ul>	<ul style="list-style-type: none"><li>■ Take frequent breaks</li><li>■ Pets</li><li>■ Play</li><li>■ Self-acknowledgment</li><li>■ Ask for help – support network<ul style="list-style-type: none"><li>■ Family</li><li>■ Friends</li><li>■ EAP – therapist</li><li>■ Self-help groups</li></ul></li></ul>
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**What's in Your Psychological First Aid Kit?  
Resources for you**



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**In Closing**

*If we treated everyone as if they had experienced trauma, offering kindness, compassion, patience and understanding, the world would be a better place!*



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## **Trauma Informed Care Resources for Nursing Home Social Workers**

**Implementing TIC Guidebook – specific for nursing homes -**

<https://www.leadingage.org/sites/default/files/RFA%20Guidebook.pdf>

**Pages 17-26 Special Considerations for Nursing Homes, plus lots of resources including assessments**

**Summary of Available Assessments, including ProQoL -**

<https://www.tfec.org/wp-content/uploads/Trauma-Informed-Organizational-Assessments.pdf>

**Blog Post with focus on nursing homes and resource links**

<https://scholars.org/contribution/how-integrate-trauma-informed-care-nursing>

**PPT from presentation on TIC – longer presentation, great resources**

<https://nursinghomehelp.org/wp-content/uploads/2019/10/TRAUMA-INFORMED-CARE.pdf>

### **More resources**

<https://www.ncbi.nlm.nih.gov/books/NBK207183/>

<https://traumaticstressinstitute.org/wp-content/uploads/2010/06/Trauma-Informed-Care-Org-Self-Assessment-Final.pdf>

<https://nhchc.org/wp-content/uploads/2019/08/mhfa-ti-assessment.pdf>

[https://traumatransformed.org/documents/tia\\_wisconsin.pdf](https://traumatransformed.org/documents/tia_wisconsin.pdf)

## General Resources – Bibliography and Weblinks

- <https://ProQol.org> – main ProQoL site – for assessments and resources
  - <https://proqol.org/Links.html> - links to many resources
- Compassion Fatigue <http://www.compassionfatigue.org>
- Wisconsin Trauma Informed Care Initiative  
<https://www.dhs.wisconsin.gov/tic/index.htm>
- SAMHSA Trauma-Informed Care in Behavioral Health Services (free download)  
<https://store.samhsa.gov/product/TIP-57-Trauma-Informed-Care-in-Behavioral-Health-Services/SMA14-4816>  
SAMHSA TIC Literature Review (free download)  
[https://store.samhsa.gov/system/files/sma14-4816\\_litreview.pdf](https://store.samhsa.gov/system/files/sma14-4816_litreview.pdf)
- Information and Resources  
<https://www.porticonetwork.ca/treatments/approaches-to-care/trauma-informed-care>  
<https://www.traumainformedcare.chcs.org/trauma-informed-care-basics/>
- Great booklet with overview  
[http://trauma-informed.ca/wp-content/uploads/2013/10/Trauma-informed\\_Toolkit.pdf](http://trauma-informed.ca/wp-content/uploads/2013/10/Trauma-informed_Toolkit.pdf)
- ACES– Adverse Childhood Experiences Study <http://www.acestudy.org/>
- ACES too High: <http://acestoohigh.com/aces-101/>
- <https://traumaticstressinstitute.org/trauma-informed-care-the-restorative-approach/>
- [http://dhhs.ne.gov/publichealth/Documents/GliddenBrown\\_TraumaInformedCareResources.pdf](http://dhhs.ne.gov/publichealth/Documents/GliddenBrown_TraumaInformedCareResources.pdf) - bibliography, websites, apps and other resources
- <https://www.nctsn.org/trauma-informed-care/trauma-informed-systems/schools/nctsn-resources> - Trauma Informed Schools
- <https://www.ptsd.va.gov/professional/treat/care/index.asp> - tool kits and classes for providers of services to veterans

### General Resources available on the internet:

<https://www.nationalcouncildocs.net/trauma-informed-care-learning-community/book-list>

<https://www.crisisprevention.com/Blog/April-2012/Top-10-Recommended-Trauma-Informed-Care-Online-Res> - Top 10 Trauma-Informed-Care Online Resources

<http://www.traumainformedcareproject.org/>

<https://www.thenationalcouncil.org/areas-of-expertise/trauma-informed-behavioral-healthcare/> - lots of information and links to more information on TIC

[https://www.chcs.org/media/ATC\\_whitepaper\\_040616.pdf](https://www.chcs.org/media/ATC_whitepaper_040616.pdf) - Excellent White paper on Trauma-Informed Care in HealthCare

## **Psychological First Aid**

### **Field Guide**

<https://www.nctsn.org/resources/psychological-first-aid-pfa-field-operations-guide-2nd-edition>

### **Other resources**

[https://www.albany.edu/sph/assets/Additional\\_PFA\\_Resources.pdf](https://www.albany.edu/sph/assets/Additional_PFA_Resources.pdf)

<http://pscentre.org/topics/lay-counselling-additional-resources/>

[https://www.health.harvard.edu/newsletter\\_article/First\\_aid\\_for\\_emotional\\_trauma](https://www.health.harvard.edu/newsletter_article/First_aid_for_emotional_trauma)

[https://www.who.int/mental\\_health/world-mental-health-day/ppt.pdf](https://www.who.int/mental_health/world-mental-health-day/ppt.pdf)

### **Books**

**Community-Based Psychological First Aid: A Practical Guide to Helping Individuals and Communities during Difficult Times**, Gerard A Jacobs

**The Parents' Guide to Psychological First Aid**, Gerald Koocher and Annette La Greca

<https://global.oup.com/academic/product/the-parents-guide-to-psychological-first-aid-9780195381917?cc=us&lang=en&>

**Psychological First Aid for Schools Field Guide** <https://rcrctoolbox.org/toolbox/psychological-first-aid-for-schools/>

## **Emotional First Aid**

<https://ideas.ted.com/7-ways-to-practice-emotional-first-aid/>

[https://www.ted.com/talks/guy\\_winch\\_the\\_case\\_for\\_emotional\\_hygiene](https://www.ted.com/talks/guy_winch_the_case_for_emotional_hygiene)

<https://www.youtube.com/watch?v=vBqoA1V6Fgg> Guy Winch @ Google - lecture

### **Books**

**Emotional First Aid: Healing Rejection, Guilt, Failure, and Other Everyday Hurts** by Guy Winch Ph.D.

**Emotional First Aid: A Field Guide to Crisis Intervention and Psychological Survival** James L Greenstone