



# Trauma Informed Care

*Presented by  
Liza Patchen-Short & Laura Mote*

*Thank You for your participation  
and partnership!*







## *Liza Patchen-Short, MA, LMHCA, MHP, CMHS*

Liza Patchen-Short works at Snohomish County in the Human Services Behavioral Health Division as the Children's Mental Health Liaison. Liza has a Bachelor's Degree in Social Work and Master's Degree in Human Services with a focus on resiliency. Liza has over thirty years working in the non-profit sector advocating for youth and families. She is the co-chair of the Snohomish County Children's Wellness Coalition, and is leading the charge by supporting schools, community organizations and the community at large in building a Restorative Trauma Informed Community. Liza is co-facilitating the initial cohorts learning collaboratives to build a strong foundation for a trauma informed community. Liza is married and has two wonderful sons and three great stepsons.

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## Laura Mote, LSWAIC, MHP

Laura Mote is the Mental Health Community Support Specialist with Snohomish County Behavioral Health for the Denney Juvenile Justice System. Laura holds a Master of Social Work Degree with a focus in adolescent trauma. Laura has worked with high risk youth for over ten years. She is the co-chair of the Snohomish County Children's Wellness Coalition. Laura is a dedicated leader in building a Restorative Trauma Informed Community. Laura is co-facilitating the initial cohorts learning collaboratives to build a strong foundation for a trauma informed community. Laura is devoted to her two dogs.

*Together, Laura and Liza work diligently to bring Restorative Trauma Informed CARE in a way that organizations can systemically bring sustainable changes for the community at large.*

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# Hopes for the Training

- ✓ Understand your role as a **CARE champion** and the process of becoming a **CARE organization**
- ✓ Understand how to **apply and internalize Restorative & Trauma Informed principles and frameworks** in your practice and begin to use that lens in your daily work
- ✓ Understand the impacts of **Adverse Childhood Experiences (ACEs)**
- ✓ Discuss the role and characteristics of **Resiliency**
- ✓ Learn the basic tenets of **Brain Science and Self-Care, and it's relationship to Trauma Informed Practices**
- ✓ Understand the complex cultural, social, economic, and political forces that impact the lives of our children, families, and communities as a way to identify the root cause of trauma with a **shared equity analysis.**



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# August 18 - Introduction to Trauma Informed CARE

9:00 a.m.-  
9:15 am

Introduction to the Week

11:00 am-  
11:50 pm

Trauma Informed CARE

9:15 am-  
9:45 am

Check-In

11:50 am-  
12:00 am

Break

9:45-am-  
11:00 am

What is Trauma and What is the Importance and Values of a Trauma Informed Organization

12:00 pm-  
12:50 pm

Deep Dive and Questions

12:50 pm-  
1:00 pm

Reflection & Journaling and Closing



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# Land Acknowledgment

I would like to begin by acknowledging that we gather today on the ancestral homelands of the Coast Salish Peoples, who have lived in the Salish Sea basin, throughout the San Juan Islands and the North Cascades watershed, who since time immemorial have taken care of, hunted, fished and gathered on these lands. We respect their sovereignty, their right to self-determination, and we honor their sacred spiritual connection with the land and water. Please join me in expressing our deepest respect and gratitude for our indigenous neighbors, the Tulalip Tribes, the Snohomish, the Stillaguamish Tribe and the Sauk-Suiattle Tribe, for their enduring care and protection of these lands and waterways.



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# Grounding exercise

## Blue Orb Meditation



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# What do you need to give yourself permission to do, feel, or not do to show up for this training session?

Sometimes the first step in getting started is giving ourselves permission.

Maybe you need to give yourself permission to:

1. Stay open minded
2. Give yourself the time you need today
3. Make a list of questions
4. Show up to the group meetings
5. Ask for what you need
6. To pass during group sharing
7. Let go of all the other hats you wear during our time together
8. Be vulnerable

Type your permission slips in the chat window and feel free to have more than one.



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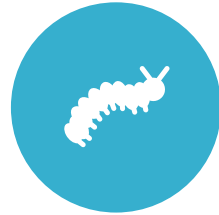
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# Group Agreements



RESPECT WHERE YOU AND OTHERS ARE



WHAT IS LEARNED HERE, LEAVES HERE: WHAT IS SAID HERE, STAYS HERE



OFFER COMPASSION, FOR SELF AND OTHERS



SUPPORT A SPACE FOR LEARNING AND REFLECTION



EVERYONE HOLDS A DIFFERENT PIECE OF THE PUZZLE



OKAY TO NOT HAVE ANSWERS OR SOLUTIONS



ACCOUNTABILITY: LEAN IN, LEAN BACK (E.G. BREAKOUT ROOMS)



OTHER



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# If group agreements are broken

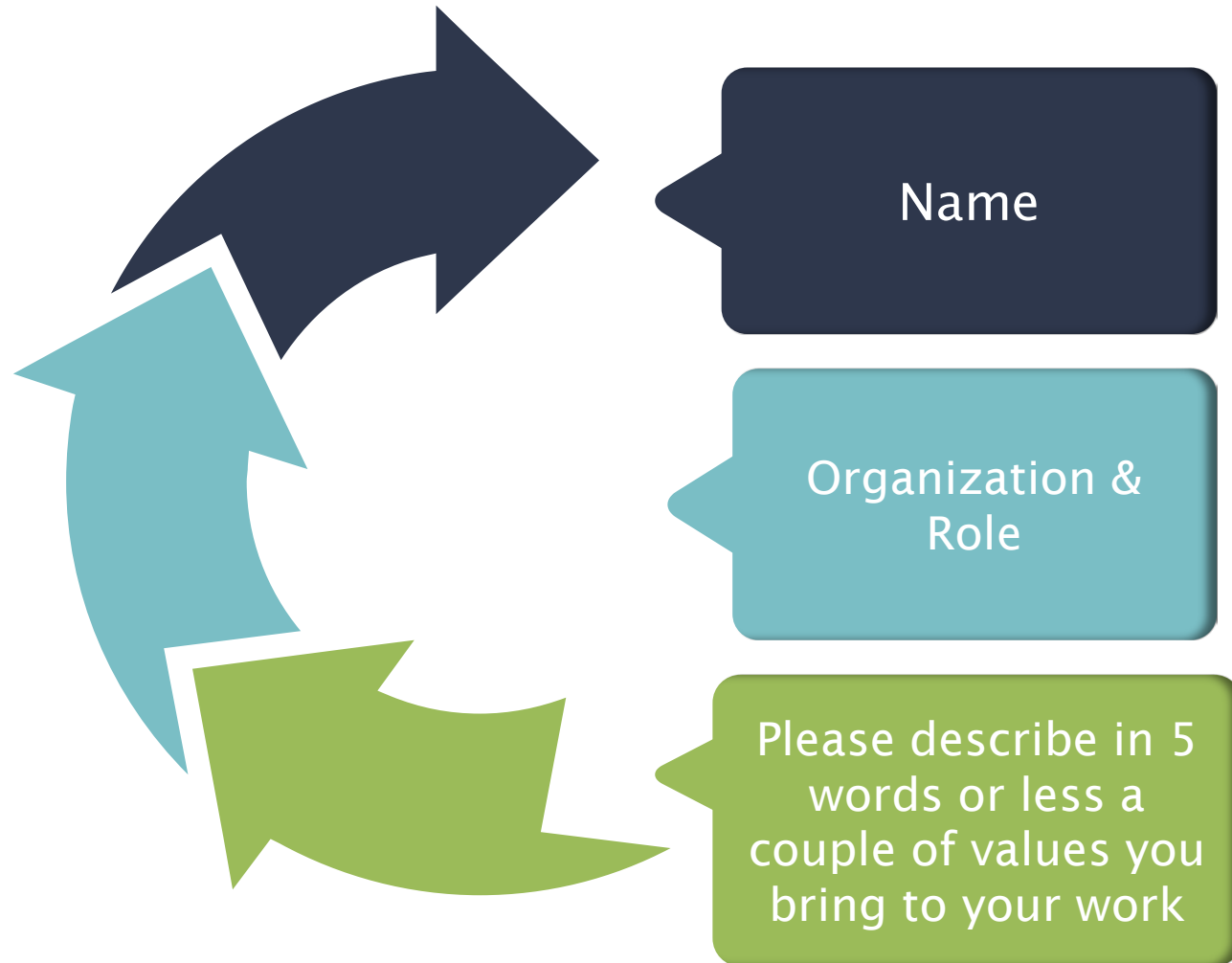
We will contact you via email to discuss ways to support you



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# *Introductions*





# *Building a Restorative Trauma Informed Workplace: A Culture of Connection*

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# So Why Be a Restorative Trauma Informed Organization?



## Why Trauma Informed?

- Building relationships, a sense of belonging, trust and connection creates a workplace culture of healing.
- The paradigm shift becomes not what is wrong with you but what has happened to you.
- Trauma informed, restorative principles aim at insuring environments and services to be welcoming, healing and provides a sense of belonging to all.



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# Under the Surface



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# Breakout Group Discussion



What did you notice or find important ?

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# Acute vs. Complex Trauma

**Acute trauma** is caused by a **single traumatic event** that causes extreme emotional or physical stress.

Common examples :

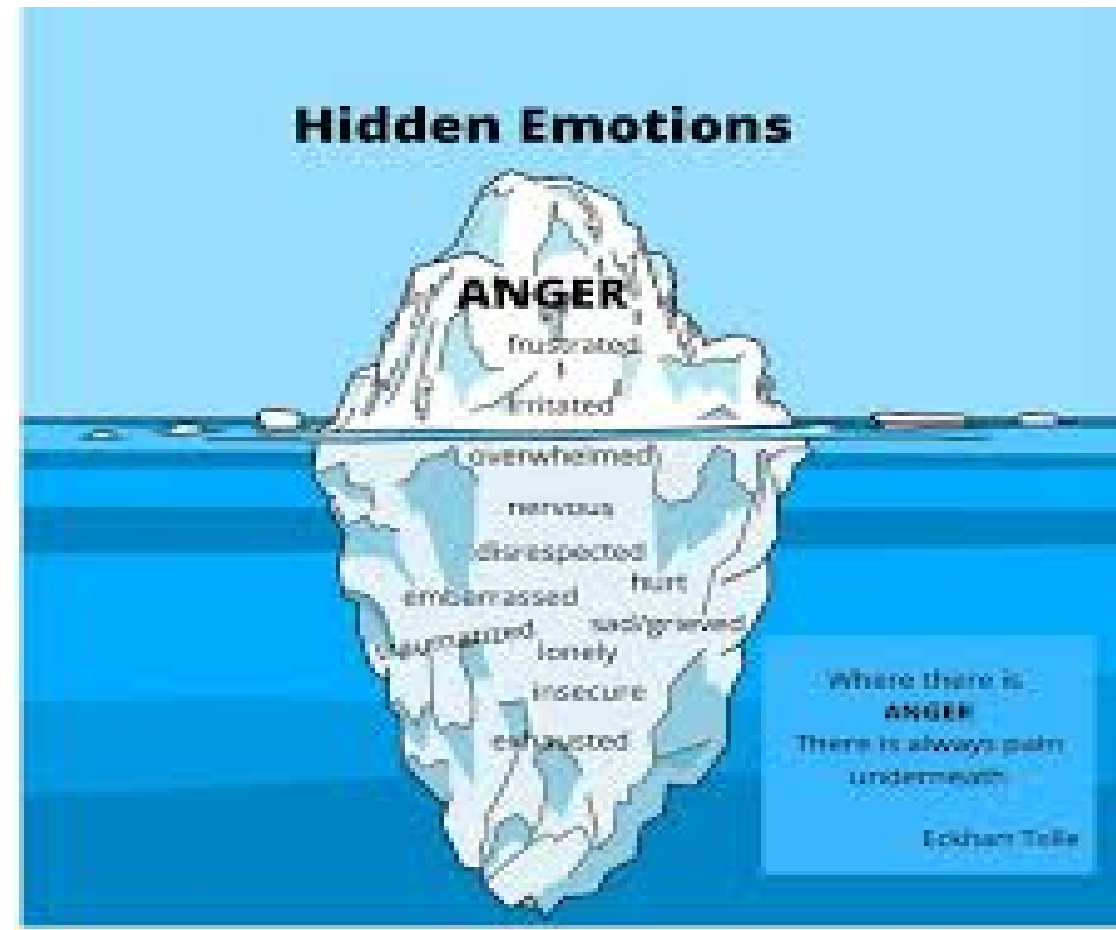
- An accident
- An act of violence
- A natural disaster
- A loved one's passing
- Physical or sexual assault
- COVID-19

**Complex Trauma** is caused by exposure to **multiple traumatic events**. The long-term impact of this exposure is **severe and pervasive**.

- Many children with complex trauma histories suffer a variety of traumatic events, such as physical and sexual abuse, witnessing domestic and community violence, separation from family members, and revictimization by others
- Often begins early in life
- Can disrupt child's development and formation of self



# Behavior is an Iceberg



# How Does Trauma Affect Us and the People We Serve and Work With?

**Initial reactions to trauma can include:** exhaustion, confusion, sadness, anxiety, agitation, numbness, dissociation, confusion, physical arousal, and blunted affect or emotions .

**Behaviors can include:** intense and ongoing emotional upset, depressive symptoms or anxiety, behavioral changes, difficulties with self-regulation, problems relating to others or forming attachments, regression or loss of previously acquired skills, attention seeking or inability to concentrate that looks like ADHD.



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# *What is Trauma Informed Care?*

Trauma Informed Care is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma...that emphasizes relationships, being curious, non-judgmental, and creates space for physical, psychological, and emotional safety for all. This paradigm shift builds and allows for opportunities to rebuild and keep a sense of empowerment and resiliency.



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# What is a Trauma Informed System?

“A human services or health care system whose primary mission is altered by virtue knowledge about trauma and the impact it has on the lives of consumers receiving services”

*Maxine Harris (2004)*

*Executive Director of The National Capital Center for Trauma Recovery and Empowerment*



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# What does a Trauma Informed Organization look like



## Workplace Principles

### Safety –

Building relationships with others based on mutual respect and inclusion of all individuals. The goal is to promote a secure, safe, physically and emotionally, environment by building positive relationships that build resiliency for all in each interaction.

### Trustworthiness & Transparency-

Fostering positive relationships based on trust and honesty. Share as much information as possible, relational.

### Peer Support-

Identifying common concerns within the community and engaging in collective problem solving. This means recognizing and actively working towards solving the needs of every individual.

### Collaboration and Mutuality-

Recognizing the importance of all roles within the organization and developing equal opportunities for decision making. Best practice is to collaborate with community members, families, and organizations within Snohomish County to promote trauma informed principles and systems of care. Allow time for social interaction for staff to stay in touch with family and team members during COVID times.

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# Workplace Trauma Informed Principles



## Empowerment, Voice, and Choice-

Recognizing that every person's experience is unique and requires an individualized approach. Create opportunities and systems that empower *all* individual's voice and choice. Seek staff and consumers input.

## Resiliency-

Building resiliency by modeling compassion and regulation with each interaction and by providing skills and protective factors. Providing the opportunity to promote recovery and the ability to bounce back from adverse conditions.

## Cultural, Historical, Gender issues-

Appreciating and celebrating the differences and each individual's unique experiences by practicing cultural competency. Implementing a competency lens of cultural , historical and gender issues in your daily work.

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# Reflection Time.....

**Any Questions?**

## **Internal Processing Prompt- 10 min**

What engages you about being a trauma informed care champion for your organization?

## **Breakout Rooms -15 min**

- What workplace principle do you feel is a daily/weekly practice for you? What do you notice, see and feel that you do?
- What workplace principle is more challenging for you? What do you think makes it difficult?



Break – 10  
minutes



# What Can We Do?

## Build Systems and Frameworks That Are:



- **Clear, consistent, predictable** and follow through to ensure emotional safety
- **Validate**
- **Teach self-regulation, and curiosity**
- **Assume positive intent**, build on success, rather than establishing limits
- **Teach and expect de-escalation**
- **Check assumptions** - observe and ask questions
- Always have an **equity and inclusion** lens on in daily work
- Deeply listen, notice **strengths and successes**
- **Maintain high expectations**
- Provide guided opportunities for **voice and choice** participation
- **No** re-traumatizing , strive for healing
- Focus on developing feelings of **safety, trust, and reliability** within the relationship
- **Embed Self-Care into your organization**- it is an ethical obligation.

*Those who have been in the midst of trauma or toxic stress have difficulty understanding their own emotions and communicating them appropriately - they tend to use behaviors to communicate their emotions.*



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## The benefits and importance of this work with the people we serve and those we serve with

- Staff become more regulated, flexible and resilient. A better sense of wellbeing for all.
- A trauma Informed workplace is calmer and staff have deeper relationships
- Staff and customers feel like they belong and are heard
- We prioritize human over tasks
- We find out the real story and do not make judgements or assumptions
- Mental health days are supported instead of absenteeism
- Increased productivity and retention

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*Empowerment*



NO TRAUMA INFORMED CARE LENS	TRAUMA INFORMED CARE LENS
POWER OVER	POWER WITH
YOU CAN'T CHANGE	NEUROPLASTICITY CAN CHANGE
PEOPLE NEED FIXING FIRST	PEOPLE NEED SAFETY FIRST
OPERATE FROM THE DOMINANT CULTURE	CULTURE HUMILITY
PEOPLE ARE OUT TO GET YOU	PEOPLE CAN LIVE UP TO THE TRUST YOU GIVE THEM
THERE'S ONLY RIGHT OR WRONG	THERE'S MULTIPLE VIEWPOINTS
HELPING	LEARNING
"YOU'RE CRAZY!"	"IT MAKES SENSE"
COMPLIANCE/OBEDIENCE	EMPOWERMENT/COLLABORATION
INFO IS SHARED ON A NEED TO KNOW BASIS	TRANSPARENCY AND PREDICTABILITY
PRESENTING ISSUE	WHOLE PERSON AND HISTORY
"US AND THEM"	"WE'RE ALL IN THIS TOGETHER"
LABELS, PATHOLOGY	BEHAVIOR AS COMMUNICATION
FEAR BASED	EMPATHY BASED
I'M HERE TO FIX YOU	SUPPORT THE HEALING
INSTRUCTIVE	PARTICIPATORY
PEOPLE MAKE BAD CHOICES	PEOPLE WHO FEEL UNSAFE DO UNSAFE THINGS
BEHAVIOR VIEWED AS PROBLEM	BEHAVIOR VIEWED AS A PERSONAL SOLUTION
WHAT'S WRONG WITH YOU?	WHAT HAPPENED TO YOU?
BLAME/SHAME	RESPECT
GOAL IS TO GO THINGS THE "RIGHT" WAY	GOAL IS TO CONNECT
PRESCRIPTIVE	CHOICE



*What Does the Cultural Shift of Trauma Informed Care Look Like*



# How to build a thriving community through relationship and connection



Understanding Trauma

Understanding Brain Science

Having community common language & understanding

Compassion and human over tasks

Building Resiliency

Diversity and Inclusiveness

Repairing Harm

*"What has happened?"*  
NOT  
*"What is wrong?"*

Science and evidence-based practices



Building Healing Relationships

Community Building and Collaborating

Providing Care & Compassion

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# Organizational Resilience



*"A resilient organization is able to adapt and thrive in times of uncertainty, pressure and ambiguity. Succeeding as an organization is much more likely when we build resilience into our strategy, culture and day-day practices. A resilient organization enables individual resilience."*  
 –From The Resilience Institute

(Bloom & Farragher, 2013)

# Challenges to Implementing Trauma Informed CARE

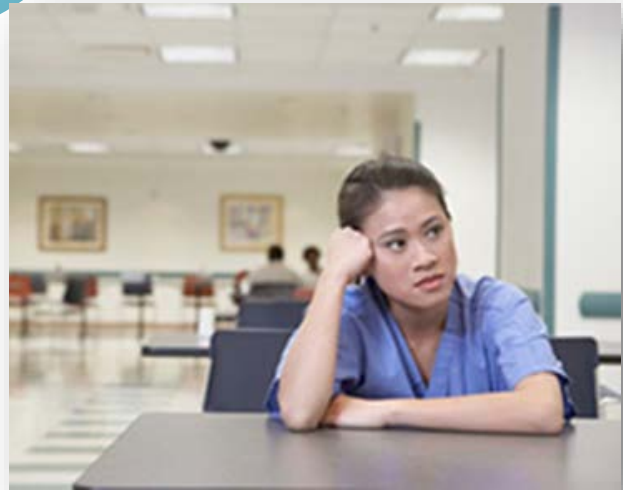
- Getting buy in from the whole organization can be hard
- Inconsistent understanding of what it means to be trauma informed
- Most view this work as more work or just a training rather than a culture shift
- Understanding this is complex system change work. It will take the whole organizations commitment, and dedication.
- Evaluating measures of trauma informed change is difficult
- Workplaces not prioritizing the work
- Building sustainable methods and systems

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# Organizational Stress



(Bloom & Farragher, 2013)





# *Reflection Time.....*

## **Any Questions?**

### **Internal Processing Prompt- 10 min**

- What value do you see in your organization being a trauma informed system?

### **Breakout Rooms -15 min**

- Where are your organizations strengths and opportunities to grow as a trauma informed system?
- What do you think the challenges are going to be to bring trauma informed principles to your organization?
- What is one way you can work through the challenges?

# Deep Dive



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# Reflection

## Personal Prompt

- Based on the starred slides, in your own words how would you define trauma informed care and it's defining values & culture shift



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# Break Out Room Exercise

Figure out who is going to be the time keeper

Everyone is going to present

Each presenter has 5 minutes to present the 5 core slides based on your reflection and understanding of the slides.

Each person in the group will provide feedback to the presenter.

The feedback will include:  
presentation strengths & opportunities



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# Closing Reflection

What is your biggest take away from today's training ?



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Thanks for  
being a  
Trauma  
Informed Care  
Champion!



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