

A Trauma-Informed Approach

Individuals – Workplace - Community

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Aim

“Explore how trauma impacts us individually, how it shows up in the workplace and how it can effect our service in the community”

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Objectives:

- Define trauma and its impact on ourselves, our environment and those we serve in our community.
- Explore how trauma connects to grief & loss and unhealthy coping mechanisms
- Increase awareness of situation response triggers
- Identify signs of compassion fatigue
- State ways to increase self-care

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Why are we talking about trauma?

- Understanding trauma and the resulting behavior may give you tools to more effectively serve your community and customer base and help with your stress levels as service providers.

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What is a Trauma Informed Approach?

A program, organization, or system that is trauma-informed:

- *Realizes* the widespread impact of trauma
- *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*



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What is Trauma?

Trauma is any experience that leaves a person feeling hopeless, helpless, fearing for their life/survival or their safety. The experience can be **REAL** or **PERCEIVED**



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Trauma Exposure

- ▶ **Victim** (abuse, neglect, car accident)
- ▶ **Witness** (personal witness – domestic violence, police, fire)
- ▶ **Related to** (peer, siblings – of chronically ill siblings, sibling that completed suicide)
- ▶ **Listening to details of trauma** (therapists, media exposure, video games, etc.)



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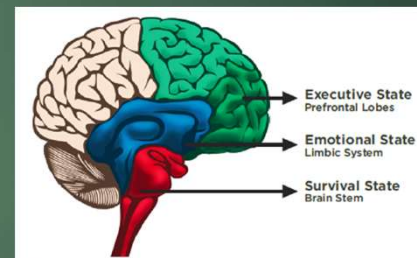


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Brain's 101

The simplest way to explain a brain, is that it is made up of three layers:

- The brain stem
- The limbic system or middle brain
- The cortex or outer brain



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Brain Stem

- The brainstem is the “oldest” part of our brain in that it is the first to develop.
- It is responsible for all the things we don’t have to think about:
 - Heartbeat and blood pressure
 - Breathing
 - Survival instincts



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Middle Brain

The next layer is the middle brain; the emotional brain. It’s the next part of the brain to develop. It houses the Limbic System and is in charge of:

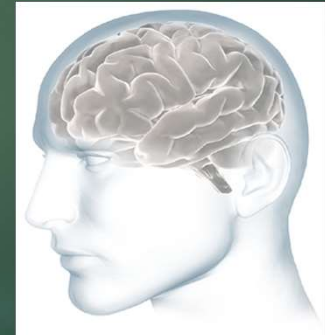
- **Emotions**
- **Memory**
- **Senses**; what we see, hear, taste, feel, smell
- It also houses the **amygdala** which is our smoke **alarm system**.

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Outer Brain

The outer brain or Cortex, it is the thinking brain. It houses:

- **Language**
- **Motor skills**
- The **frontal cortex** which is in charge of:
 - Impulse control
 - Rational thought
 - Problem solving
 - **Emotional regulation**
 - Cognitive Thought Process i.e.; learning!



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How a normal brain functions under stress



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Danger Will Robinson!



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How a traumatized brain functions



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Impacts of Trauma - Individual

- Depression
- Anger/Rage
- Lack of trust
- Difficulty in relationships (including you)
- Hyper vigilance (47 phone calls)
- Difficulty concentrating (can't fill out forms)
- Defensiveness
- Poor problem solving
- Memory problems
- Substance abuse
- Neglecting self care (he smells)



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Maslow's Hierarchy of Needs



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The most important thing

“What has happened or what is happening to this person?”

NOT

“What’s wrong with this person?”

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ACE Questionnaire

THE ACES TEST

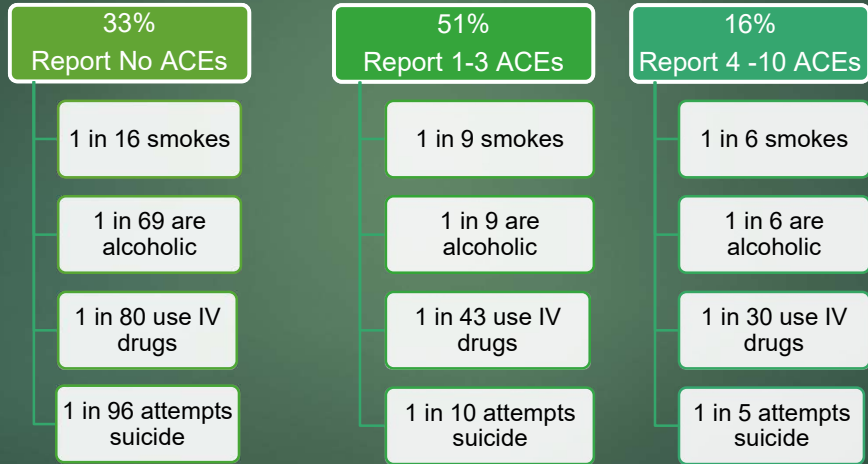
Take the test below to find out your ACEs score.
For each “Yes” answer, score one point. As your ACE score increases, so does the risk of disease and social and emotional problems.
An ACE score of 3 or more is considered high.

1. Before you were 18, did a parent or other adult in the household often or very often swear at you, insult you, put you down, or humiliate you, or act in a way that made you afraid that you might be physically hurt?
2. Before you were 18, did a parent or other adult in the household often or very often push, grab, slap, or throw something at you, or ever hit you so hard that you had marks or were injured?
3. Before you were 18, did an adult or person at least 5 years older than you ever touch or fondle you or have you touch their body in a sexual way, or attempt or actually have oral, anal, or vaginal intercourse with you?
4. Before you were 18, did you often or very often feel that no one in your family loved you or thought you were important or special, or your family didn't look out for each other, feel close to each other or support each other?
5. Before you were 18, did you often or very often feel that you didn't have enough to eat, had to wear dirty clothes and had no one to protect you, or were your parents too drunk or high to take care of you or take you to the doctor if you needed it?
6. Before you were 18, were your parents ever separated or divorced?
7. Before you were 18, was a parent often or very often pushed, grabbed, slapped, or had something thrown at him/her, or sometimes, often, or very often kicked, bitten, hit with a fist, or hit with something hard, or ever repeatedly hit over at least a few minutes or threatened with a gun or knife by a domestic partner?
8. Before you were 18, did you live with anyone who was a problem drinker or alcoholic, or who used street drugs?
9. Before you were 18, was a household member depressed or mentally ill, or did a household member attempt suicide?
10. Before you were 18, did a household member go to prison?

Need to talk? If you need immediate help, call COPES at 918-744-4800.
Or call 211 for referrals to many social service agencies.

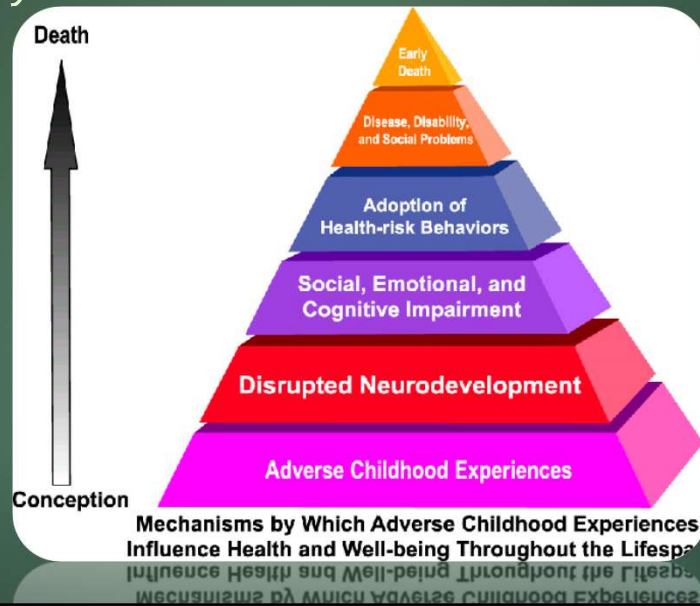
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ACE Study



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ACE Study



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Trauma - Grief & Loss



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What is Grief?

- Normal & natural response to loss
- Conflicting emotions that result in the end of, or change in, a familiar pattern or behavior.
- Feeling of wishing things would have ended different, better, or more.
- Grief is the normal and natural feelings after a trauma.



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Responses to Grief

- Reduced concentration
- A sense of numbness
- Disrupted sleeping patterns
- Changed eating habits
- Roller coaster of emotional energy

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Types of Losses

Tangible	Intangible
Death	Loss of Trust
Divorce / Break Up	Loss of Safety
Retirement	Loss of Control
Moving / Loss of Home	Loss of Faith
Pet Loss	Loss of Fertility
Financial Change / Job Loss	Loss of Purpose
Loss of Health	Loss of Identity
Legal Problems	
Empty Nest	
End of Addiction	
Starting School	

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Myths

- Time Heals
- Grieve Alone
- Be Strong
- **Don't Feel Bad**
- Replace the Loss
- Keep Busy

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Short Term Energy Relieving Behaviors



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What is Unresolved Grief?

- Different, Better or More
- Unrealized Hopes, Dreams, Expectations
- Undelivered Emotional Communication



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Impacts of Trauma - Workplace

- Absenteeism
- Poor Presenteeism
- Task Avoidance
- Employee Conflicts
- Accidents
- Loss of Motivation
- Heightened Anxiety
- Fear
- Anger
- Uncooperativeness
- Forgetfulness
- Difficulty Reaching Full Potential



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Resilience - Another Definition

The ability to achieve positive outcomes – mentally, emotionally, socially and spiritually – despite adversity.

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10 Ways to Build Resilience

- ❑ Make Connections – Relational Health
- ❑ Avoid seeing crises as insurmountable
- ❑ Accept that change is part of living
- ❑ Move toward goals
- ❑ Take decisive action
- ❑ Look for opportunities for self growth
- ❑ Nurture a positive view of yourself
- ❑ Keep things in perspective
- ❑ Nurture a positive outlook
- ❑ Self-Care

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Creating a Resilient Culture

- Training / Skill Building
- Emotional Intelligence
- Reduce Stigma
- Provide Resources
- Be Patient & Committed
- Seek Feedback
- Address Issues
- Self Care



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Compassion Fatigue, Exhaustion and Burnout



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The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.

- Naomi Rachel Remen

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Compassion Fatigue

Extreme physical and emotional exhaustion that comes on suddenly and results in a lack of ability to feel and show compassion to and for populations being served. It is not the same as burnout. Burn out doesn't involve trauma.



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Compassion Fatigue Short Assessment

- ▶ Personal concerns commonly intrude on my caregiving role
- ▶ Family members, friends, other caregivers seem to lack understanding
- ▶ I find even small changes enormously draining
- ▶ I can't seem to recover quickly after association with daily trauma or a troubling event
- ▶ Association with any type of traumatic or troubling event affects me very deeply
- ▶ My patients' stress (the person you care for) affects me deeply
- ▶ I have lost my sense of hopefulness
- ▶ I feel vulnerable all the time
- ▶ I feel overwhelmed by unfinished personal business

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STRESS

The feeling experienced when a person perceives that demands exceed resources.



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Internal Resources

- Strength
- Humor
- Memories
- Intelligence
- Spiritual practice
- Empathy



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External Resources

- Nature
- Community
- Hobbies/activities
- Friends
- Exercise
- Animals/pets
- Family
- Co-workers
- Upper Management



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Self Awareness and Regulation

- ▶ When a person is in a state of stress for an exaggerated and prolonged period of time, their bodies are impacted and so is their ability to think clearly and regulate themselves. Indicators of distress are unique to each individual. **Distress indicators can be a sign of impending burnout.**



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Distress Indicators

Distress reactions are normal. They are very common in helping professions, especially if we have our own trauma histories. Identifying our own red flags and creating a self care plan can help. If a regular self care plan is not enough, it may be a sign that you need help from a professional.



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Emotional Distress Indicators

- Anger
- Sadness
- Depression
- Anxiety
- Prolonged grief



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Personal Distress Indicators

- Isolation
- Cynicism
- Perfectionism
- Mood swings
- Irritability



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Physical Distress Indicators

- Headaches
- Stomachaches
- Fatigue
- Sleep problems
- Over/under eating
- Substance abuse



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Work Distress Indicators

- Avoidance (of tasks, peers, supervisors)
- Missed appointments
- Not returning phone calls, emails
- Tardiness, absenteeism
- Lack of motivation



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Personal Self Care Tips

- Expose yourself to, and consciously be aware of, healthy relationships
- Practice selfishness
- Give yourself time to shut down / shift gears at the end of your work day (go for a walk, listen to relaxing music or a motivational speaker on your way home etc.)
- Externalize your feelings, emotions, experiences...what is shareable becomes more bearable!
- Prioritize – be aware of what is most important to you in your life and focus on it! Create your vision, be aware of your needs, dreams, goals, and priorities... authenticity and self-care are vital to a healthy and balanced lifestyle.

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Self Care at Work

- Focus on positives and gains – no matter how small
- Collaborate and engage available supports
- Rotate roles when possible (public education, policy work, networking, committee work etc.)
- Limit the number of trauma clients seen daily (or at least try to balance the severity)
- Take real breaks (away from your desk, vehicle, working space)
- Access supervision, debrief with colleagues, engage in therapy

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A Supportive Staff

- Have each other's backs
- Trust
- Community meeting before staff meetings
- Non-judgmental
- Empathy



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ACE's Resources

- www.acesconnection.com
- www.acestoohigh.com
- You Tube: Nadine Burke Harris

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Trauma Recovery & Education

www.plumasruralservices.org/trauma/



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Grief Support 1 on 1

Is Your Heart: Broken? Lost? Stuck?

Learn the actions to help you let go of the pain following:

- Death
- Divorce
- Loss of Health
- Job Loss
- Pet Loss
- Moving
- Any other loss

Don't Wait Any Longer
Time Alone Will Not
Heal Your Broken Heart

Why Wait? Call Now.

Contact: Dana Nowling
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Phone: 530-283-2735 ext. 856
www.plumasruralservices.org/grief-recovery



Grief Recovery Method Specialist
Certified by The Grief Recovery Institute

Are you suffering from a broken heart?

Grief is the normal & natural reaction to change or loss of any kind.

People often say we need to let go and move on, but they don't tell us how.

This is where the Grief Recovery Method™ can help.

Work with our Advanced Grief Recovery Specialist to learn how to move forward and begin to heal your heart.

Contact us today for a **FREE CONSULTATION.**

Based on the best selling book by John W. James & Russell Friedman





Plumas Rural Services
Serving people. Strengthening families. Building communities.

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For More Information About Grief Recovery

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Or Visit:

<https://plumasruralservices.org/Grief-Recovery>

<https://www.griefrecoverymethod.com/>

<https://www.griefrecoverymethod.com/grms/dana-nowling>



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