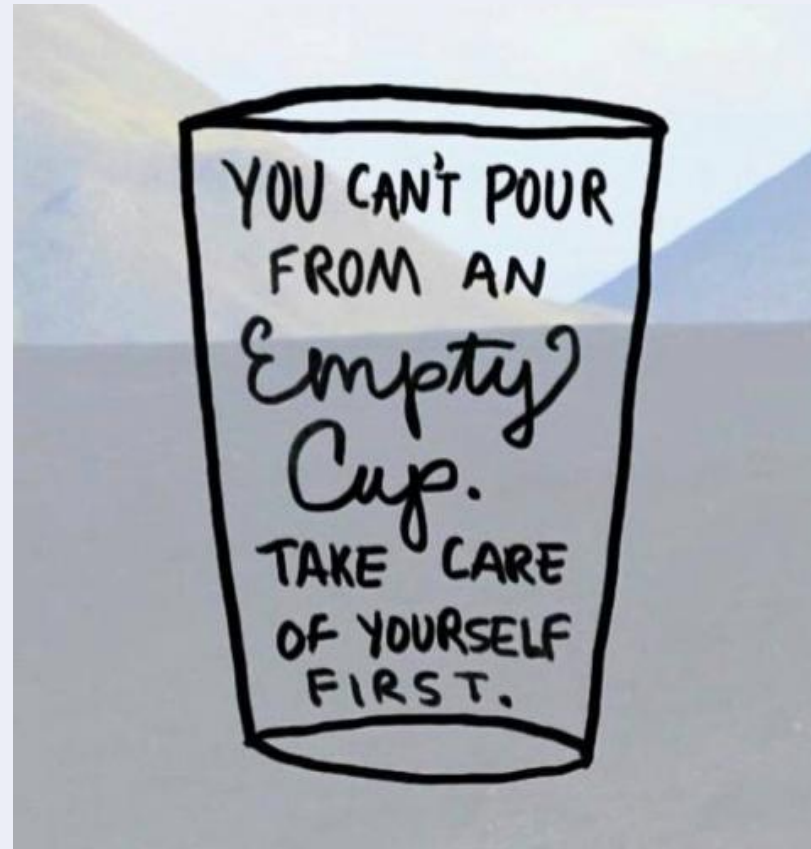


WHAT DOES IT MEAN TO BE A TRAUMA INFORMED ORGANIZATION?

MELISSA MCGINN, MSW, LCSW





Take a Break if you need it!

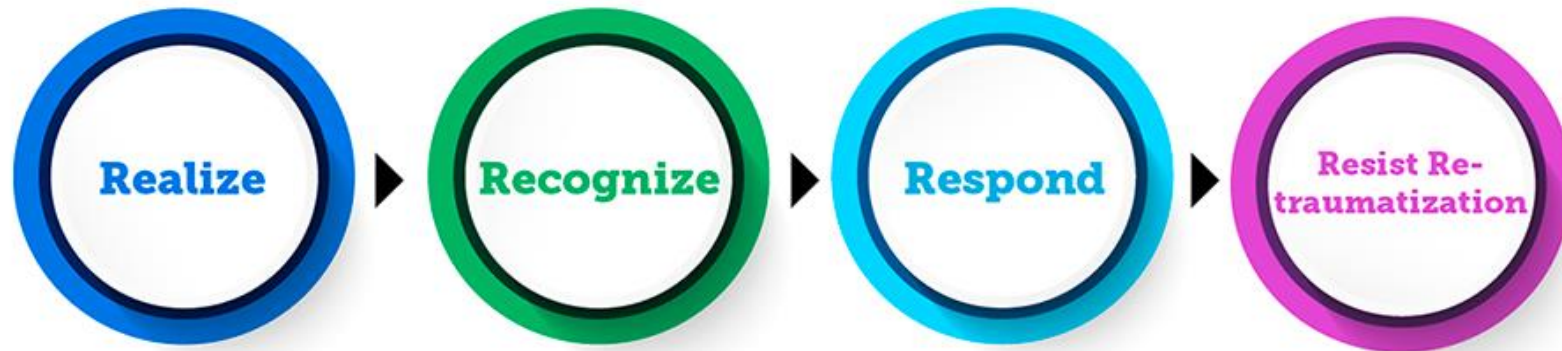
GOALS FOR TODAY

1. Understand the components of a trauma informed organization
2. Understand the process / steps for embedding trauma informed practices and policies into an organization

WHAT IS A TRAUMA-INFORMED APPROACH?

A trauma-informed approach begins with understanding the physical, social, and emotional impact of trauma on an individual, as well as on the professionals who help them. It incorporates four elements:

The Four Rs of Trauma-Informed Care



Realize the widespread impact of trauma and understand potential paths for recovery

Recognize the signs and symptoms of trauma in clients, families, staff, and others involved with the system

Respond by fully integrating knowledge about trauma into policies, procedures, and practices

Resist re-traumatization of children, as well as the adults who care for them



BEST PRACTICES IN A TRAUMA INFORMED ORGANIZATION





1. Lead and communicate about being trauma-informed



6. Build a trauma-informed workforce



2. Engage patients in organizing and planning



7. Involve patients in the treatment process



3. Train both clinical and non-clinical staff



8. Screen for trauma



4. Create a safe physical and emotional environment



9. Train staff in trauma-specific treatments



5. Prevent secondary traumatic stress in staff



10. Engage referral source and partner organizations

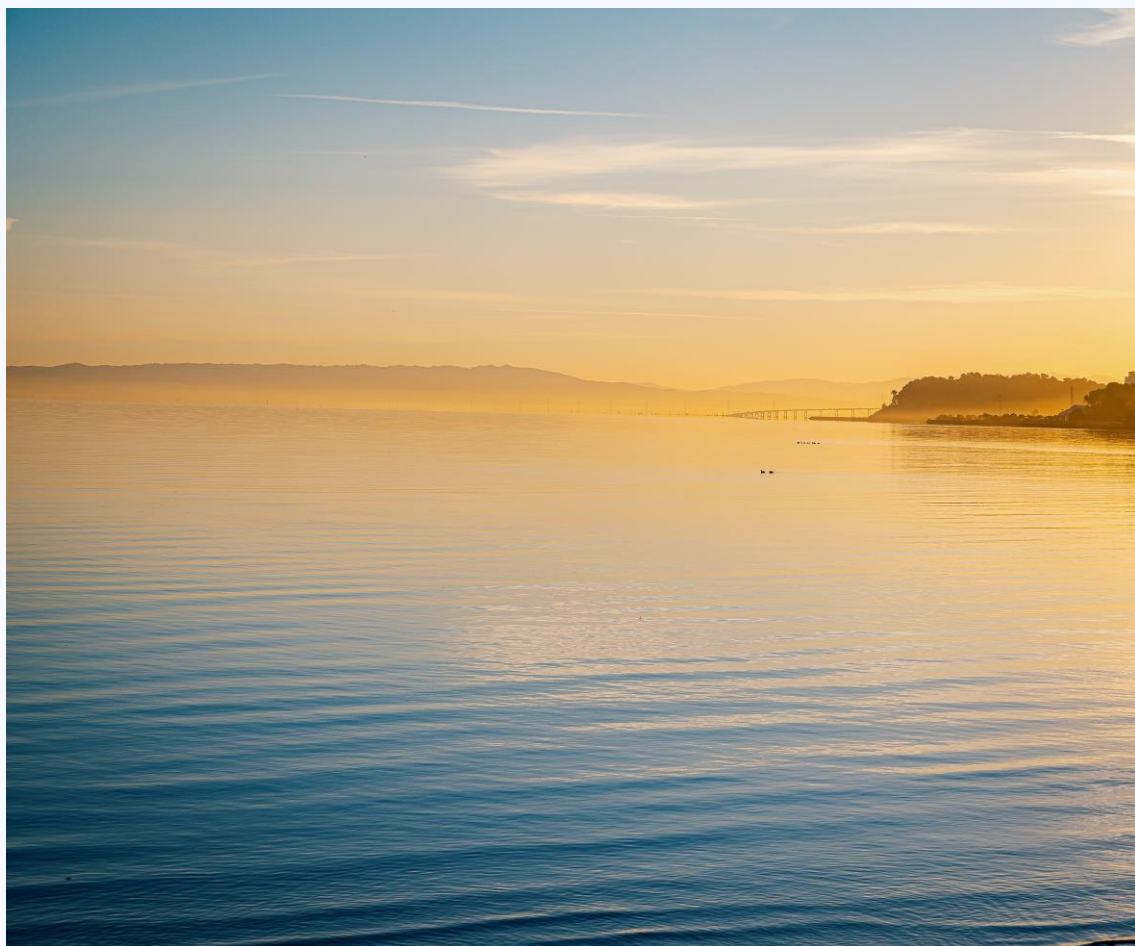
TRAUMA-INFORMED APPROACH

- Shift from focusing on what's wrong to what's happened
- Less focused on negative behaviors and more curious about what's contributing to them. Look through a different lens.
- Promote / build protective factors & pathways for recovery, rather than focus on risk factors.
- Recognize the potential for our systems to re-traumatize and actively work towards implementing new practices and policies to address this.
- Address impact of trauma exposure on staff
- Create safe working environments
- Allow consumers and staff have a voice and choice, creating opportunities for feedback and leadership

CREATING A TRAUMA INFORMED ENVIRONMENT

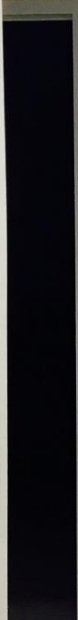
Whenever possible, we want to create an environment that promotes physical and emotional safety, decreases stress on the clients and staff, and actively work towards preventing re-traumatization.





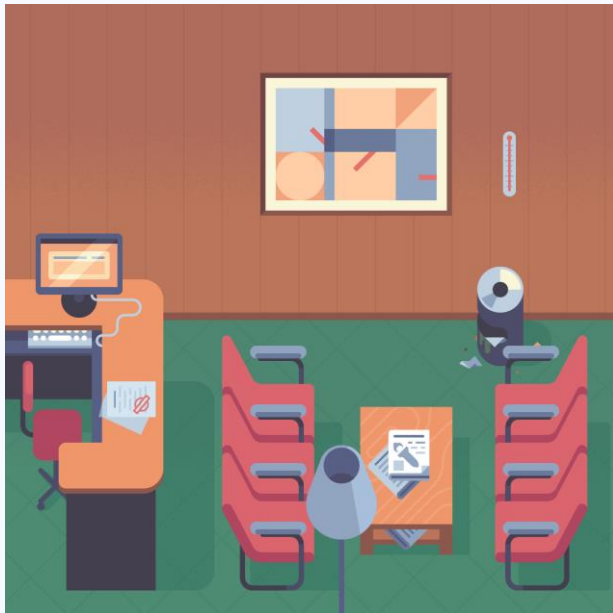
Every environment we step into has an impact on our state of being.



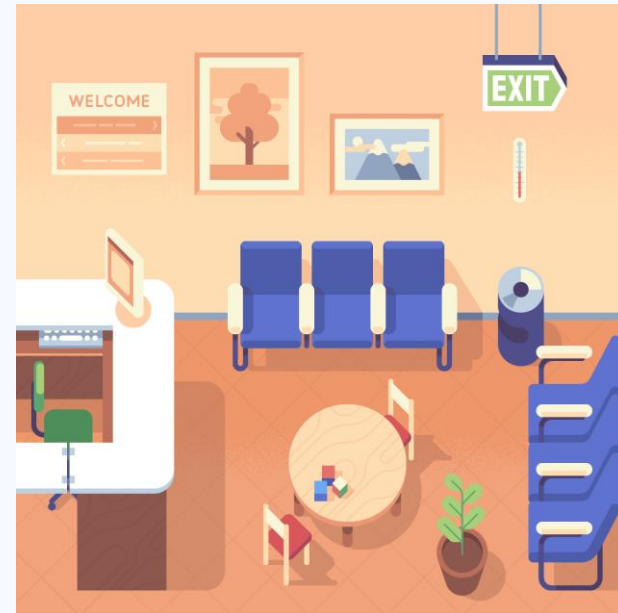


PHYSICAL ENVIRONMENTS

NOT TRAUMA INFORMED



TRAUMA INFORMED



PHYSICAL ENVIRONMENTS



SCREENING FOR TRAUMA: THINGS TO CONSIDER PRIOR TO SCREENING

- **Before we screen: QUESTIONS TO BE ANSWERED**

- Why do we want to screen?
- Who is going to facilitate the screen?
- When would we screen?
- Where would we screen?
- What do we do with the information we get from the screen?

- **Choosing the right screen for your practice/agency:**

- Do we want a stand-alone screen or do we add additional questions to another screening tool?
- Need to review existing screening questions.
- Are we screening every child? What age will we start screening? Are we screening caregivers?

- **Implementing the Trauma Screening**

- What training will be needed for those implementing the screen?
- How are we introducing this screening tool to those who work at the organization?

PSYCHOLOGICAL SAFETY

Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.

Psychological safety allows for moderate risk-taking, speaking your mind, creativity, and sticking your neck out without fear of having it cut off

When **psychological safety** is prioritized, team members feel confident that no one on the team will embarrass or punish anyone else for admitting a mistake, asking a question, or offering a new idea.

FACTORS THAT MAY IMPACT PSYCHOLOGICAL SAFETY

Having our own trauma history

If the work environment has:

- Unclear expectations
- Conflicts among team members
- Lack of consistent supervision or opportunities to debrief
- Staff wellness not prioritized
- Unrealistic workload and lack of time / support to get work completed
- Limited opportunities for professional development / professional growth

Continuous exposure to trauma. Cumulative impact over time.

HOW DO YOU CREATE A PSYCHOLOGICALLY SAFE SUPERVISORY ENVIRONMENT?

Be honest, transparent and clear with your expectations

Be Are your expectations congruent with what you are modeling?

Prioritize staff wellness

Maintain healthy boundaries

Refrain from judgment

Use active listening (maintain eye contact, monitor facial expressions...)

Be respectful and treat supervision as protected time:

- Meet on a regular basis (don't frequently cancel or arrive late)
- Minimize disruptions (limit interruptions by other staff, phone etc.)
- Don't allow the supervisor's agenda to dominate supervision
- Respect confidentiality

CREATING A TRAUMA INFORMED ORGANIZATION: NEXT STEPS

Meet with Organization Leadership

Roll-out Announcement and/or Event

Organizational Survey and Focus Group(s)

Environmental Scan

Review of Current Organizational Policies and Procedures

Gather and Analyze Survey Data, Focus Group and Observational Feedback

Develop List of Recommendations and Priority Areas

NEXT STEPS CONT.

All staff required to have on-going training and professional development around trauma informed practice.

Information on trauma informed practices are continuously communicated through weekly/monthly e-notes, meetings, etc.

Staff meetings and/or other multi-disciplinary meetings include opportunities for knowledge exchange on working with trauma and building resilience.

Supervision is conducted through a reflective supervision model

NEXT STEPS CONT.

Development of a Trauma Informed Leadership Team (TILT)

The organization has policy statement that includes a commitment to trauma informed principles and practices.

Clients / Caregivers / Staff are encouraged to provide suggestions, feedback and ideas, and there is a structured and transparent process for this.

Utilize TICN for support and on-going learning exchange.

“Trying to implement trauma-specific clinical practices without first implementing trauma-informed organizational culture change is like throwing seeds on dry land.”

ANY QUESTIONS OR COMMENTS?





We welcome everyone to join us as a place to learn and grow together in becoming trauma-aware, sharing techniques and learning .

For more information:

Eastern Shore Healthy Communities' Resilient & Trauma-Informed Communities Work Group

Contact: Patti Kiger

kigerpg@evms.edu

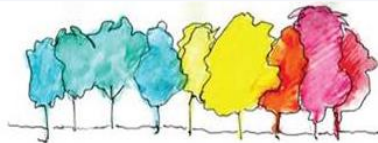
THANK YOU FOR COMING!

Melissa McGinn, MSW, LCSW

Director of Community Programs
State Coordinator for Virginia's Trauma Informed Community Networks

mmcginn@grscan.com

www.grscan.com



Greater Richmond
Trauma-Informed Community Network

