



Introduction to Trauma-Informed Care

What is it and where to begin?

Training provided by the Arizona Trauma Institute



Introduction to Trauma-Informed Care

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Elevating compassion from one human being to another

**A Vision
for All of Us**



Objectives

TIC: What is it and where to begin?

- Module 1: What is trauma?
- Module 2: What is the basis for trauma-informed care?
- Module 3: What can I do to begin trauma-informed care?

TIC: What is it and where to begin?

What is trauma?

What is trauma?

Module 1 topics

Environmental changes bring on stress

Trauma impacts physiology

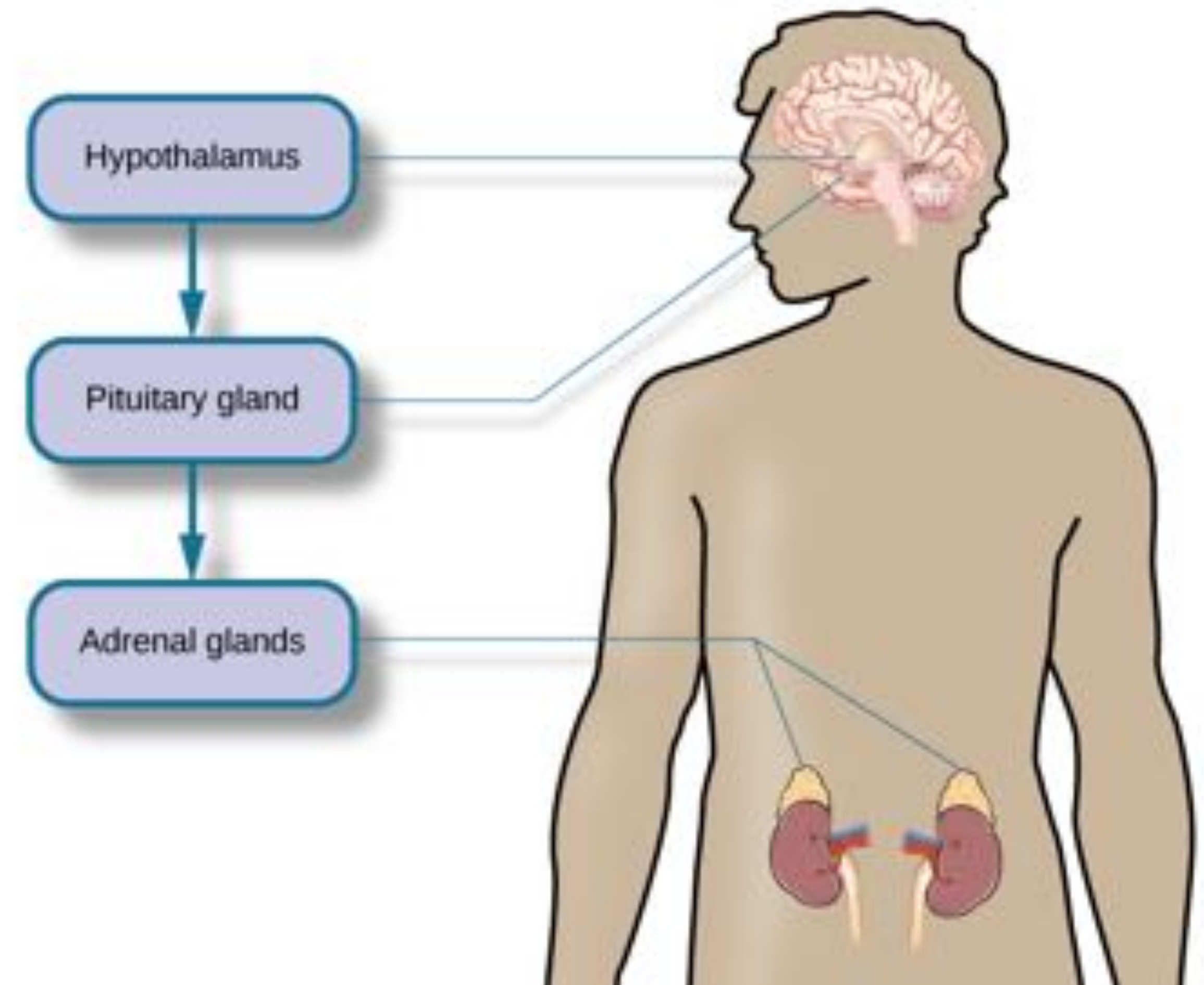
Behaviors and emotions are deeply rooted in biology

How does our body protect itself?

HPA Axis

How the body protects itself

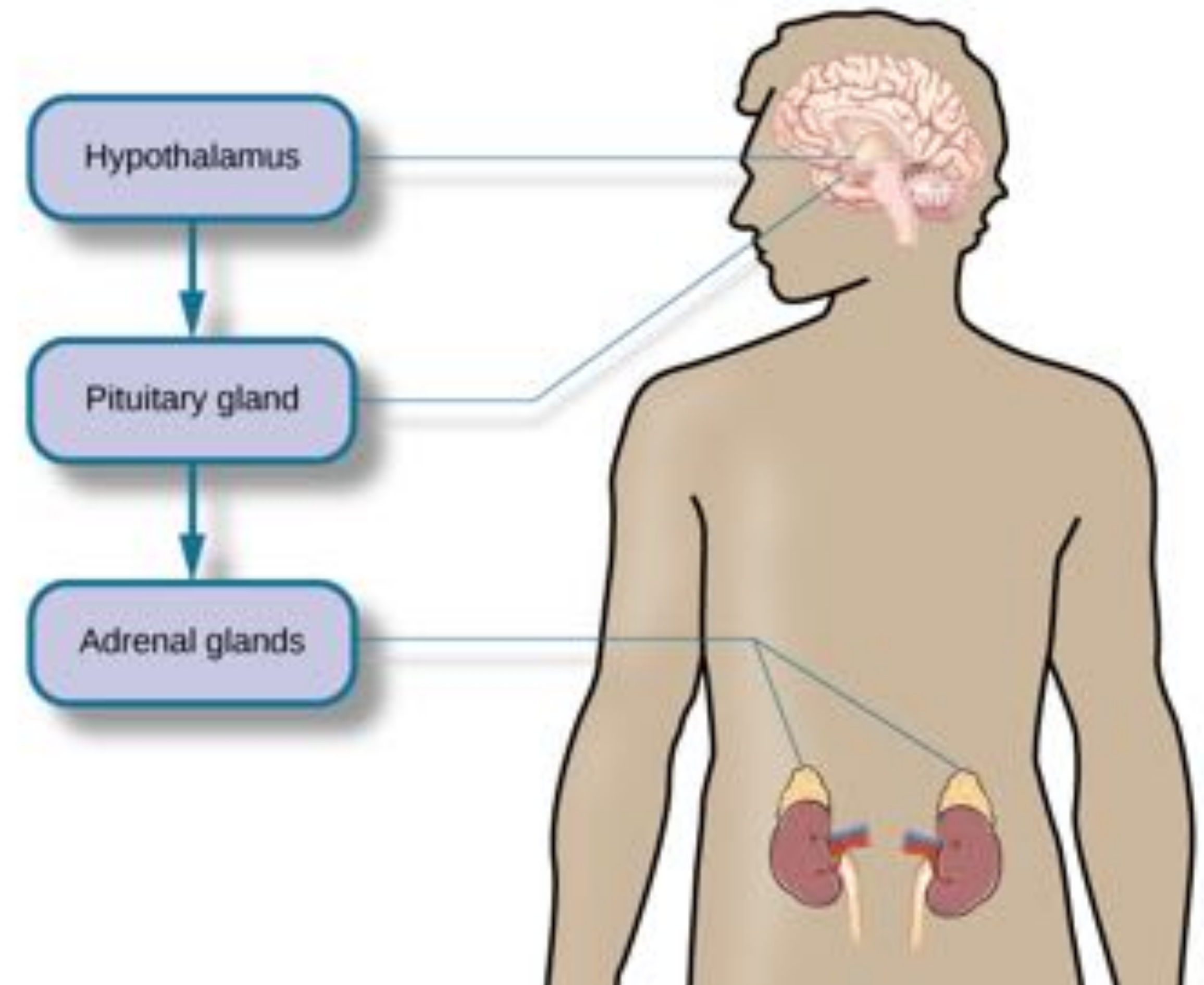
- HYPOTHALAMUS acting as a dispatcher detects a threat
- Sends a message along the PITUITARY GLAND which acts as a conduit
- The message is received by the ADRENAL GLANDS which is one of the body's protectors
- The ADRENAL GLANDS protects the body from threatening elements outside the body
- The ADRENAL GLANDS release stress hormones into the blood stream to combat the threat



HPA Axis

How the body protects itself

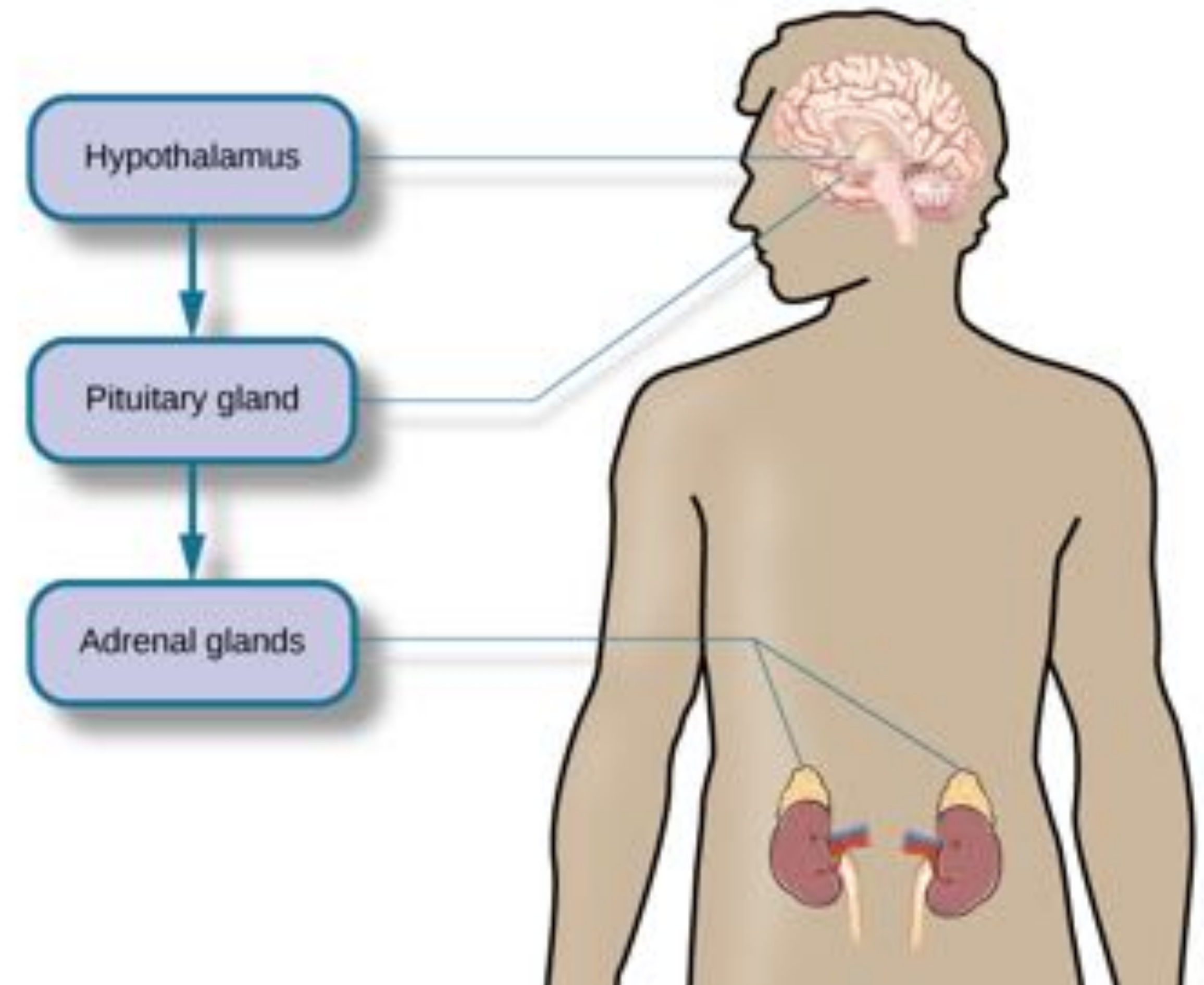
- Stress hormones, carried by the circulatory system, are rapidly deployed throughout the body
- Upper body systems are incited
 - Muscle tension, hearing and sight impacted
 - Lungs dilate, breathing is more rapid and shallow
 - Blood vessels are constricted, BP and HR rise



HPA Axis

How the body protects itself

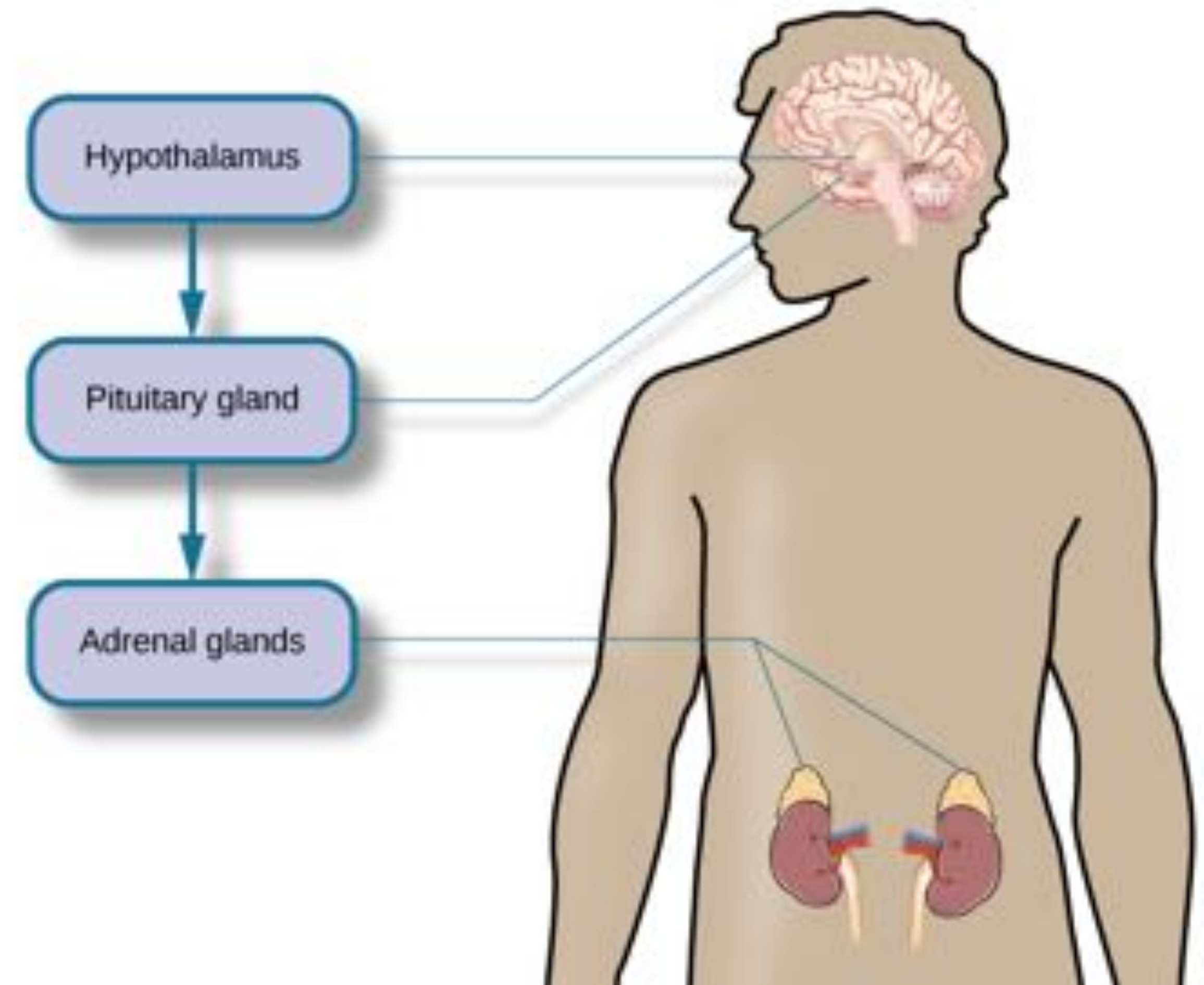
- Lower body (visceral) systems are suppressed
 - Diaphragm is distressed
 - Digestive system is interrupted
 - Liver stops producing bile, flooding the body with glucose
 - Function of sexual organs are inhibited
 - Inflammation cascades throughout the body



HPA Axis

How the body protects itself

- Two main defense systems
 - ADRENAL GLANDS protects against threats outside the body – secondary
 - IMMUNE SYSTEM protects against threats entering the body – primary
- When the ADRENAL GLANDS are activated the IMMUNE SYSTEM stands down
- If the HPA axis is overly activated the immune system is weakened, reducing the body's ability to defend against threats entering the body



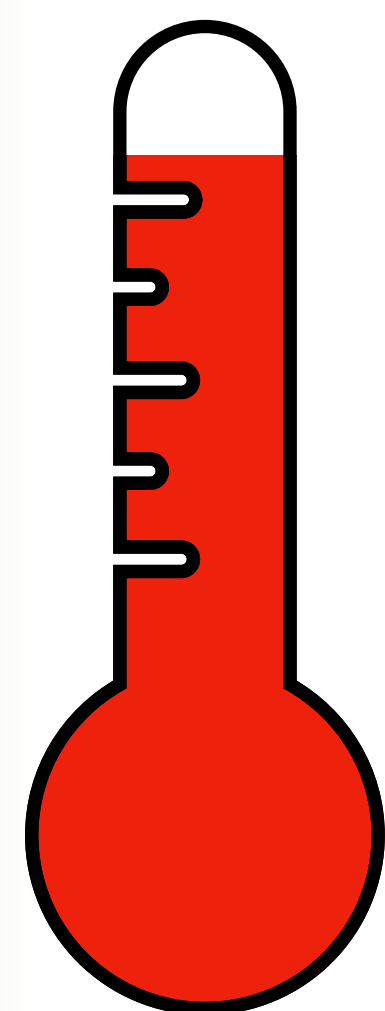
**Threats in the environment
— real or perceived —
bring on changes in the body's
hormones and biochemistry**



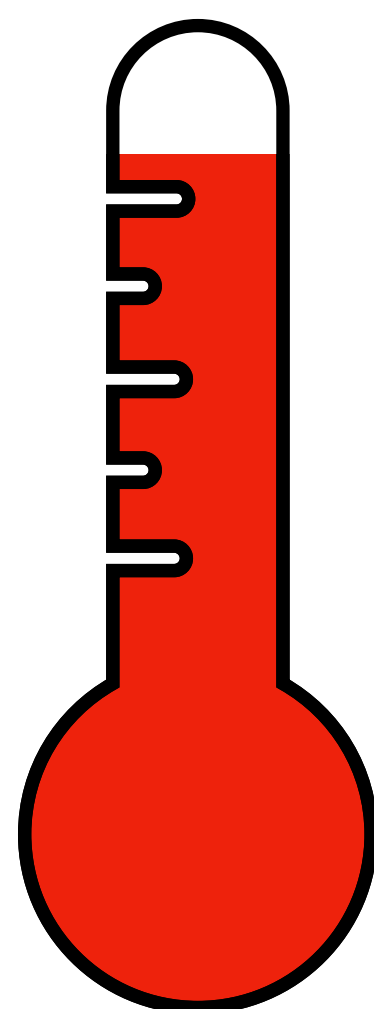
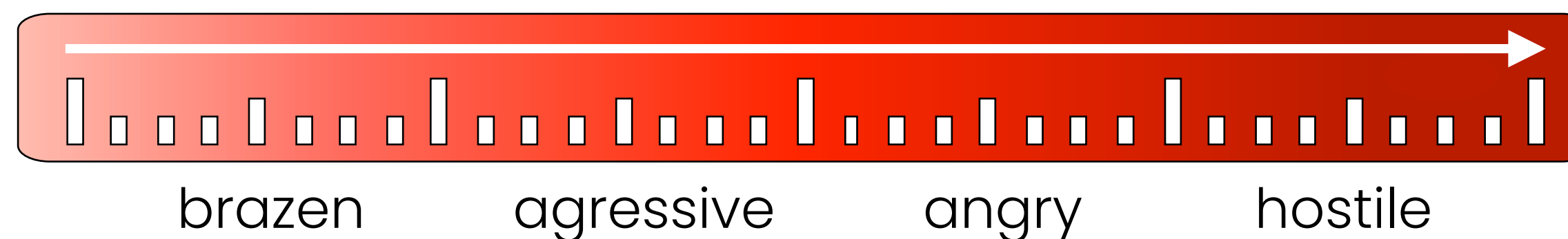
**These changes lead to particular and predictable
shifts in behavior, emotions, and thinking**

Changes in metabolism

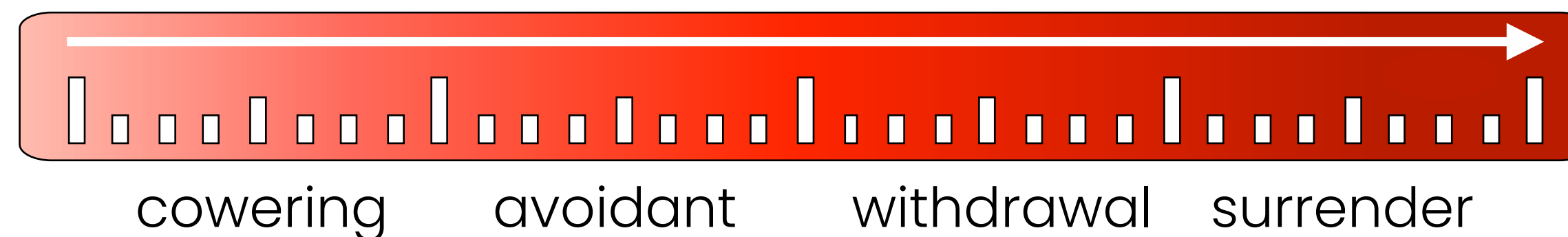
Affects changes in behavior, emotion, and thinking



Large increase in **noradrenalin**

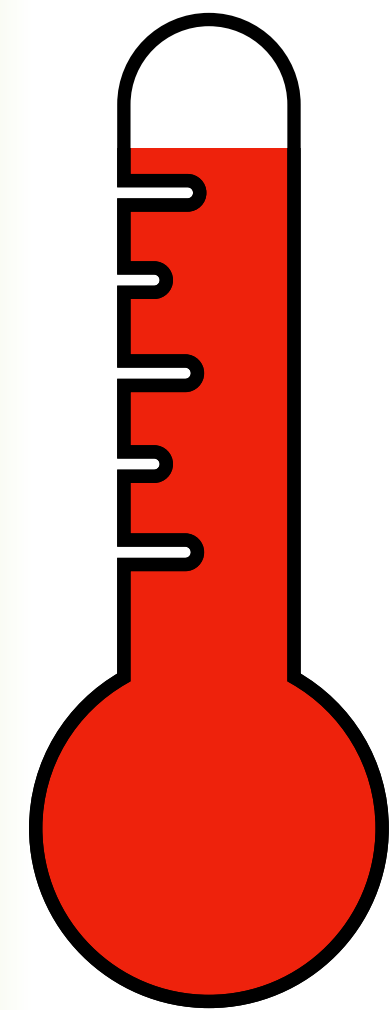


Large increase in **adrenalin**

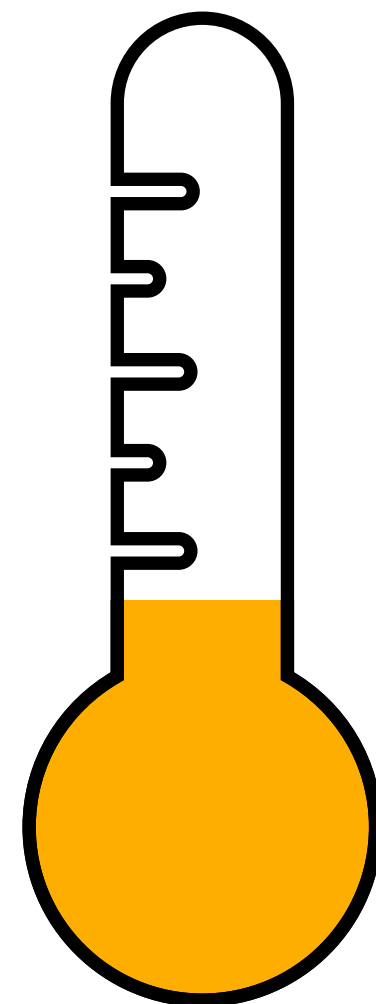
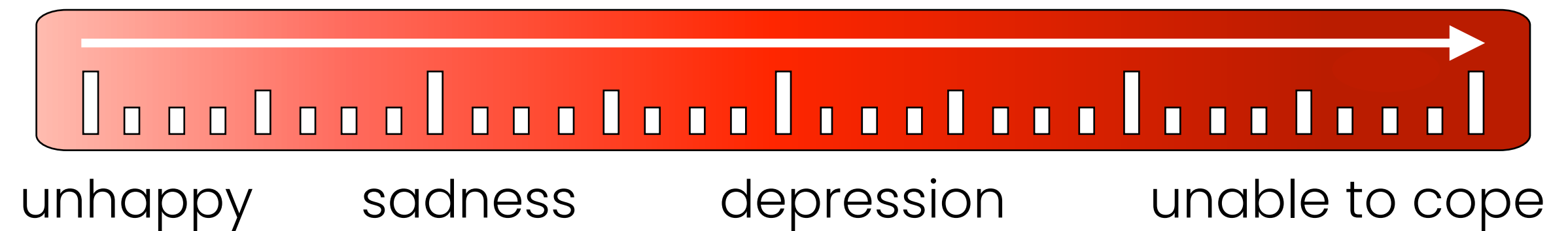


Changes in metabolism

Affects changes in behavior, emotion, and thinking



Large increase in **cortisol**



Drop in **testosterone**

The following slides depict
a series of images and words

As they appear on your screen, you are invited
to pay attention to your body,
i.e. muscle tension, breathing, heart rate,
vision, etc.

Take note of any changes you detect in your body

Traditional views of trauma



Pandemic



Vehicle Accidents

Traditional views of trauma



School Shooting



Bullying

Traditional views of trauma



Domestic Violence



Substance Abuse

Traditional views of trauma



Child Abuse



Rape/Sexual Assault

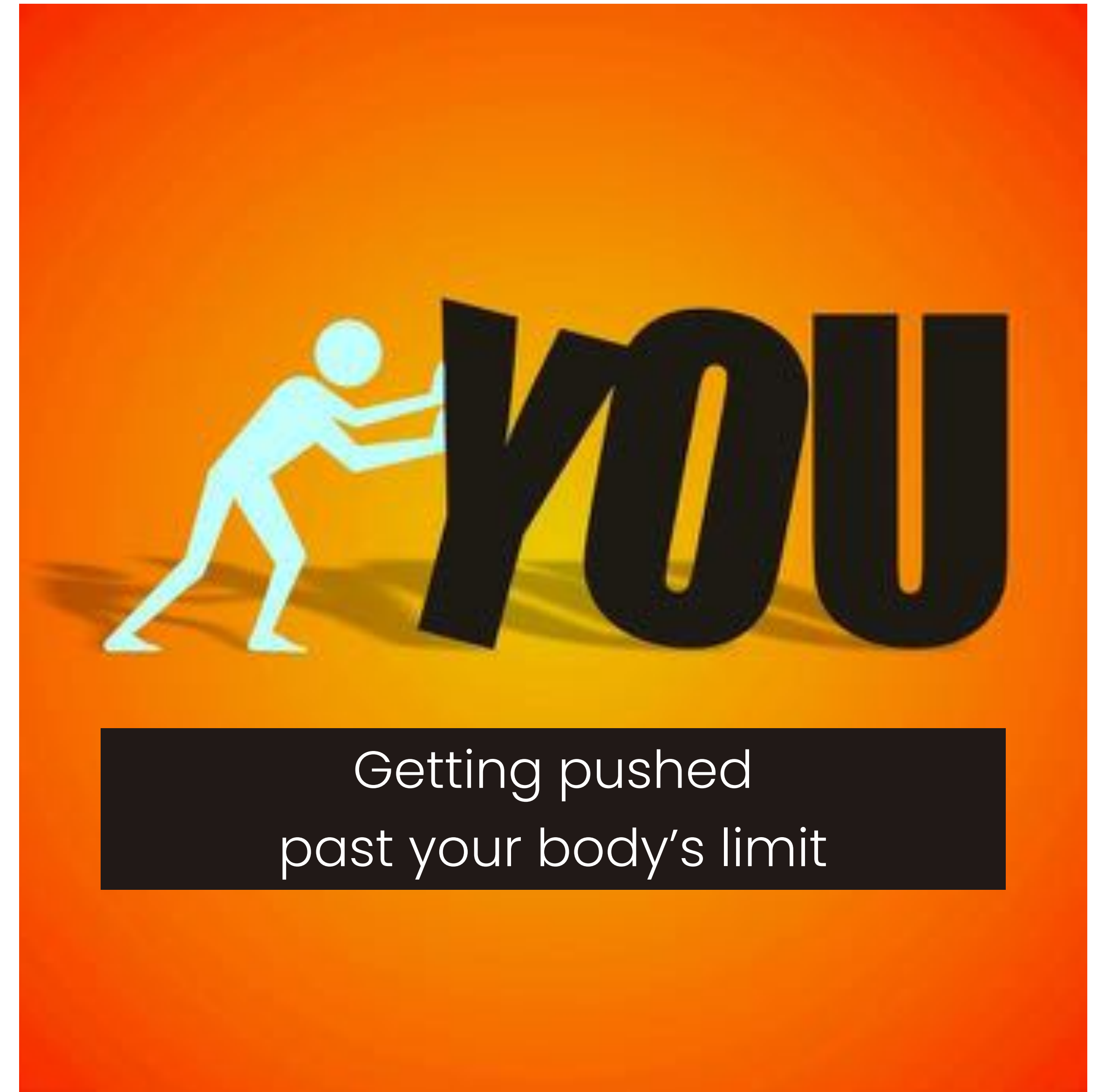
Checking in

- Did you detect any changes in your body? If so, what did you experience?
- Think about it... as each image and phrase appeared, you were not in danger, yet your body may have automatically reacted as if the actual event was happening right now
- Are you surprised by how your body behaved or emoted, or by your thoughts?
- This exercise helps us to appreciate a very important point about trauma and toxic stress.

What is trauma?

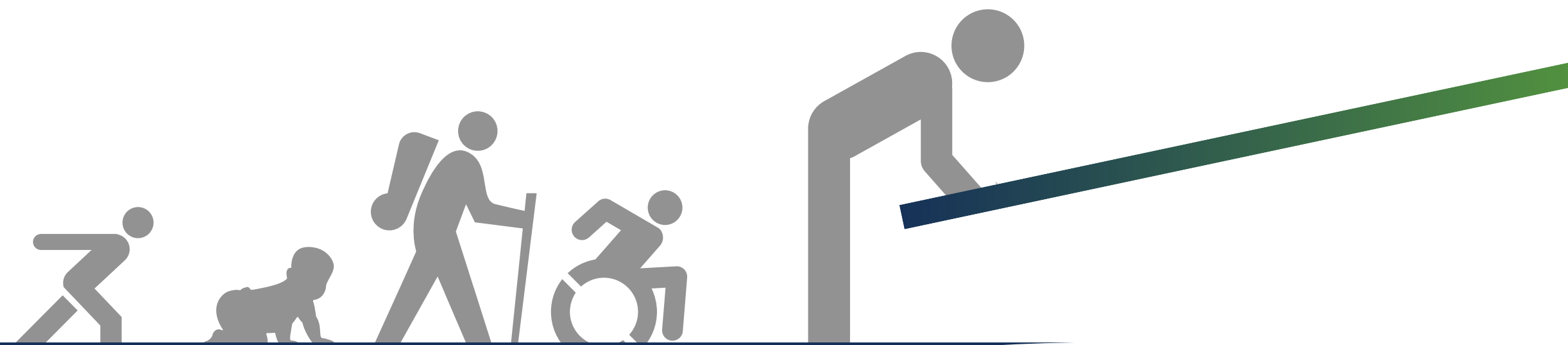
...how your body reacts

- Our nervous system is running the show
- Trauma is NOT the big, bad event that either happens to us or that we are exposed to
- Trauma and toxic stress is based on how our body and brain reacts



Now that we better understand what trauma is...

In the next module... we will examine how the idea of trauma-informed care came about



Next Session

TIC: What is it and where to begin?

What is the basis for trauma-informed care?

What is the basis for trauma-informed care?

Module 2 topics

What are the distinctions of TIC?

What is salutogenics and how is it more effective?

Aaron Antonovsky

Medical Sociologist

- Coined the term **salutogenesis**
- “Salus” – that which produces or causes health or wellness
- Health is a continuum, not a dichotomy between wellness and sickness



Mittelmark, M. B. (2016)

Salutogenics

A trauma-sensitive approach to care

- **Focus:** a process that moves towards improved health and wellbeing
- **Assumption:** everyone, with secure support, can incrementally get better
- **Treatment:** align with a sequential progress toward growth, stability, and empowerment
- **Objective:** listen to the person's story with an eye for their competency and capacity, rather than their brokenness, disease, or misery
- **Starting point:** *What do you need to feel safe? or How can I better serve you?*

Salutogenics

A trauma-sensitive approach to care

- Stress is omnipresent; it is the normal (not the abnormal)
- Salutogenesis shows individuals how to use stress management as a means to rehabilitation
- Trauma-informed care helps create positive futures by accentuating and heightening the individual's ability for active adaptation; as opposed to reactive adaption
- Trauma-informed care focuses attention on a person's history of moving through their emotions associated with adversity
- Behaviors, emotions, and thinking are redefined as markers of competency and capacity, rather than symptoms of disease

We are coming to understand health not as the absence of disease, but rather our ability to function in the face of changes in ourselves, in our relationships, and in our environment.

— Aaron Antonovsky

15 attributes of trauma-informed care

1. Structure in life
2. Predictability in life
3. Social support
4. Stress managing strategies
5. Life has meaning
6. Responsibility
7. Comprehension
8. Expressions of confidence
9. Worthwhile challenges
10. Health/illness orientation
11. Past orientation
12. Future orientation
13. Positive, asset-focused outlook
14. Emotional connection
15. Assured of just treatment

Short-View vs. Long-View

Trauma-informed care is learning to lift our gaze



Trauma-Informed Care

Short-View Approach

Focus on assets

Focus on deficits

Develop skills to regulate behaviors and emotions

Confront behaviors and emotions, treat as the problem

Seek to build capacity and competency

Define and label the presenting problem

Seek to identify and meet primary
social/emotional needs

Social/emotional needs are not a primary concern

Increase autonomy and agency

Increase hierarchal structures

Trauma-Informed Care

Short-View Approach

Develop a long-term view of positive expectation

Direct attention to the immediate relief of pain

Strengthen interpersonal resources

Interpersonal resources are not relevant

Strengthen personal resilience to stressors

Just get a grip and push through

Help others to be confident in their
uniqueness or differences

Uniqueness and differences are often seen as the
source of the problem

Raise levels of self-awareness and self-acceptance

Be on your guard with the presenting problem

Trauma-Informed Care

Short-View Approach

Develop skills for being a better manager of stress

Try harder to control your emotions and behaviors

Learn to optimize a relaxed state when facing difficult situations

Brace for impact

Empathy, positive regard, warmth, and genuineness are the primary skills

Step aside while I fix you, follow my directions

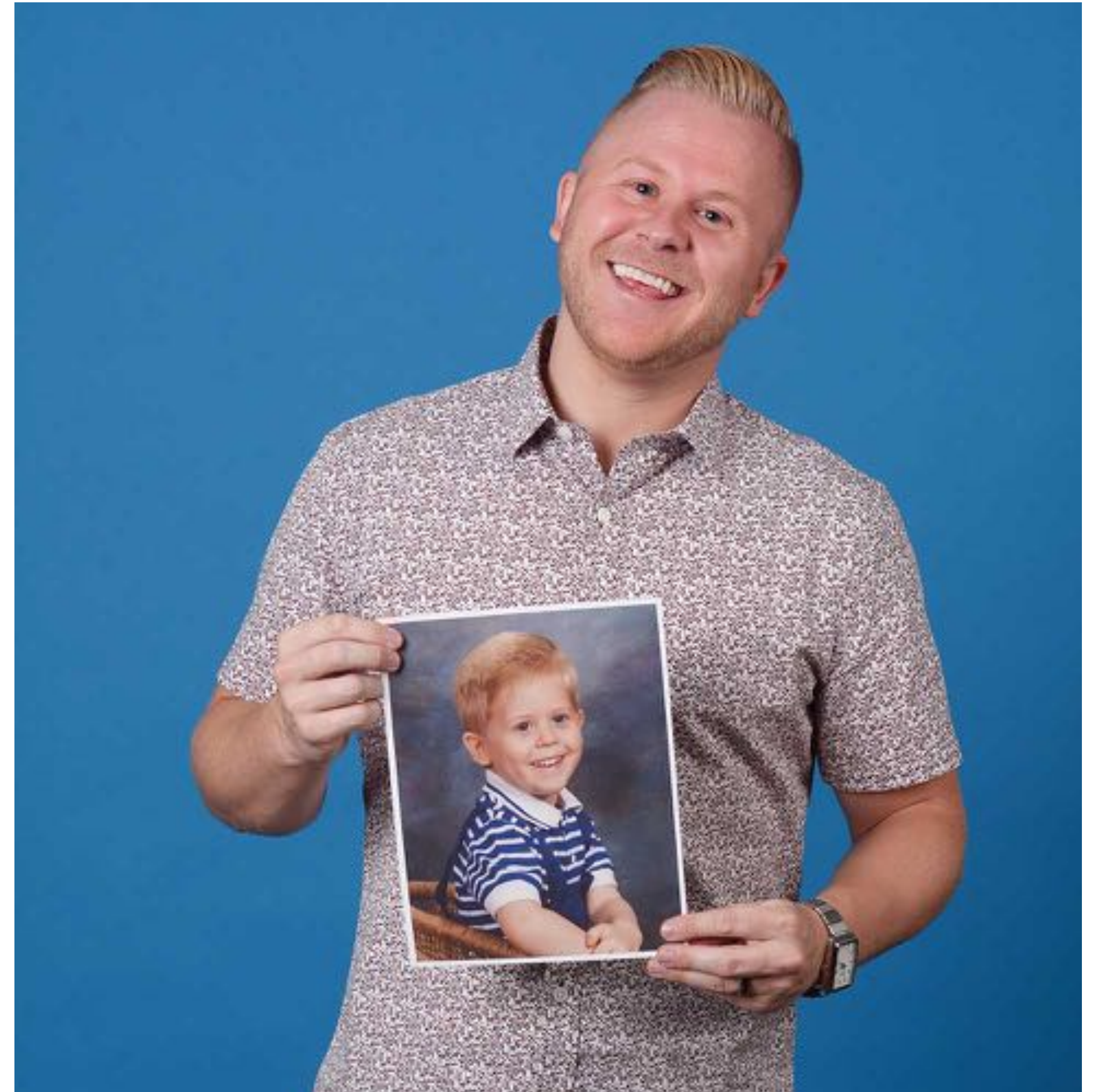
Communicate in ways that invites others to collaborate in their own healing

Just sign the form and let me do my job

Clint Pulver

Be a Mr. Jensen

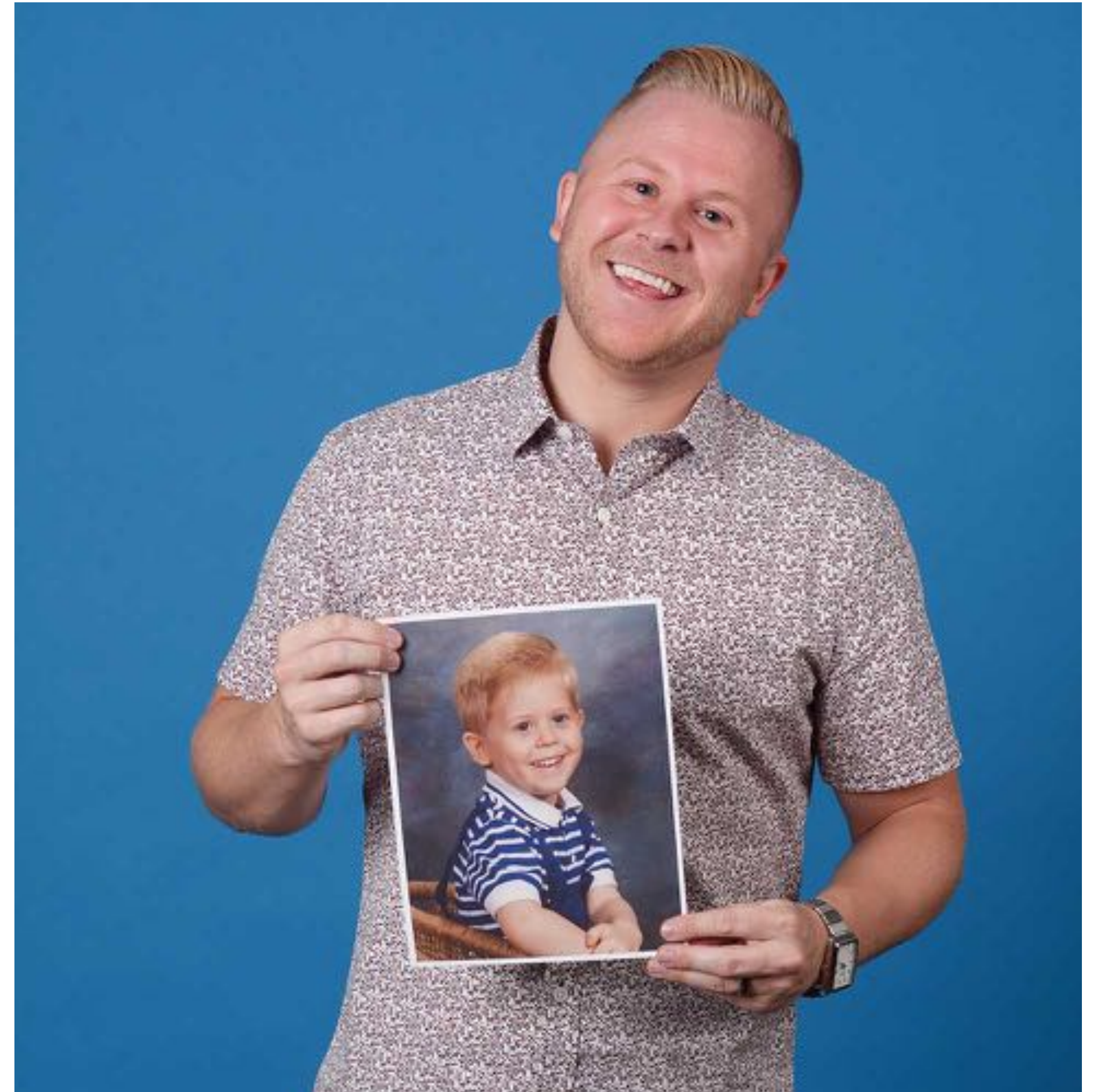
- Video can be found at: <http://clintpulver.com/about/>
- This material furthers the goal of the copyright to helping the people better understand themselves by living a life of significance
- Purpose: To illustrate that generational complexities, communication challenges, leadership missteps, and cultural cues can be worked through
- ***“What does it take to see the long-view?”***



Clint's Story

What do you see?

- What is one thing that keeps you and I from seeing the long-view?
- What is one thing we can learn from people like Mr. Jensen?



What have we learned from this module?

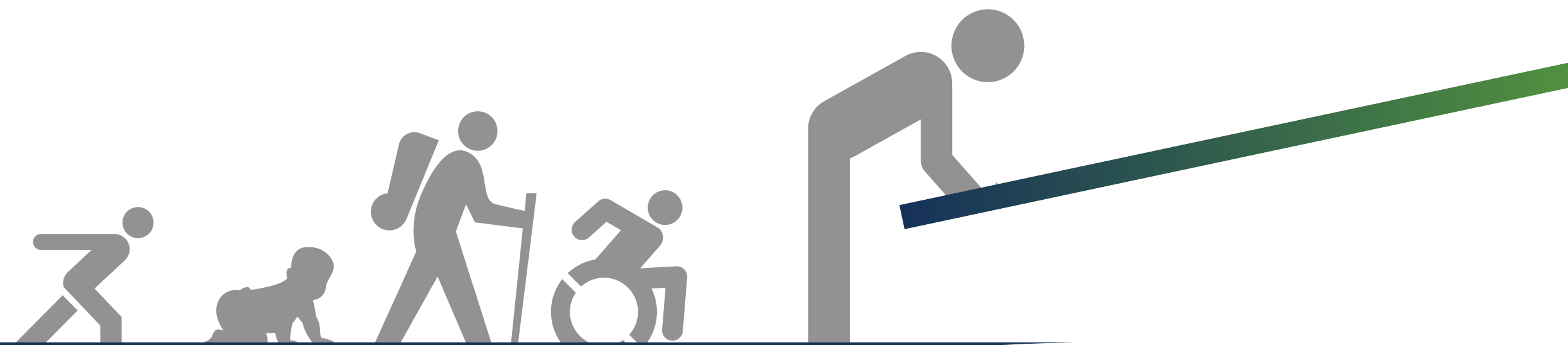
- The short-view seeks to know the cause of the problem — *it is deficit focused*
- Human services dominated by short-view approaches to caring for others are not trained to look beyond the presenting problem, to see *the unmet needs*, to seek for *what is necessary for future growth and wellness*
- Elevating our compassion and becoming trauma-sensitive, requires that we stop guilt and shaming people with the ineffective question: *What is wrong with you?*
- *Trauma-informed care starts with the question: What do you need to feel safe? or How can I better serve you?*

What have we learned from this module?

- Trauma-informed care believes everyone, with secure support, can incrementally get better... embraces a sequential progress toward growth, stability, and empowerment
- The objective of trauma-informed care is to listen to a person's story with an eye for their competency and capacity, rather than their brokenness, disease, or misery
- Health is not the absence of disease, but rather the process by which individuals develop their ability to function in the face of adversity

Now that we know what
the long-view looks like...

In the next module... we will
look at some metaphors
that help us to elevate our
compassion for others



Next Session

TIC: What is it and where to begin?

**What can I do to begin
trauma-informed care?**

What can I do to begin trauma-informed care?

Module 3 topics

Regulation ladder

Range of Tolerance

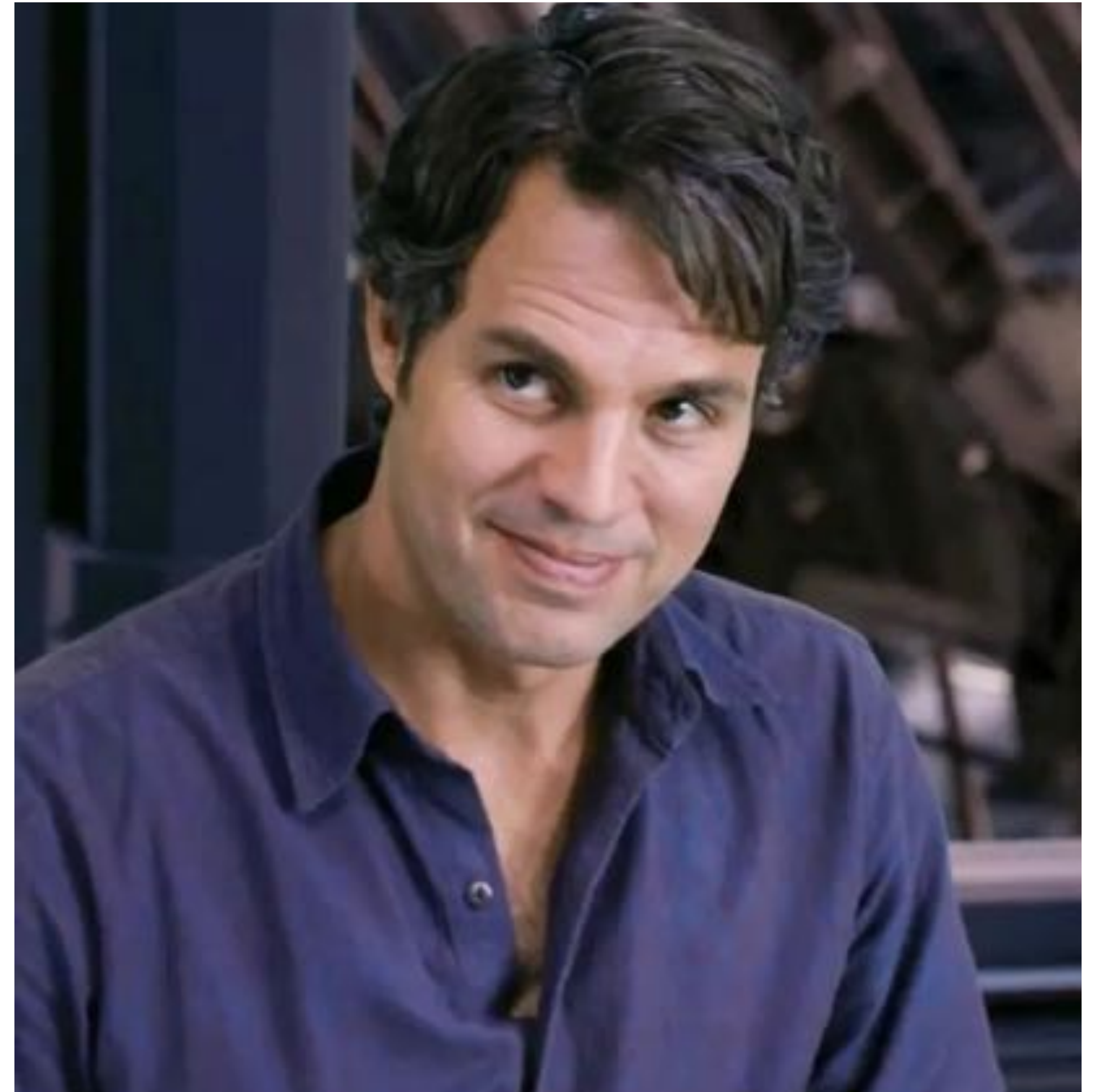
Banner brain vs. Hulk brain

Banner brain vs. Hulk brain

Bruce Banner brain

Systems regulated

- Verbally expressive
- Modulates emotions
- Distinctions in experiences
- Resilient
- Responsive to social cues
- Intentional to follow through
- Secure in relationships



Marvel Entertainment, LLC (The Walt Disney Company).

Hulk brain

Systems dysregulated

- Reduced verbal expressions
- Unable to modulate emotions
- Difficulty making distinctions between experiences
- Struggles to cope
- Unresponsive to social cues
- Highly reactive, easily angered
- Relationships feel threatening



Marvel Entertainment, LLC (The Walt Disney Company).

Banner & Hulk

Two manifestations of the one person

- Not good vs. bad; or right vs. wrong
- Illustrative of an overwhelmed body and brain
- Hulk appears scary, but is actually scared
- Who can calm Hulk, helping a return to Bruce Banner?



Marvel Entertainment, LLC (The Walt Disney Company).

Returning to Bruce Banner

Trauma-informed care

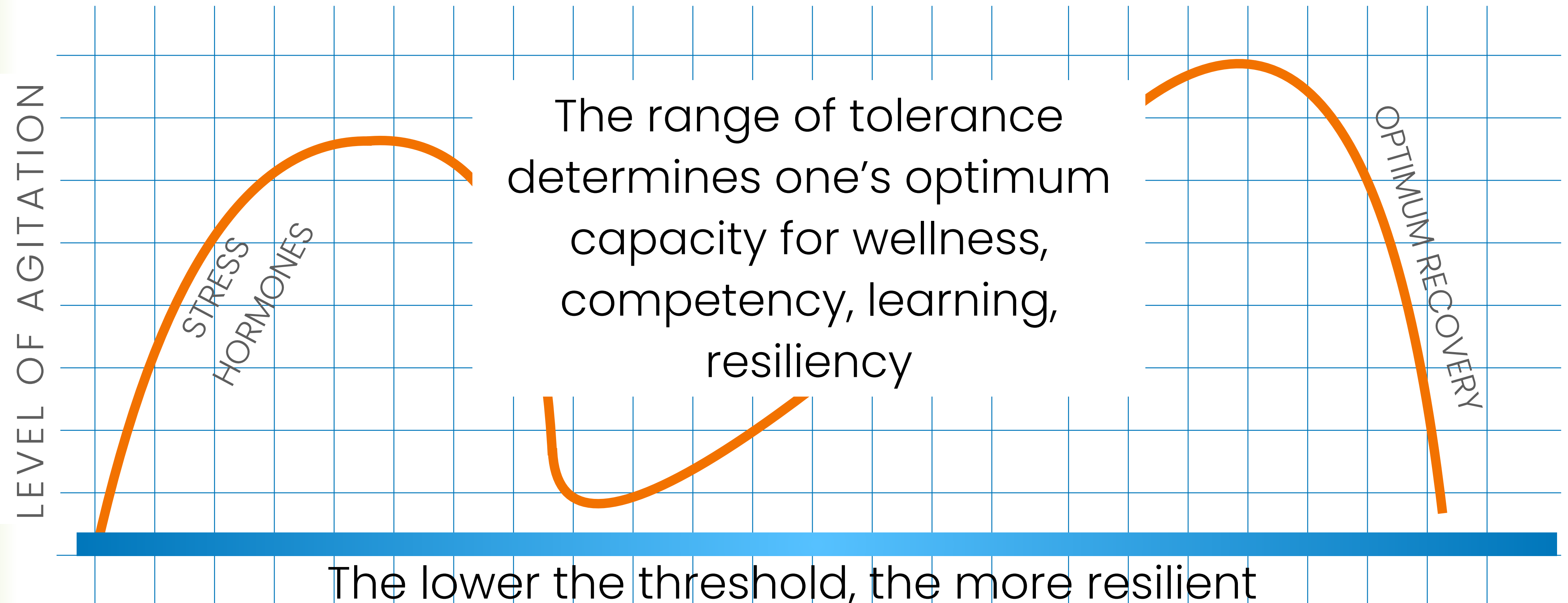


Marvel Entertainment, LLC (The Walt Disney Company).

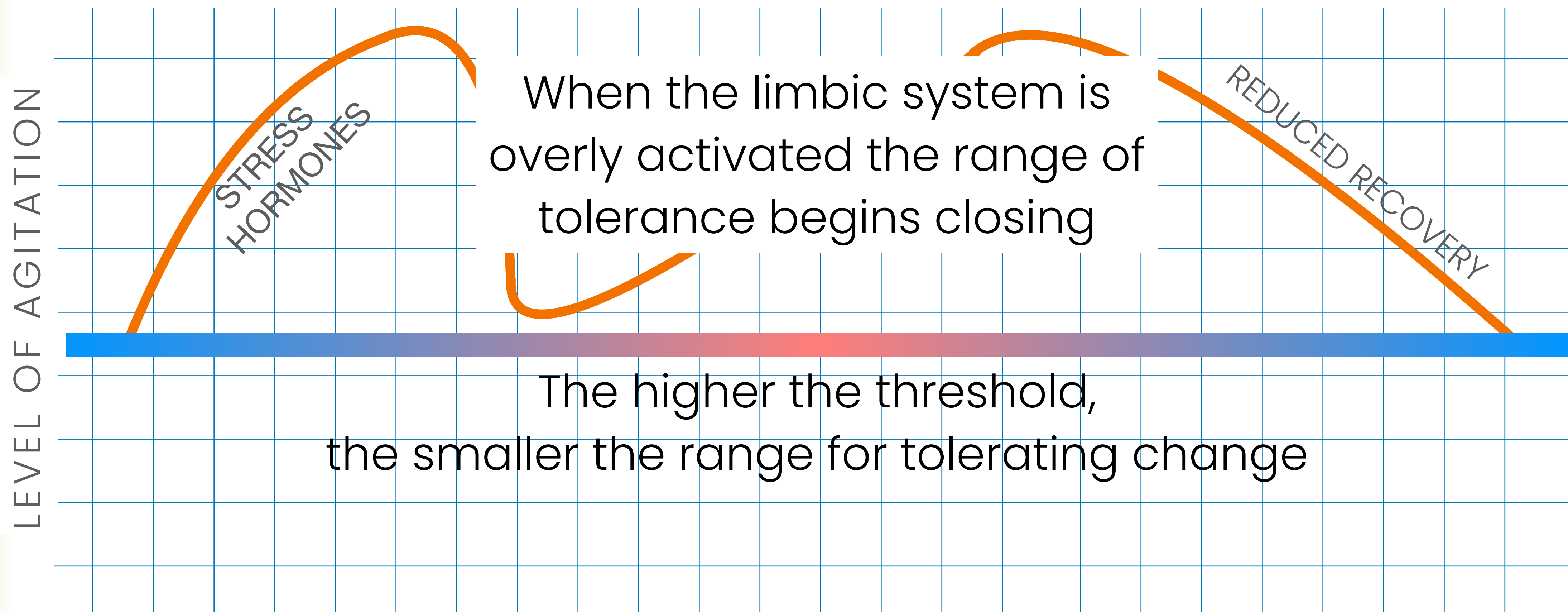
- Look beyond the behaviors and emotions, and see the unmet needs
- Be a secure, stable, and safe connection
- keep a calm voice in the midst of chaos
- Take a gentle, non-judgmental approach

Range of Tolerance

U P P E R R A N G E O F T O L E R A N C E



U P P E R R A N G E O F T O L E R A N C E

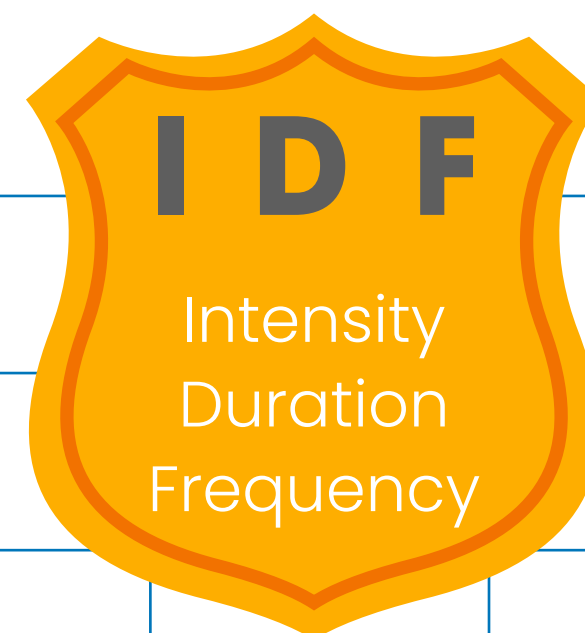




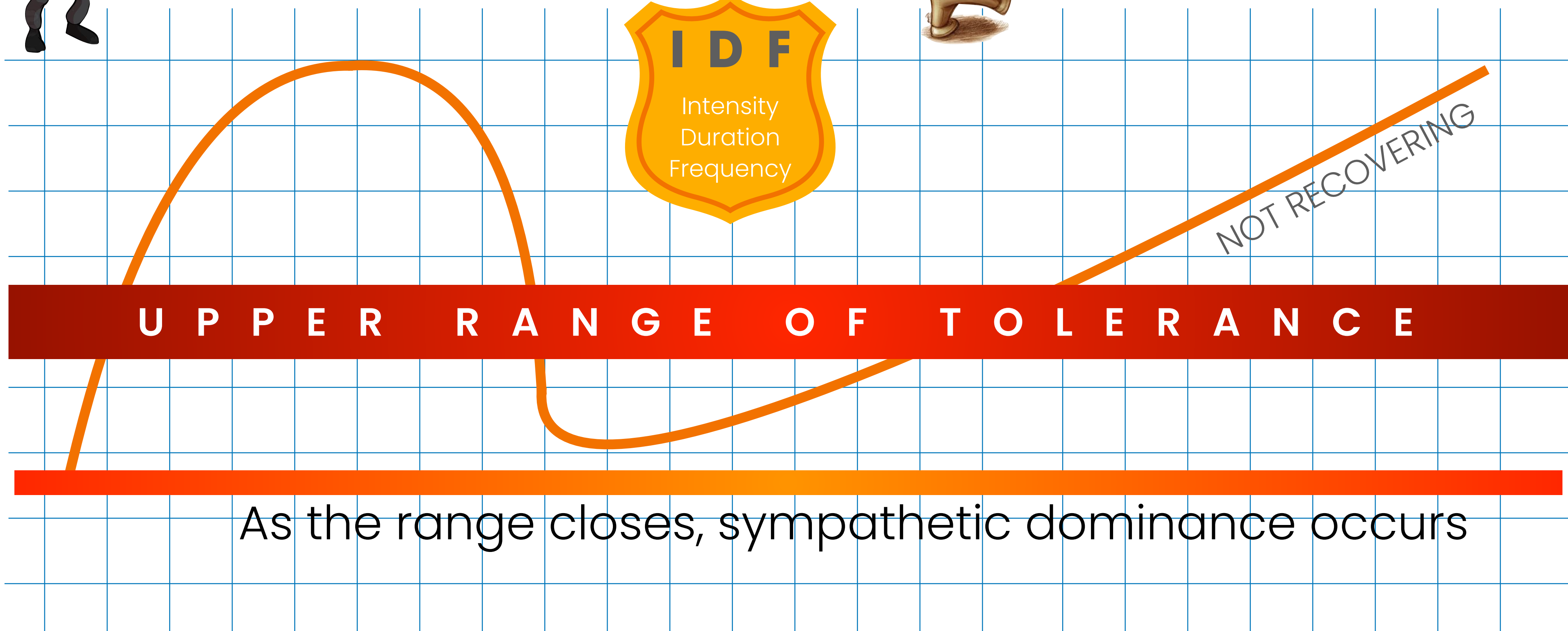
Reactive adaptation



Reactive mitigation

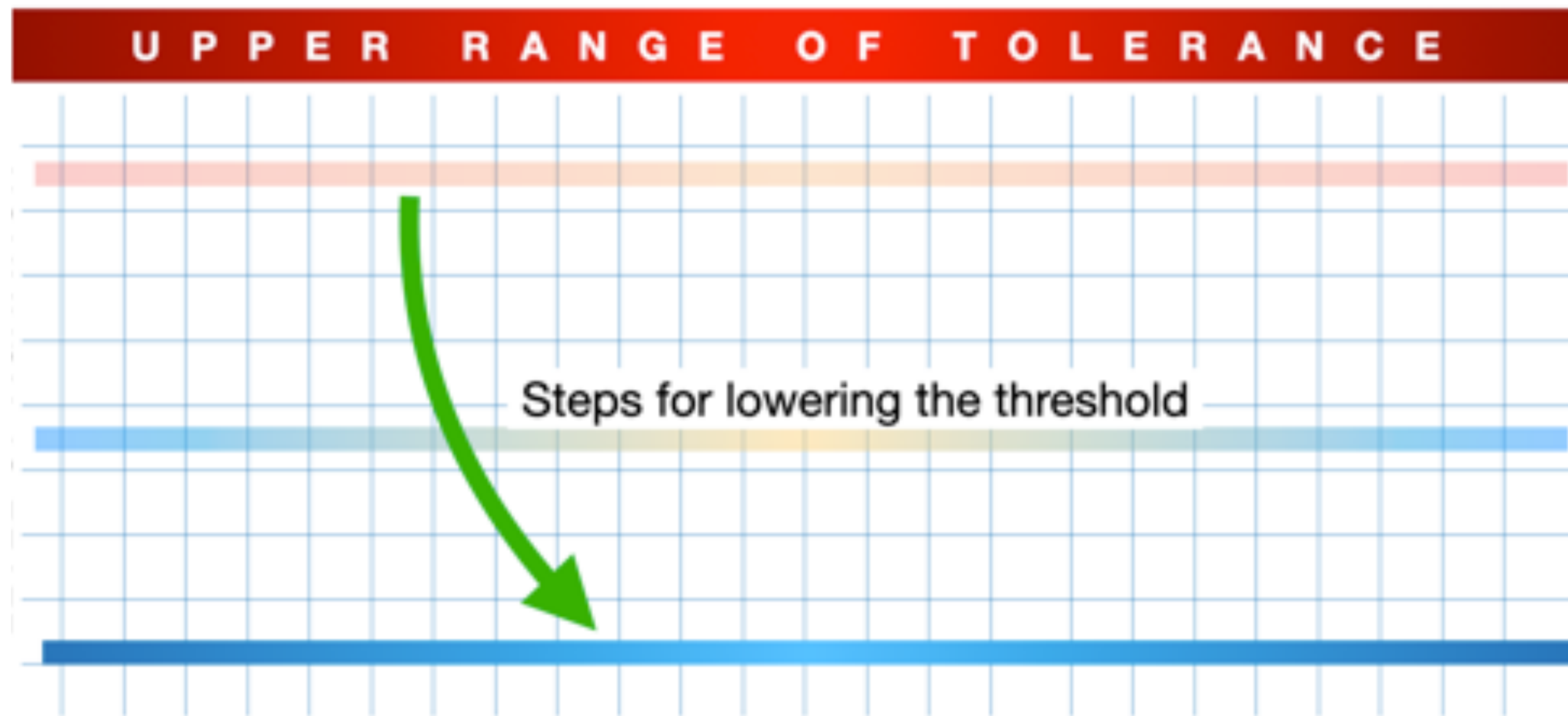


LEVEL OF AGITATION



Range of Tolerance

Lessons learned



Bessel van der Kolk. (2015)

Rhoton, R., Thomas E. Rojo Aubrey, & Gentry, J. E. (2018)

1. Recognize when the range of tolerance is closing
2. Detect what in the environment may be triggering
3. Self-regulate, calm, relax, and reduce body arousal
4. Practice steps 1-3 over, and over and over to lower threshold

Regulation Ladder

Ventral Vagal Complex

Signaling system for motion,
emotion, and
communication

Social Engagement System



Dorsal Vagal Complex

Immobilization system for
conservation withdrawal

Passive Defense System



Sympathetic Nervous System

Mobilization for fight or flight
adaptations

Action Defense System



Assertive, self-reflective,
self-evaluating, learning,
stable relationships,
consistent boundaries,
resilient



Dissociating, withholding
opinions, thoughts, feelings,
and ideas; seeking to be
smaller and less noticed;
emotionally shutdown

REGULATION LADDER



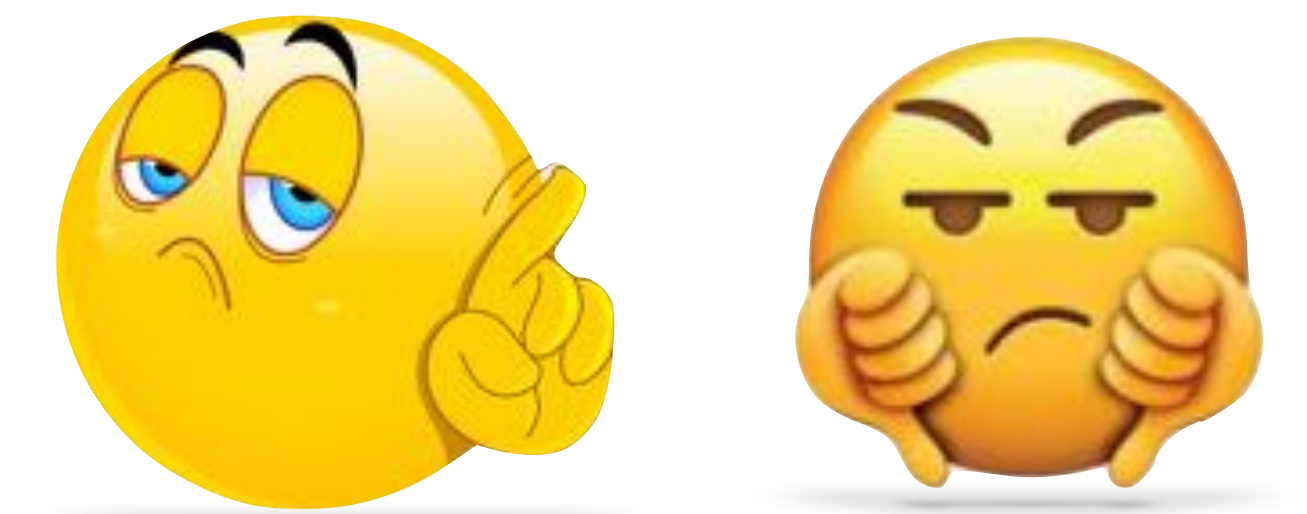
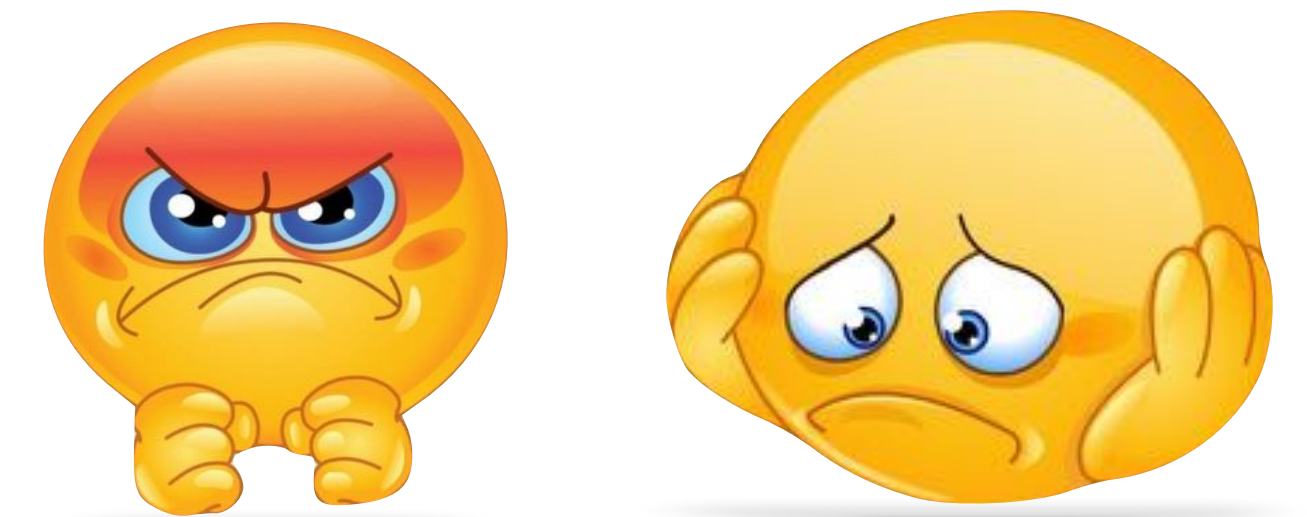
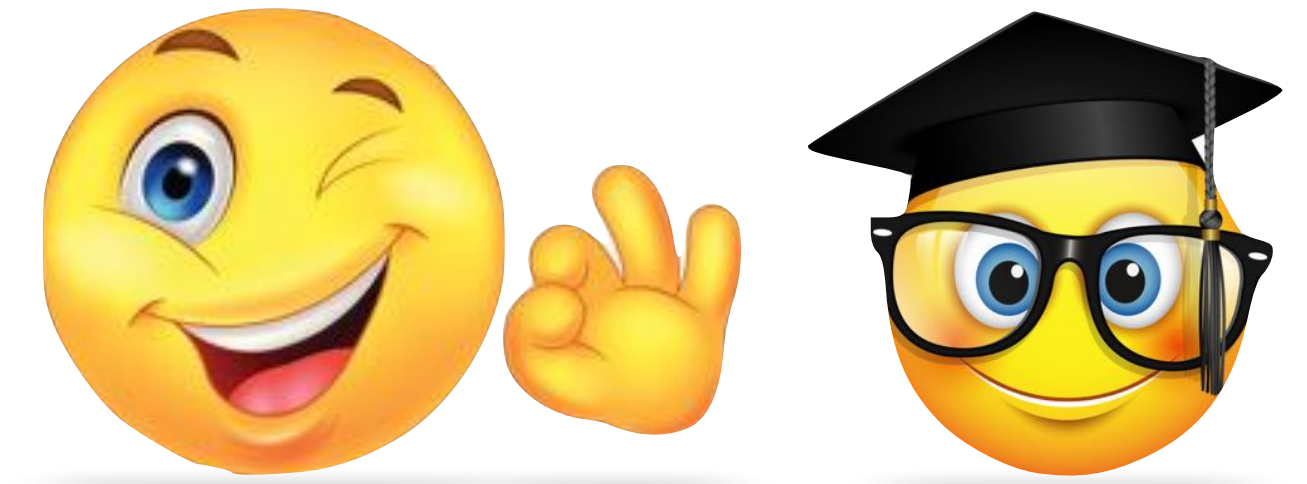
Aggressive, avoidant,
controlling with anger,
sarcasm, procrastination,
moodiness, reactive



Climbing the ladder

4 essentials

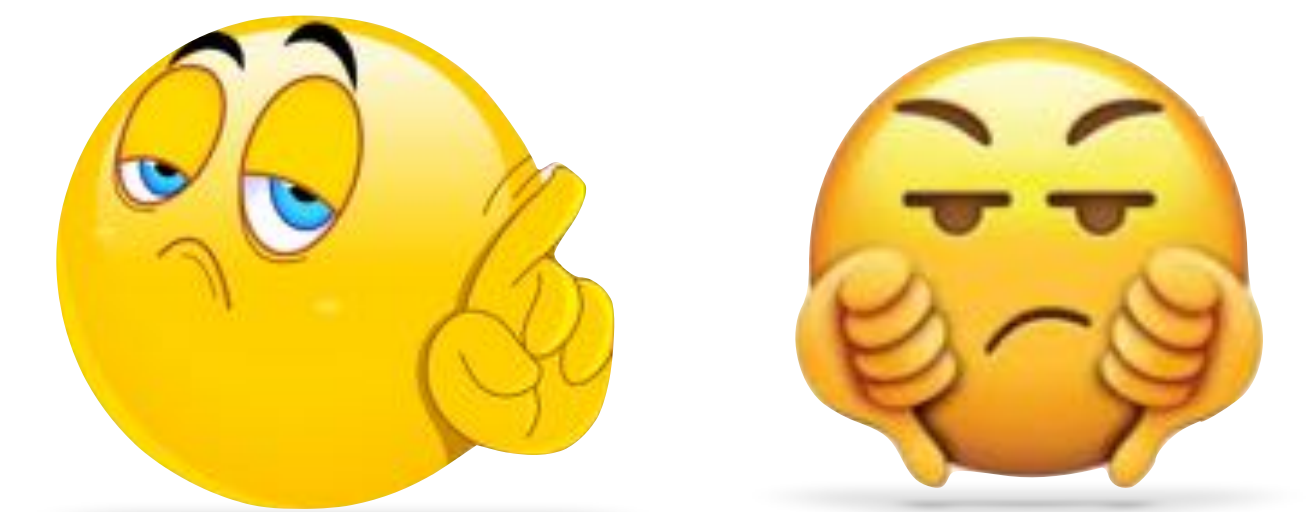
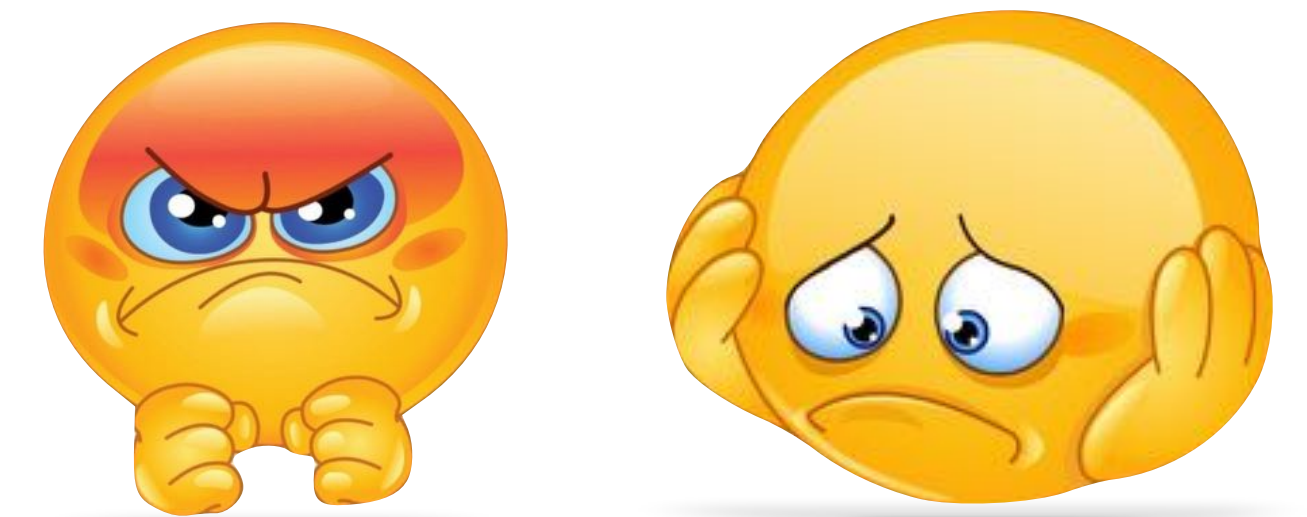
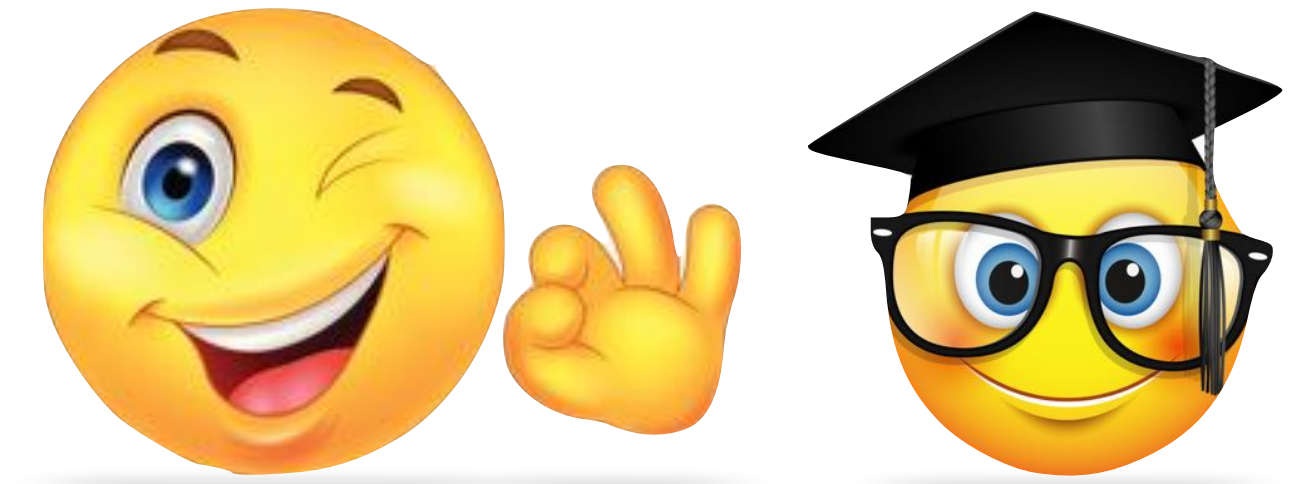
1. Connect with at least one person who is consistently at the top of their ladder
2. Assurance that those you are responsible for are safe
3. Connect with a community, family, or team, WE are united in response to common challenges and crisis
4. Access to essential resources



Regulation ladder

Lessons learned

- Only those at the top of the ladder are able to successfully invite others to climb up
- Attempts to push others up is the same as, "do as I say, not as I do"
- Expecting those you lead to climb up when you are unable or unwilling...
 - Undermines your leadership
 - Fosters mistrust
 - Creates threat



What have we learned from this module?

- Helping those who are in Hulk brain calls for you and I to look beyond their behaviors and emotions and *see their unmet needs*
 - Requires a secure, stable, and safe connection; consistently calm voice; a gentle, non-judgmental approach
- To lower our threshold in the range of tolerance calls for you and I to *practice interoception...*
 - Recognize when the range is closing; detect what may be triggering; reduce body arousal; and repeat over, and over and over

What have we learned from this module?

- The regulation ladder calls for you and I to *be at the top of our ladder before inviting others to climb up*
- Pushing others up their ladder is the same as, “do as I say, not as I do”; expecting others to climb when we are unable or unwilling undermines our influence, fosters mistrust, and creates threat



Introduction to Trauma-Informed Care

Thank you for joining us in our vision

Elevating compassion from one human being to another

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