



THE CARE PLAN

A CULTURE OF CARE

Trauma Informed Client Care

Presented by The Care Plan



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Care Navigation - Care Development

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Trauma Informed Client Care

Objectives

1. Explore the foundational tenets of trauma informed care
2. Gain an understanding trauma informed communication principles
3. Apply learning through case studies, role plays and discussion



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Remember...

We are not survival of the
fittest, we are survival of
the nurtured.

- Louis Cozzolino



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Keep In Mind...

An approach of Trauma Informed Care starts from an understanding that clients have likely experienced multiple forms of trauma.

That trauma presents unique challenges for providers

Why might older adults benefit from a trauma informed approach?



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Trauma Informed Organizations. . .

- Assumes people are more likely than not to have experienced some form of trauma
- That expectation is extended to clients, staff, community members, etc.
- Requires organizational culture shift



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Trauma Is A Response To

- Events
- Experiences
- Effects

What is an example of an event that people may experience differently?



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Trauma Informed Principles



Safety
Trust
Choice
Collaboration
Empowerment



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Types of Trauma

Acute trauma: Single overwhelming event or experience

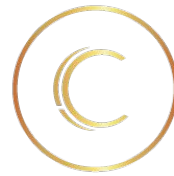
Repetitive trauma: Multiple, chronic and/or prolonged overwhelming traumatic events

Complex trauma: Multiple, chronic and prolonged overwhelming traumatic events which are compromising and most often within the context of an interpersonal relationship

Developmental trauma: Early onset exposure to ongoing or repetitive trauma (as infant, children or youth)

Historical trauma: cumulative emotional and psychological wounding over the lifespan and across generations from massive group trauma

Intergenerational trauma experienced by people who live with people who have experienced trauma. Coping and adaptation patterns developed in response to trauma can be passed from one generation to the next



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**What are the types of trauma
that your clients may have
experienced in a care setting?**



A Moment Of Reflection

Imagine you or a loved one needs to go to the Emergency Room for a medical emergency.

- Are you likely to experience trauma or stress in this environment?
- Who's job is it to help you feel safe?
- How could you have a more empowering experience?



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Retraumatization

SYSTEMS

Having to retell their story
Being treated as a number

Being seen as their label
No choice in service or treatment

No opportunity to give feedback about
their experience with the service
delivery

RELATIONSHIPS

Violating trust
Non-collaborative

Failure to ensure emotional safety
Does things for rather than with

Use of punitive treatment, coercion,
oppressive language



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*The Institute on Trauma and
Trauma-Informed Care (2015)*



Our Role...

Often we are supporting patients or clients with changing behaviors. It's important to remember that we are a guest and a support in their lives not in charge of their decisions.

- Each day is a new day
- Readiness to change is not a character trait
- Healthy boundaries are necessary to objectivity



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Tools For Assessing Trauma

The [National Center for PTSD](#) has a variety of tools you can review and choose from to integrate into your practice.

- Gain client consent to assess for trauma
- Educate client on how trauma can manifest
- Discuss client long term goals related to healing



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Caring For Ourselves



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*“Caring for myself is not self-indulgence, it is **self-preservation**, and that is an act of political warfare.”*
- Audre Lorde



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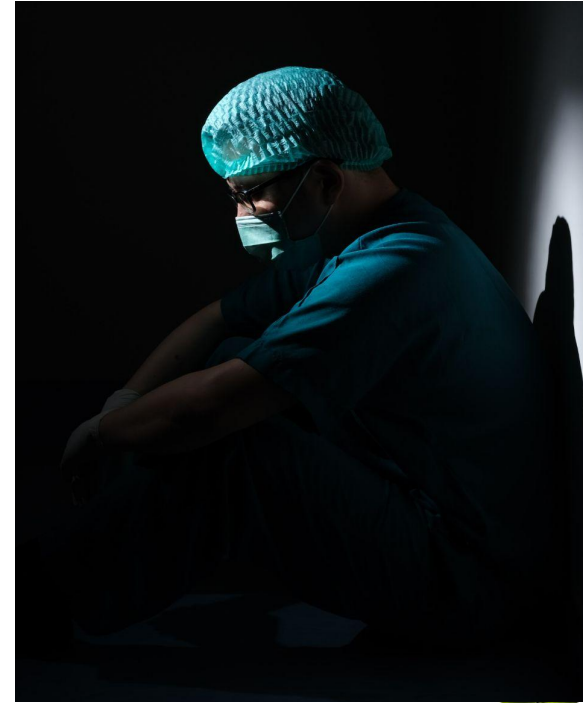


SELF PRESERVATION IS...

The protection of oneself from harm
or destruction

SELF CARE IS...

The practice of taking action to
preserve or improve one's health.



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Why Self Preservation?

- 25% increase in depression and anxiety globally through the pandemic
- Chronic stress is related to 8 of the leading causes of death



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Secondary Trauma

“Secondary traumatic stress is the emotional duress that results when an individual hears about the firsthand trauma experiences of another.

Symptoms mimic those of post-traumatic stress disorder (PTSD). ”

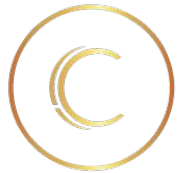
- National Child Traumatic Stress Network



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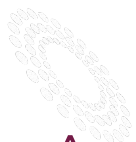
Signs and Symptoms - STS

- Difficulty concentrating
- pre-occupation, exhaustion
- Nightmares/flashbacks
- Over-reactions or avoidance of sensory/emotional stimuli
- Chronic physical ailments
- Apathy, anhedonia
- Excessive negativity: blaming others, complaining
- Compulsive/avoidant behaviors: substance abuse, overspending,
- Problems in relationships, intimacy
- Denial of difficulties or problems



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Case Study

Analia is a counselor for families in crisis. During the last year she's witnessed increased domestic violence, substance use, and financial strain for the families she serves. She's working longer hours and is losing sleep and feels like she is failing. One of her friends also lost a son to gun violence this summer. Analia is enraged and depressed and can't focus on anything.

How can Analia address her mental health?

How can her workplace support her?



Physical Outcomes of Emotional Stress

“When chronic stress goes unreleased, it suppresses the body’s immune system and ultimately manifests as illness.”

[Life Event, Stress & Illness](#)



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Check Your Battery

How are you currently feeling?

Feeling great!

Keep meeting your needs and practicing self-care.

Feeling okay.

How can you make your day a tiny bit better?

Struggling.

Practice triage. What area of your life is suffering the most right now? Focus on that one area today.

BlessingManifesting



Feeling good!

How can you maintain the levels you're currently at?

Meh.

How can you love on your -self today? Be extra kind to yourself.

I'm empty.

Pinpoint what's draining you and try to create a boundary & then do one thing that fills you up.

Caring For Ourselves

It often feels harder than caring for others

In small groups please discuss the differences between self preservation and self care



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Tenets of Trauma Informed Care

Safety

Trust

Collaboration

Choice

Empowerment



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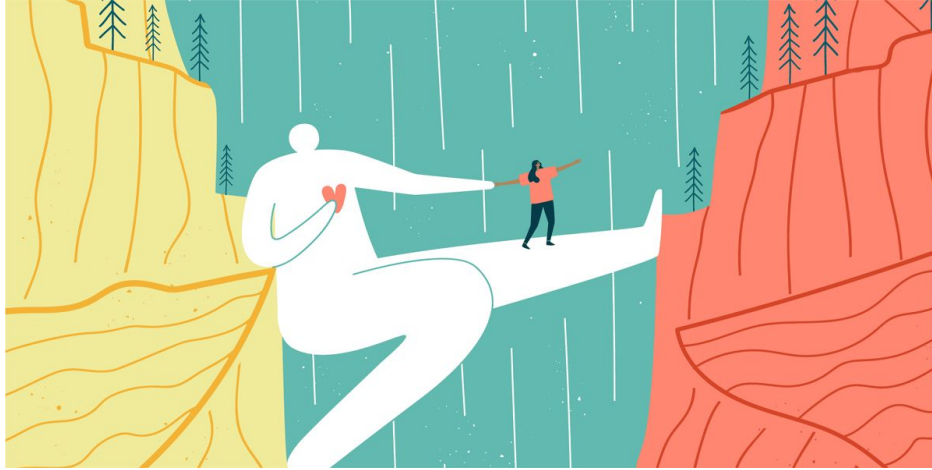
Trauma Informed Communication



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Trauma Informed Principles



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4 R's of Reducing Trauma

Realize: what the person's behavior is

Recognize: the options that are available in how you can respond

Respond: instead of reacting. Take a pause if needed and slow down.

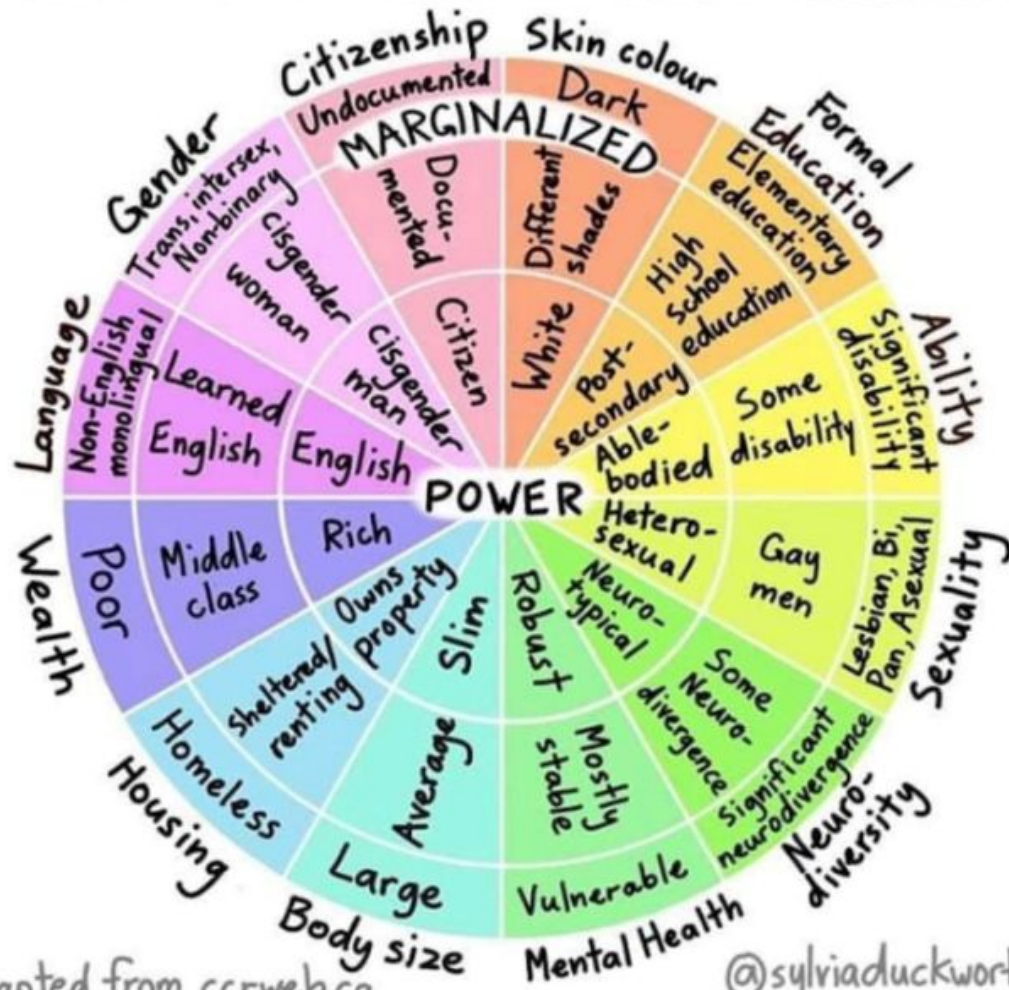
Resist Retraumatization: move intentionally in your responses



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WHEEL OF POWER/PRIVILEGE



Intersectionality

Image courtesy of the [University of British Columbia](https://www.ubc.ca/)



Intersectionality In Action

You have a client Jin Ae who is 45 years old, trans identified and is undocumented from Korea. She is on Medicaid, receives \$800/month from SSI, and has a hip surgery coming up. She lives alone and doesn't have anyone to care for her. She primarily communicates in Korean and can't fully understand English.

What services could you offer her?

You have a client Tim who is 65 years old, gay white male. He has worked as a lawyer and is retiring soon. He has excellent insurance coverage and approximately \$5million in assets. He has a partner and family who live in the area. He also has a hip surgery coming up.

What services can you offer him?



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Intersectionality In Action

Julia

- Home health?
- Location for rehab?
- Care support at home?
- Groceries and supplies?
- Socialization?
- Affirming physicians?

Tim

- Home health?
- Location for rehab?
- Care support at home?
- Groceries and supplies?
- Socialization?
- Affirming physicians?



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TIC Communication Sounds Like. . .

- **‘What happened to you’** vs. ‘What’s wrong with you’
- **‘How can I support you’** vs. ‘Here’s your options’
- **‘Please tell me more about how that affected you’** vs. ‘We’ve got to start wrapping up, let’s discuss next steps’



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Non-verbal TIC Communication Looks Like. . .

- Soothing lighting
- Calm environment
- Sitting at eye-level vs. standing
- Giving someone space. Not crowding
- Avoiding comments or “compliments” about someone’s body
- Not touching someone without consent
- Wearing a rainbow pin



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Communication Best Practices

- Roll with resistance!
- Do not take things personally
- Do things 'with' the client, not 'for'
- Acknowledge when you cause harm
- Be consistent
- Allow time
- Respond vs. React
- Validate concerns



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Motivational Interviewing

Utilize motivational interviewing to collaboratively problem solve

- ▷ Open ended questions
- ▷ Affirmations
- ▷ Reflection
- ▷ Summarize



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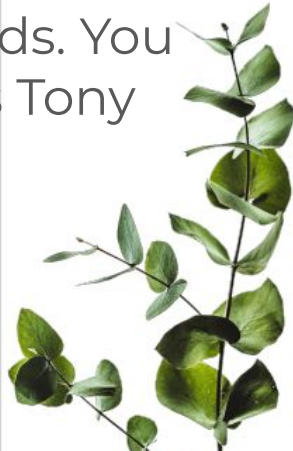
Application

Your 70 year old client Tony recently was hospitalized for a few days following an extremely violent fight with his boyfriend. Tony acknowledges he's been a victim of DV in a few other past relationships, it's just part of being with someone in his mind. They've been together for 20 years in a monogamous relationship.

While at the hospital, Tony learns he is HIV positive. Tony doesn't have a place to go after leaving the hospital. He's also in self-reported shock about the HIV treatment and recovering from his wounds. You are the social worker at the hospital, what types of trauma has Tony experienced?



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Care Planning



HOUSING

Independent, ALF, LTC
Cultural considerations
Location



FINANCIAL

Retirement Planning
Medicaid Planning
Benefits



LEGAL

Advanced Directives
Estate Planning
End of Life



CARE

Support Team
Advocates
Caregiving Access



HEALTH

Current Providers
Medications
Needs



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Care Planning Communication

Start early

Explain the role of choice

One topic at a time

Focus on their 'triggers' or priorities, not yours

Identify and include support team

Advocate Actively

Make practical recommendations

Document and review with client regularly



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Featured Resources

AARP PREPARE TO CARE GUIDE

[Download PDF](#)



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Communication Practice

Please share in the chat some challenging scenarios you've experienced when communicating with older adults. We will discuss and practice in the large group and possibly smaller groups.



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Client Care Best Practices



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“

Darling, I want my gay rights now. I think it's about time the gay brothers and sisters got their rights . . . especially the women.



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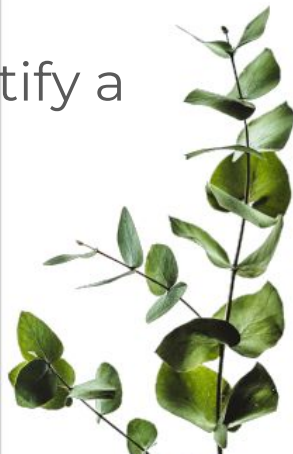


Organizational Best Practices

- Train your team regularly!
- Develop TIC policies and procedures
- Consider the impact of trauma in key decisions throughout the organization
- Hire + mentor employees from communities being served
- Build long term relationships with culturally affirming organizations
- Document TIC areas of focus or improvement and identify a team member to be accountability lead for the plan



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Provider Best Practices

- Continue learning + reflecting
- Utilize Motivational Interviewing
- Assess clients for trauma when needed
- Strengthen key resources for clients
- As for feedback from clients + colleagues



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Questions & Answers



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CARE
NAVIGATION

For your loved one



CARE
DEVELOPMENT

For your organization



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