TRAUMA-INFORMED CARE IN A TIME OF COVID-19: A PRIMER FOR FAMILIES

Sheri Gibson, Ph.D.

sherigibson2@gmail.com

www.DrSheriGibson.com

A Shattered World

"One size *does not* fit all"

Individual Responses are Multifaceted

- Pre-pandemic circumstances and resources
  - Prior exposure to adversity
  - Physical and mental health vulnerabilities
  - Economic and social supports

- Exposures encountered since the pandemic:
  - Illness of a family member
  - Loss of job or health insurance
  - Job status – essential health care workers
  - Time immersed in social media, news, over-exposure to information
  - Community-level stressors – e.g., "Hot spots"

Trauma-Informed Care

□ SAMHSA's Trauma-Informed Approach:
- □ Behavioral Health is essential to health
- □ Prevention works
- □ Treatment is effective
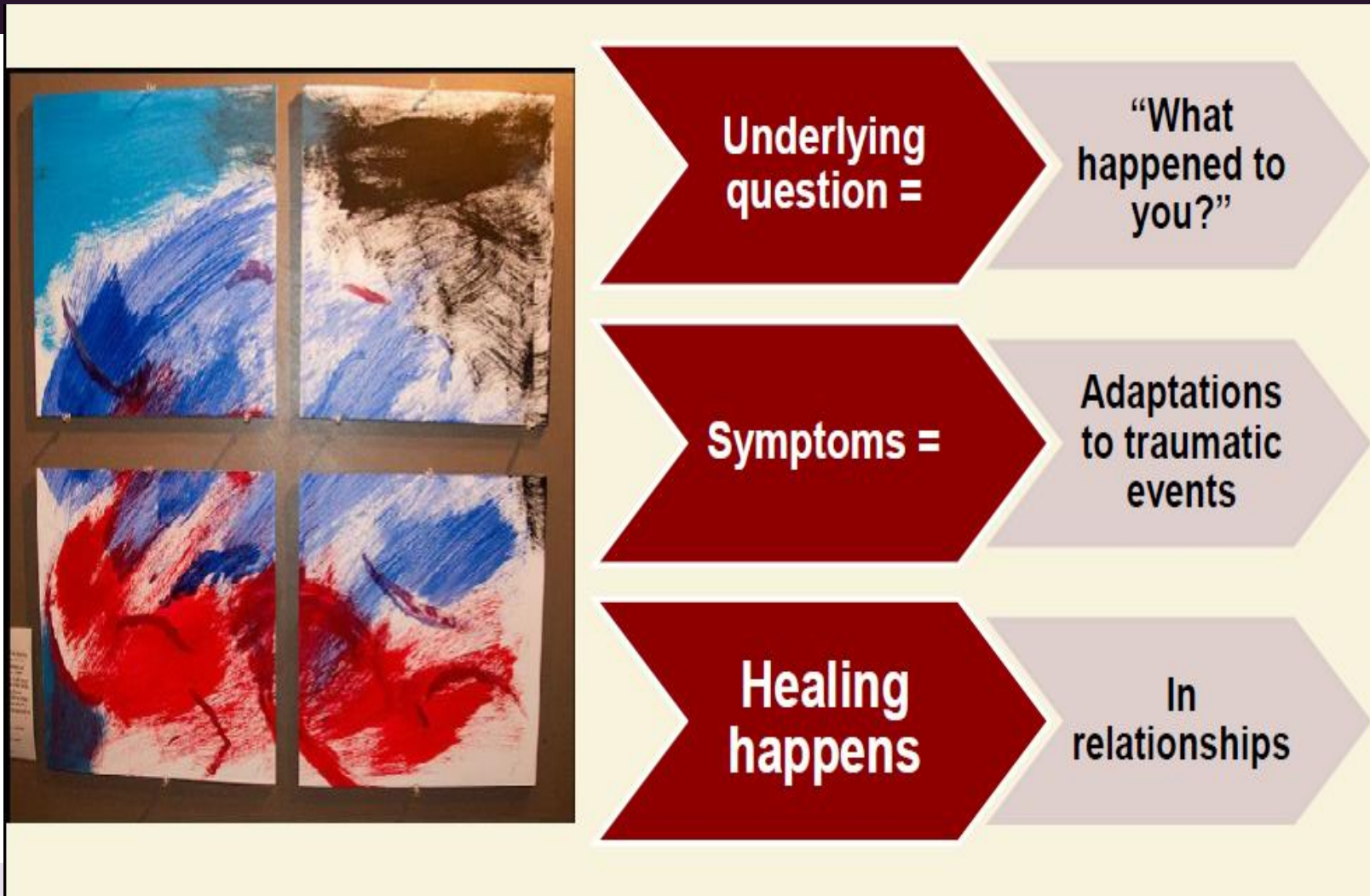
Trauma Informed Care Elements

Understanding the **prevalence** of trauma

Recognizing how trauma **impacts** individuals

Putting this knowledge into **practice**

to **actively resist re-traumatization**

Prevalence of Trauma: Approach

Prevalence of Trauma: Approach

Video: Power of Empathy https://www.youtube.com/watch?v=1Evwgu369Jw

What is Trauma?

Individual trauma results from an **event**, series of events, or set of circumstances **experienced** by an individual as physically or emotionally harmful or life threatening and that has lasting adverse **effects** on the individual's functioning and mental, physical, social, emotional, or spiritual well-being

Potential Traumatic Events

Abuse
- *Emotional*
- *Sexual*
- *Physical*
- *Domestic violence*
- *Witnessing violence*
- *Bullying*
- *Cyberbullying*
- *Institutional*

Loss
- *Death*
- *Abandonment*
- *Neglect*
- *Separation*
- *Natural disaster*
- *Accidents*
- *Terrorism*
- *War*

Chronic Stressors
- *Poverty*
- *Racism*
- *Invasive medical procedure*
- *Community trauma*
- *Historical trauma*
- *Family member with substance use disorder*

Prevalence of Trauma

Exposure to trauma is ubiquitous: seven out of ten respondents worldwide and nine out of ten adults in the USA report experiencing one or more lifetime traumas.
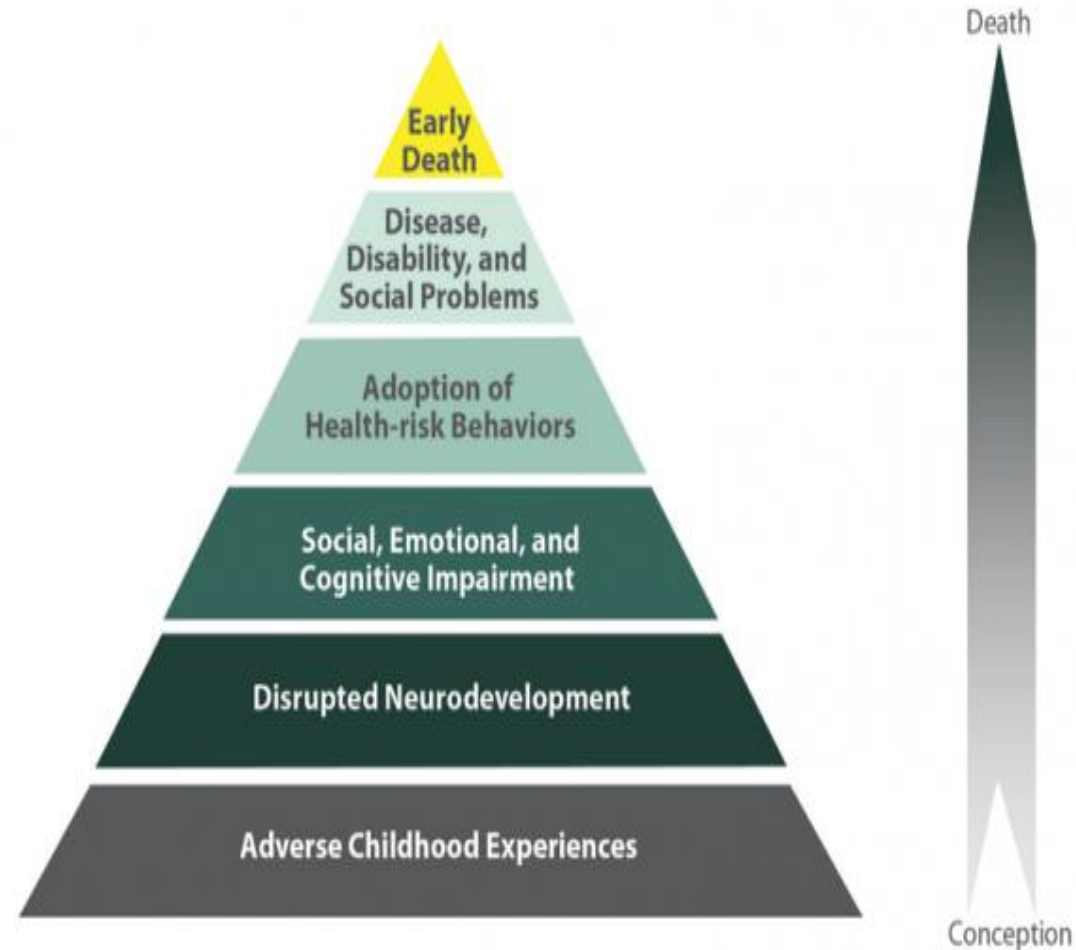
Fink, Galea, 2015

Impact of Trauma

Impact of Trauma on the Brain

- The brain has a bottom-up organization

- Experiences build brain architecture

- Fear activates the amygdala and shuts down the frontal lobes of the cortex.

- Toxic stress derails healthy development, and interferes with normal functioning

Perry, 2006

Impact of Trauma:
Adverse Childhood Experiences

Mechanism by Which Adverse Childhood Experiences
Influence Health and Well-being Throughout the Lifespan

CDC

Impact of Trauma

The effect of trauma on an individual can be conceptualized as a normal response to an abnormal situation

Impact of Trauma:
Problems OR Adaptations?

Fight

"Non-compliant, combative"
OR
Struggling to regain or hold onto personal power

Flight

"Treatment resistant, uncooperative"
OR
Disengaging, withdrawing

Freeze

"Passive, unmotivated"
OR
Giving in to those in power

Impact of Trauma:
Signs of Trauma Responses

Additional Signs

- Flashbacks or frequent nightmares
- Sensitivity to noise or to being touched
- Always expecting something bad to happen
- Not remembering periods of one's life
- Feeling emotionally numb
- Lack of concentration
- Irritability
- Excessive watchfulness, anxiety, anger, shame or sadness

Six Core Principles of Trauma Informed Care

Principles of Trauma Informed Care

Understanding	**Safety**	**Trustworthiness and Transparency**
Choice	**Collaboration and Mutuality**	**Empowerment**

SAMHSA

Principles of Trauma Informed Care: Understanding

Through knowledge and understanding of trauma and stress we can act compassionately and take well-informed steps towards wellness. LTC communities actively move past cultural stereotypes and biases, offer gender-responsive services, leverage the healing value of traditional cultural connections, and recognize and address historical trauma.

Principles of Trauma Informed Care: Safety

Staff and the people served feel physically and psychologically safe.

Principles of Trauma Informed Care: Safety

For Clients
- Safety means maximizing control over their own lives

For Providers
- Safety means maximizing control over the service environment and minimizing risk

Principles of Trauma Informed Care: Trustworthiness & Transparency

Operations and decisions are conducted with transparency and the goal of building and maintaining trust among participants, family members, staff, and others, including through meaningful sharing of power, mutual decision-making, authenticity, and consistency.

Roger D. Fallot and Maxine Harris, 2006

Principles of Trauma Informed Care:
Choice

Individuals' strengths and experiences are recognized and built upon. The experience of having a voice and choice is validated and new skills developed. The organization fosters a belief in resilience. Residents are supported in developing self-advocacy skills.

Principles of Trauma Informed Care:
Collaboration & Mutuality

Partnership and leveling of power differences, recognizing healing happens in relationships and meaningful sharing of power in decision making.

Principles of Trauma Informed Care: Empowerment

Communities recognize, build on and validate resident's strengths, individually and through peer support. Peer support and mutual self-help are key vehicles for establishing safety and hope, building trust, enhancing collaboration, serving as models of recovery and healing, and maximizing a sense of empowerment.

Principles of Trauma Informed Care: Empowerment through Peer Support

Peer support is a flexible approach to building mutual, healing relationships among equals, based on core values and principles:

- Voluntary

- Non-judgmental

- Respectful

- Reciprocal

- Empathetic

Thank you

Trauma Informed Care: Further Reading

Judith Herman (2015) Trauma and Recovery

Linda Sanford (1991) Strong at the Broken Places

Robert Sapolsky (2004) Why Zebras Don't Get Ulcers

Bessel Van Der Kolk (2014). The Body Keeps the Score

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Centers for Disease Control and Prevention. About the CDC-Kaiser ACE Study. https://www.cdc.gov/violenceprevention/acestudy/about.html

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National Center for PTSD.
http://www.ptsd.va.gov/public/pages/ptsd_substance_abuse_veterans.asp

Perry, B. D. (2006). Applying principles of neurodevelopment to clinical work with maltreated and traumatized children: The neurosequential model of therapeutics. In Boyd- Webb, N, ed. *Working with traumatized youth in child welfare*. New York: Guilford Press.

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Substance Abuse and Mental Health Services Administration. *SAMHSA's Concept of Trauma and Guidance for a Trauma Informed Approach.* HHS Publication No. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014.

SAMHSA (2011). Current Statistics on the Prevalence and Characteristics of People Experiencing Homelessness in the United States.
http://homeless.samhsa.gov/ResourceFiles/hrc_factsheet.pdf

SAMHSA (2009) Substance Abuse Treatment: Addressing the Specific Needs of Women. Treatment Improvement Protocol (TIP) Series, No. 51. Center for Substance Abuse Treatment. Rockville (MD): Substance Abuse and Mental Health Services Administration.

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Wisconsin Department of Health Services. Trauma Informed Care Skill Development. Wisconsin Department of Health Services, Division of Mental Health and Substance Abuse Services.
https://www.dhs.wisconsin.gov/tic/skilldev.pdf

RESOURCES

Trauma-Informed, Person-Centered Care Resources

- **NORC**
  - Trauma-informed care – https://ltcombudsman.org/issues/trauma-informed-care
  - Person-centered care - https://ltcombudsman.org/issues/person-centered-care

- **Consumer Voice**
  - Resident-Directed Care/Culture Change https://theconsumervoice.org/issues/for-advocates/resident-directed-care
  - My Personal Directions for Quality Living - Blank Form & Sample
    - A tool from Consumer Voice, with edits by SAGE, for individuals to share what matters to them for person-centered care.
  - Information for LTC consumers - https://theconsumervoice.org/issues/recipients
  - Information for Family Members - https://theconsumervoice.org/issues/family

Resources

National Long-Term Care Ombudsman Resource Center (NORC)
www.ltcombudsman.org

- Coronavirus Prevention in Long-Term Care Facilities: Information for Ombudsman Programs
https://ltcombudsman.org/omb_support/COVID-19

National Consumer Voice for Quality Long-Term Care (Consumer Voice)
www.theconsumervoice.org

- Coronavirus in Long-Term Care Facilities: Information for Advocates
https://theconsumervoice.org/issues/other-issues-and-resources/covid-19
- Coronavirus in Long-Term Care Facilities: Information for Residents and Families
https://theconsumervoice.org/issues/other-issues-and-resources/covid-19/residents-families

The National Long-Term Care Ombudsman Resource Center

Connect with us:

www.ltcombudsman.org
ombudcenter@theconsumervoice.org

The National LTC Ombudsman Resource Center

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