



Trauma and Mental Health in any Setting

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What Is Trauma?

- Trauma is:
 - A response to injury; it is a result and outcome
 - An adaptation (rather than a maladaptation/deficit/defect)
 - Protective
 - Informative
 - Acute and/or Persistent (more on PTSD to come)
 - Can be direct, secondary or vicarious
 - A physiological not cognitive experience: Trauma lives in the body!

Trauma: PTSD Post Traumatic Stress Disorder

Presents within one month to years following an event

Consists of (not comprehensive):

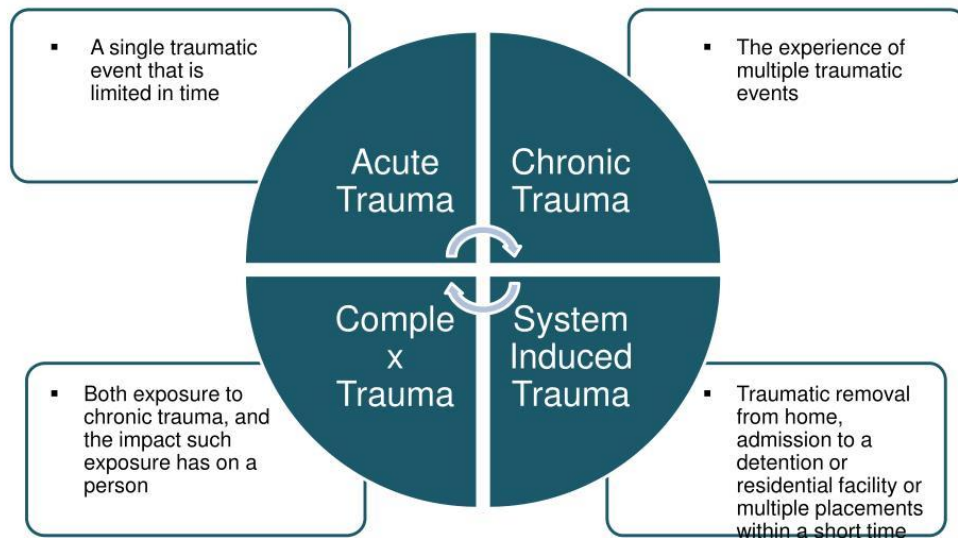
- Intrusive memories
- Avoidance
- Negative changes in thinking or mood
- Changes in Physical and/or Emotional Reactions

Also looks at Intensity of Systems

Can struggle with any or all of these and not meet criteria for PTSD. Does not make symptoms any less challenging.

Types of Trauma

Types of Trauma



- ▶ Acute: Time limited - one time
 - ▶ Chronic - multiple Traumatic Events
 - ▶ Complex Trauma - exposure to Chronic Trauma and multiple impacts.
 - ▶ Systems Induced Trauma
 - ▶ Intergenerational Trauma
 - ▶ Historical Trauma
- ▶ These can all co-exist at one time, or can cycle through.

Subjective Interpretations

- ▶ Trauma, Stress and Mental Health Symptoms look different on all of us, and different to each other.
- ▶ Nikki example
- ▶ Do not take at Face Value
- ▶ Ask questions
- ▶ Be Curious
- ▶ Listen
- ▶ Believe how the individual is interpreting the situation



Trauma Responses

Behavioural Manifestations

Fight

- Anger outburst
- Controlling
- "The bully"
- Narcissistic
- Explosive behaviour

Flight

- Workaholic
- Overthinker
- Anxiety, panic, OCD
- Difficulty sitting still
- Perfectionist

Freeze

- Difficulty making decisions
- Stuck
- Dissociation
- Isolating
- Numb

Fawn

- People pleaser
- Lack of identity
- No boundaries
- Overwhelmed
- Codependent

Trauma Responses

- ▶ FIGHT
- ▶ FLIGHT
- ▶ FREEZE
- ▶ FAWN

Trauma Response Exercise

- ▶ Take one minute EACH to write down examples of your experiences with individuals displaying behaviors of:
- ▶ FIGHT
- ▶ FLIGHT
- ▶ FREEZE
- ▶ FAWN

Trauma Responses

Behavioural Manifestations

Fight <ul style="list-style-type: none">• Anger outburst• Controlling• "The bully"• Narcissistic• Explosive behaviour	Flight <ul style="list-style-type: none">• Workaholic• Overthinker• Anxiety, panic, OCD• Difficulty sitting still• Perfectionist
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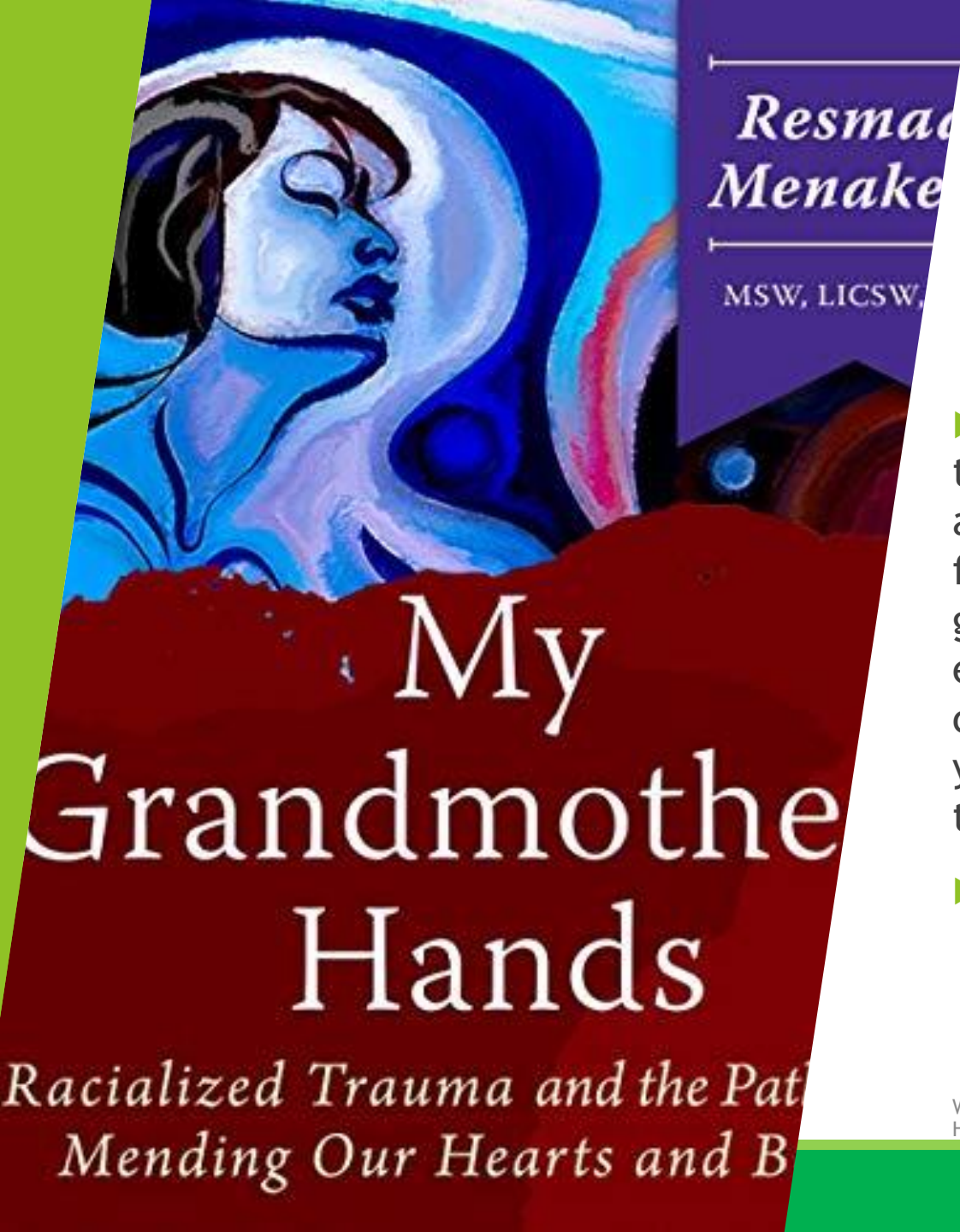
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Trauma Response Exercise

- ▶ Take one minute each to write down how these responses have been expressed in ourselves.
- ▶ FIGHT
- ▶ FLIGHT
- ▶ FREEZE
- ▶ FAWN



Settle Our Bodies

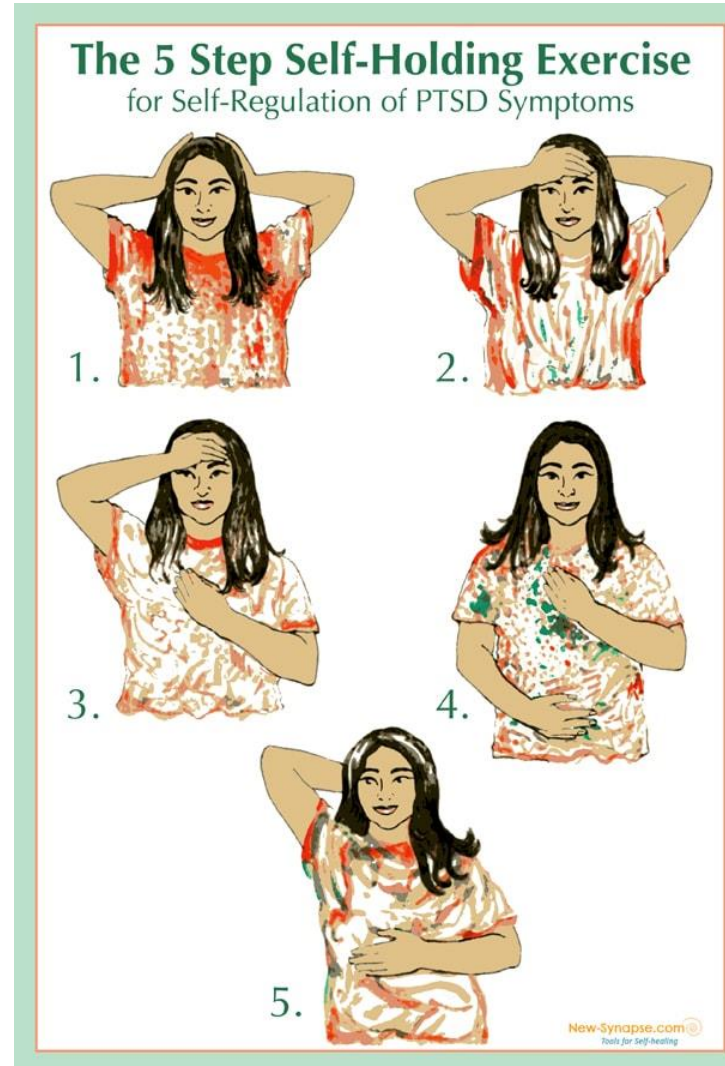
► “Few skills are more essential than the ability to settle your body. You are more likely to be calm, alert, and fully present, no matter what is going on around you. A settled body enables you to harmonize and connect with other bodies around you, while encouraging those bodies to settle as well.”

► Resmaa Menakem

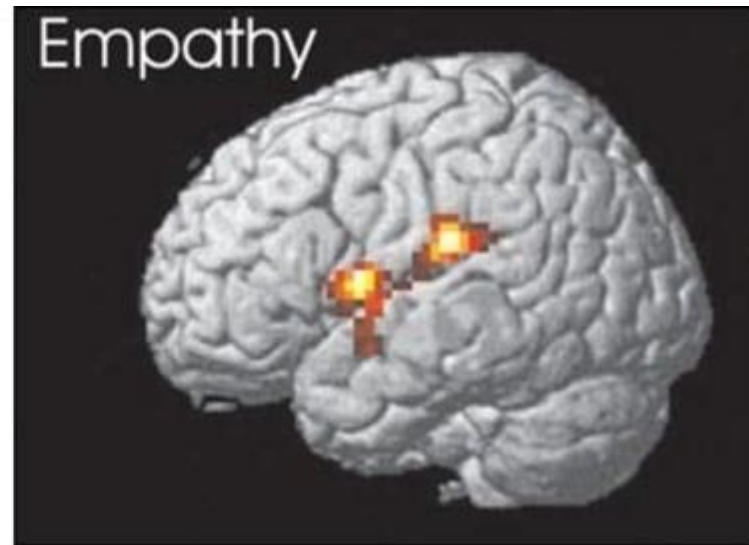
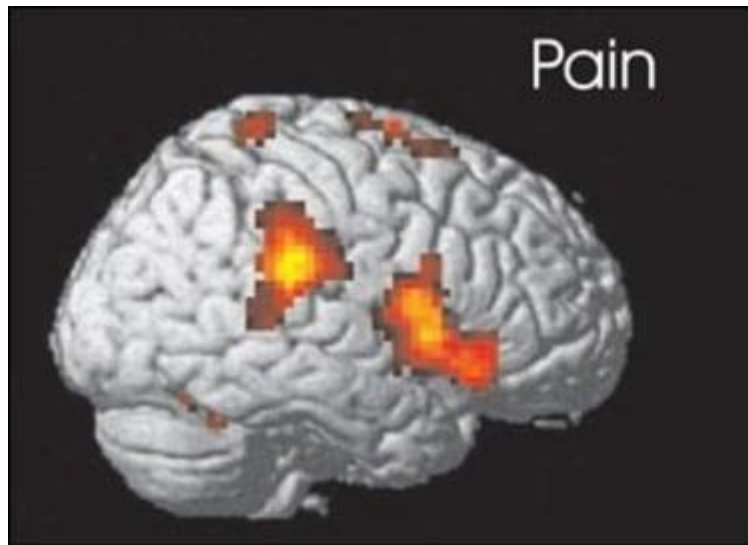
Stay Grounded

As we are working to assist people we need to care for ourselves:

- ▶ Connect with the breath
- ▶ Gratitude: 3 a day is magical! (or science)
- ▶ Get outside and moving
- ▶ Something tactile (stress ball, bubble fidget toy)
- ▶ Journal - even one minute




Strategies: Empathy



Active Listening

Focusing on the consumer and their world—Blocking out distractions



Attending to words, voice tone, and body language—Fully Engaged



Making sure I understand what the consumer is saying and feeling about the crisis situation—Checking In

Active Listening is NOT



ADVICE, JUDGEMENT OR
PERSUASION



NOT YOUR IDEAS OR WHAT
YOU HAVE DONE IN SIMILAR
SITUATIONS



DO NOT INJECT YOUR
VALUES INTO THE
SITUATION.

Active Listening Cont...



Congruence Among:

Words used
Tone of voice
Body language



Communication Filters



Open vs Closed Ended Questions

Active Listening Cont...

▶ Restatement

- ▶ Restating what the consumer is saying about the crisis—the “facts” as they sees them.
 - ▶ Consumer: “I don’t know what to do. My family doesn’t want me back home.”
 - ▶ Staff: “Let me see if I understand you. You’re not sure where you can go when you get out of here. Your family doesn’t seem to want you back home.”

▶ Reflection

- ▶ Reflecting what the consumer is feeling about the crisis—the emotional state or emotional reaction to the situation.
 - ▶ Consumer: “I’m sick and tired of them screwing with me.”
 - ▶ Staff: “Let me make sure I hear what you are saying. You’re sick and tired of people harassing you.”



#wishyouknew

mental health is health.

need support? 734-544-3050

 @wishyouknewwashtenaw

Funded by the Washtenaw County Public Safety and Mental Health Preservation Millage

When in Doubt Reach Out

SAVE THESE NUMBERS IN YOUR CONTACTS

CRISIS TEXT LINE

Text MHA to 741741

NATIONAL SUICIDE PREVENTION LIFELINE

1-800-273-8255

NACIONAL DE PREVENCIÓN DEL SUICIDIO

1-888-628-9454

THE TREVOR PROJECT

1-866-488-7386

TRANS LIFELINE

877-565-8860



NATIONAL SEXUAL ASSAULT HOTLINE

1-800-656-4673

NATIONAL DOMESTIC VIOLENCE HOTLINE

1-800-799-7233

DISASTER DISTRESS HELPLINE

1-800-985-5990

211 *

Dial 2-1-1

**For assistance finding food, paying for housing bills, accessing free childcare, or other essential services.*

When in Doubt Reach Out



Questions