For the trainer:

Please note this slide deck is not a train the trainer presentation with fully developed scripts and exercises. These slides and accompanying notes are offered as suggestions. Slides may be used separate from the slide deck and in a different order than how they are currently presented.

If slides are used, please use the citation below and maintain all original citations found on the slides.

Trauma-Informed Primary Care: Fostering Resilience and Recovery

We need to have

- Ability to adapt well to stress, adversity, trauma or tragedy

Resilience

Building Relationships
Defining Resilience

1. Emotional regulation: The ability to control our emotions, attention, and thus our behavior
2. Impulse control: The ability to manage expression of our feelings
3. Accurate identification of the cause of adversity
4. Self-efficacy: The sense that we can solve problems and succeed
5. Realistic optimism: Being positive about the future and realistic
6. Empathy: Able to read others behavior, to understand their states, and build relationship
7. Reaching out: The continued drive to take on more challenges and opportunities

Risk Factors
- ACE’s
- Poverty
- Racism
- Intergenerational trauma
- Lack of support
- Isolation
- Hopelessness
- Difficulty regulating emotions
- Poor self-confidence
- Poor problem solving skills

Protective Factors
- Optimism
- Faith
- Sense of meaning
- Self-efficacy
- Flexibility
- Emotional regulation
- Empathy
- Close relationships
- Spirituality
- Effective problem solving
Language Matters

- Vocabulary reinforces feelings and beliefs
- Helps guide behavior
- Leads to greater options for acting
- Allows us to be able to recognize resilience in self/others
Three Statements of Resilience

I Have...
    a recognition of what is available
I Am...
    a recognition of my value
I Can...
    a recognition of mastery, sense of the future

-Strengthening the Human Spirit by Edith Grotberg, Ph.D., 1995

I Have (external supports)

- People around me I trust and who love me, no matter what
- People who set limits for me so I know when to stop before there is danger or trouble
- People who show me how to do things right by the way they do things
- People who want me to learn to do things on my own
- People who help me when I am sick, in danger, or need to learn

Safety and security are the CORE of resilience.
I Am (internal, personal strengths)

• A person people can like and love
• Glad to do nice things for others and show my concern
• Respectful of myself and others
• Willing to be responsible for what I do
• Sure things will be all right

I Can (social/interpersonal skills)

• Talk to others about things that frighten me or bother me
• Find ways to solve problems that I face
• Control myself when I feel like doing something not right or dangerous
• Figure out when it is a good time to talk to someone or to act
• Find someone to help me when I need it
**Build Relationships**

- Honor voice and choice
- Partner with people
- Request feedback
- Ensure comfort

“*Keep the Human in Human Services*”

*Dr. Pat Deegan*
One-on-One Policy

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COMPLIANCE

IMPACT
Universal Education

- Post-card size handouts
- Pamphlets
- Posters

Daily Translation of TIPC Principles

- Be patient and persistent
- Convey respect
- Be validating and affirming
- Read clients’ needs and respond accurately
- Set realistic expectations and goals
- Provide ongoing choices and supports

- Know your role
- Follow through with what you say you will do
- Provide consistency; minimize surprises
The importance of relationships

WHAT HURTS?
• Interactions that are humiliating, harsh, impersonal, disrespectful critical, demanding, judgmental

WHAT HELPS?
• Interactions that express kindness, patience, reassurance, acceptance, and listening
• Frequent use of words like PLEASE and THANK YOU
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The importance of the **physical environment**

**WHAT HURTS?**
- Congested areas that are noisy
- Poor signage that is confusing
- Uncomfortable furniture
- Separate bathrooms
- Cold non-inviting colors and paintings/posters on the wall

**WHAT HELPS?**
- Comfortable, calming, and private treatment and waiting.
- Furniture is clean and comfortable
- No wrong door philosophy
- Integrated restrooms
- Messages conveyed throughout that are positive and hopeful

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The importance of our **attitudes and beliefs**

**WHAT HURTS?**
- Asking questions that convey the idea that there is something wrong with the person
- Judgments and prejudices based on cultural ignorance
- Regarding a person’s difficulties only as symptoms of a mental health, substance use or medical problem

**WHAT HELPS?**
- Asking questions for the purpose of understanding what harmful events may contribute to current problems
- Understanding the role of culture in trauma response
- Recognizing that symptoms are often a person’s way of coping with trauma or are adaptations
Understanding the Mind/Body Connection

Grounding Techniques

- Keep someone in the present
- Reorient a person to the here-and-now and in reality
- A person manage overwhelming feelings or intense anxiety
- Someone to regain their mental focus from an often intensely emotional state
Grounding Exercise

- Hold a pillow, stuffed animal or a ball
- Place a cool cloth on your face, or hold something cool such as a can of soda
- Listen to soothing music
- Put your feet firmly on the ground
- FOCUS on someone’s voice or a neutral conversation

5-4-3-2-1 Game