

# Healing (Trauma) Informed Care: What does HIC Really Mean for Me?

## WIOA Roundtable

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- Take Aways



# Common HIC Struggles

1. Initiating difficult or sensitive discussions (e.g. intake, new program expectations, etc.)
2. Focusing the conversation (including closing the can of worms)
3. Providing support or teaching coping skills while meeting other job expectations
4. Empowering participants while honoring their capacity to learn, plan, etc.
5. +

# SAMHSA's 4 Rs of TIC



**Recognize**: Signs and symptoms of stress/trauma in patients/participants, families, staff, you & others



**Realize**: Widespread impact of stress/trauma, & understand paths for recovery



**Respond**: By integrating knowledge about stress/trauma into policies, procedures, practices, & settings

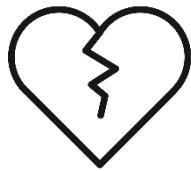


**Resist**: Re-traumatization

# Keep Trauma in Mind

How might stress/trauma be influencing this behavior/decision/reaction?





**RECOGNIZE: SIGNS AND  
SYMPTOMS OF  
STRESS/TRAUMA IN  
PARTICIPANTS, FAMILIES,  
STAFF, YOU & OTHERS**

# You Can Help



Decrease stress-/trauma-response



Increase resilience

## Hyper-Arousal

Emotional overwhelm, panic, feeling unsafe, angry, racing thoughts, anxiety, etc.

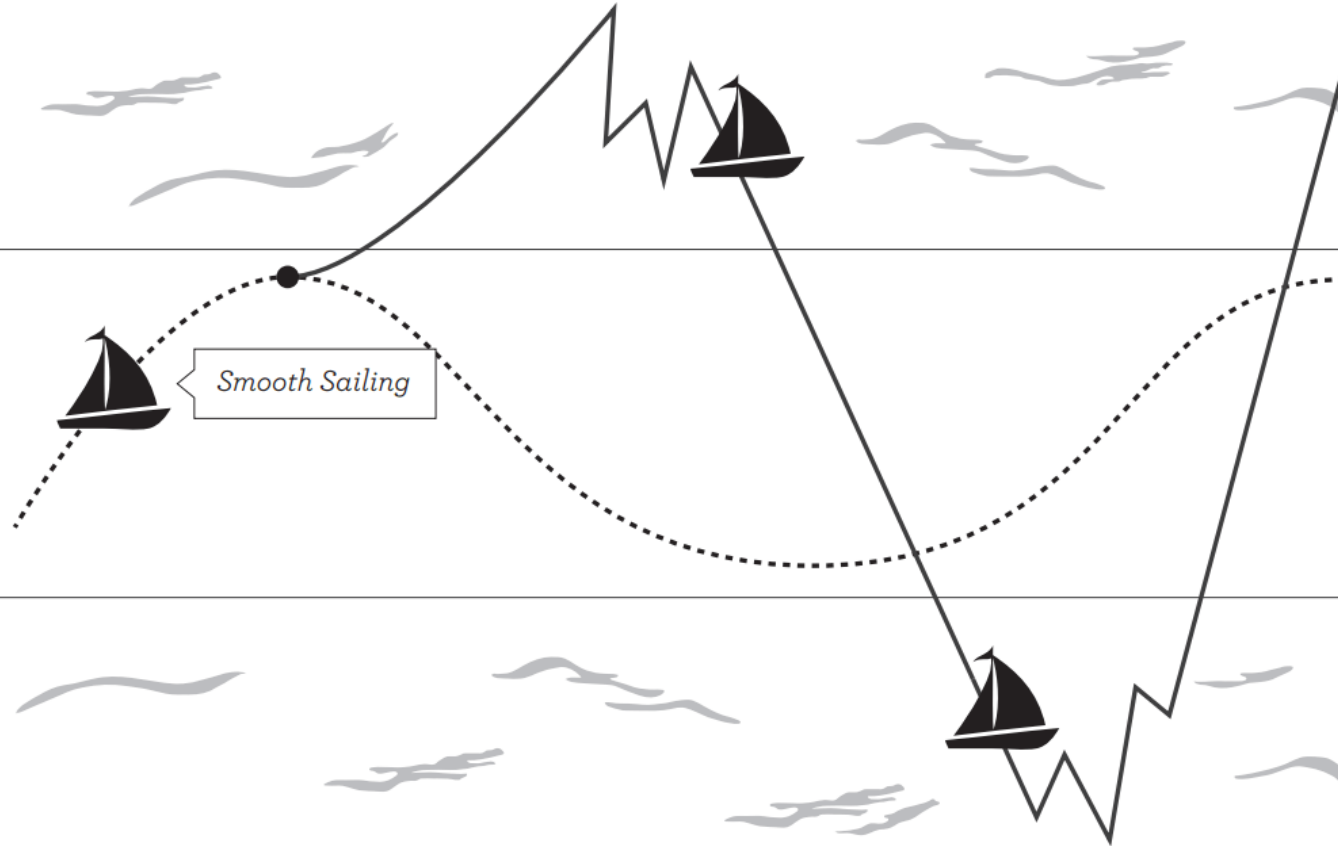
## Window of Tolerance

OPTIMAL AROUSAL ZONE

Carrying on with daily life in the river of well-being

## Hypo-Arousal

Numb, no feelings or energy, can't think, shut down, ashamed, disconnected, depression, etc.



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# Traumatic Stress Responses (AKA Defenses)

*Do you know your  
default?*

*Know what to  
expect & accept it  
to plan HOW to  
work with it.*



**Fight**



**Flight**



**Freeze**



**Submit**

©Warren Photographic



# Stress



An elevation in a person's state of arousal or readiness, caused by some stimulus or demand.

- Moderate stress arousal ***improves*** health and performance.
- Manageable stress levels can ***sharpen attention & mobilize*** our physical ability to cope with threats.
- At some point, stress arousal reaches ***maximum effect*** & all that was gained by stress arousal is lost and deterioration of health and performance begins

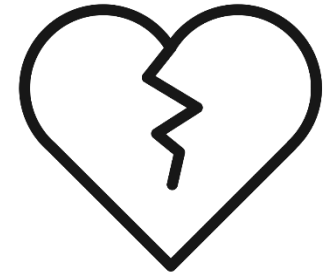
# How Does Stress Happen?

- Too much to do, not enough time
- Don't know where to start
- Cleaning up the mistakes
- Mental health issues
- Substance use/abuse
- Family/lack of family
- (Un)Employment
- +



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# Trauma



Per SAMHSA...

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

## Frame of Reference

- Self
- Others
- Safety
- World
- Spirituality

# How Does Trauma Happen?

- Abuse or **Neglect** (childhood, at risk adult) – physical, emotional, sexual, financial
- Accident or Illness
- Victim/witness to **Domestic Violence**
- Community or School Violence
- Exposure to Substance Abuse/Addiction
- Natural Disaster, War, Terrorism, etc.
- Political Violence, Fear-Based Political/Public Service Statements
- Grief & **Loss**
- Separation & Divorce
- Historical, Cultural, Generational
- Gender & Sexual Orientation/Expression



# Brainstorm

**How do you know someone is dealing with  
Stress/Trauma?**

**CONSIDER**

**Brain**

**Body**

**Relationships**



**REALIZE: WIDESPREAD  
IMPACT OF STRESS/TRAUMA,  
& UNDERSTAND PATHS FOR  
RECOVERY**

# Adverse Childhood Experiences/ACEs

## ACES can have lasting effects on....



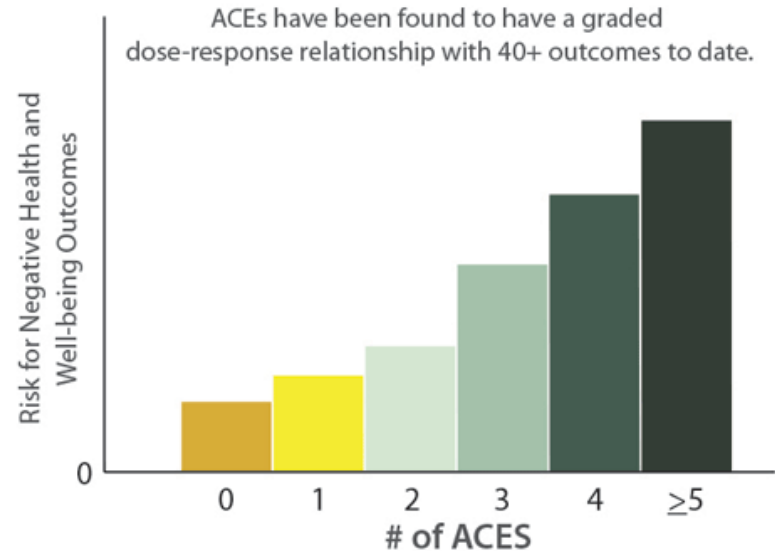
Health (obesity, diabetes, depression, suicide attempts, STDs, heart disease, cancer, stroke, COPD, broken bones)



Behaviors (smoking, alcoholism, drug use)



Life Potential (graduation rates, academic achievement, lost time from work)

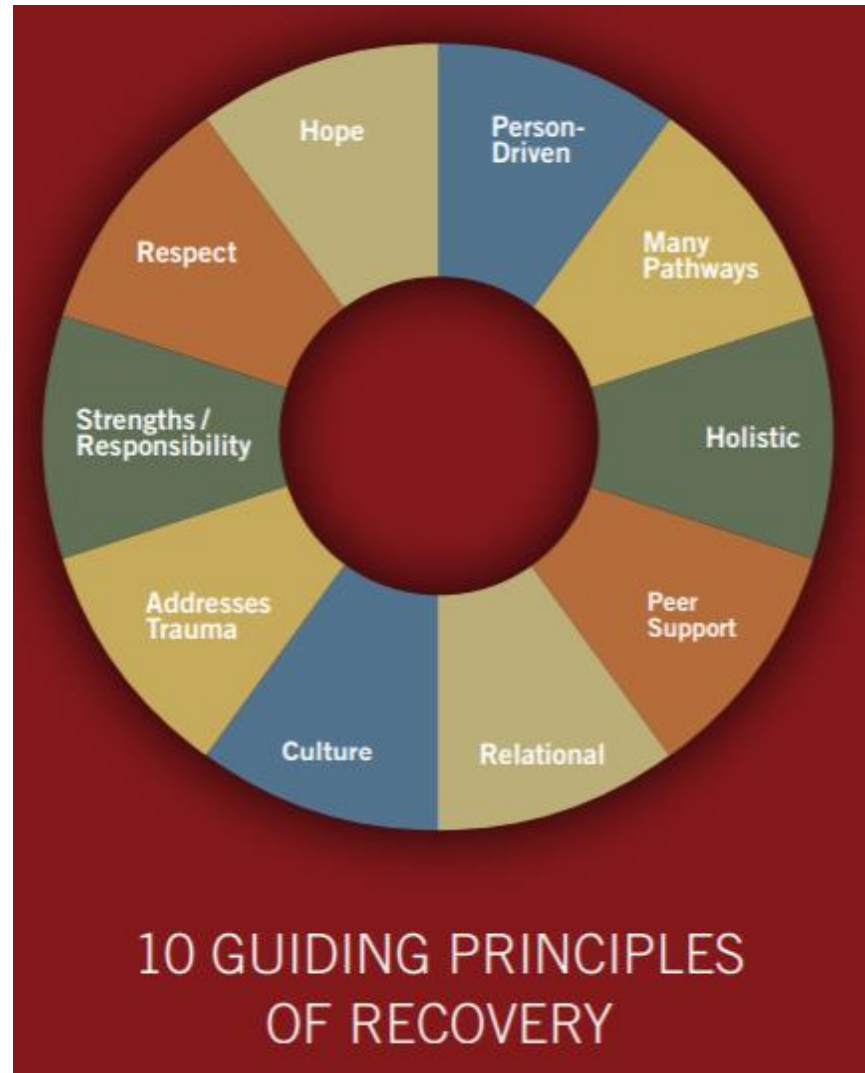


\*This pattern holds for the 40+ outcomes, but the exact risk values vary depending on the outcome.

ACES Primer HD - <https://www.youtube.com/watch?v=ccKFkcfXx-c>

FYI

# SAMHSA



<https://store.samhsa.gov/system/files/pep12-recdef.pdf>



**NOW IT'S  
YOUR TURN.**

# **What Helps When You're Stressed or Dealing with Trauma?**

How do participants, colleagues & others benefit?





**RESPOND: BY INTEGRATING  
KNOWLEDGE ABOUT  
STRESS/TRAUMA INTO  
POLICIES, PROCEDURES,  
PRACTICES, & SETTINGS**



**RESIST: RE-TRAUMATIZATION**

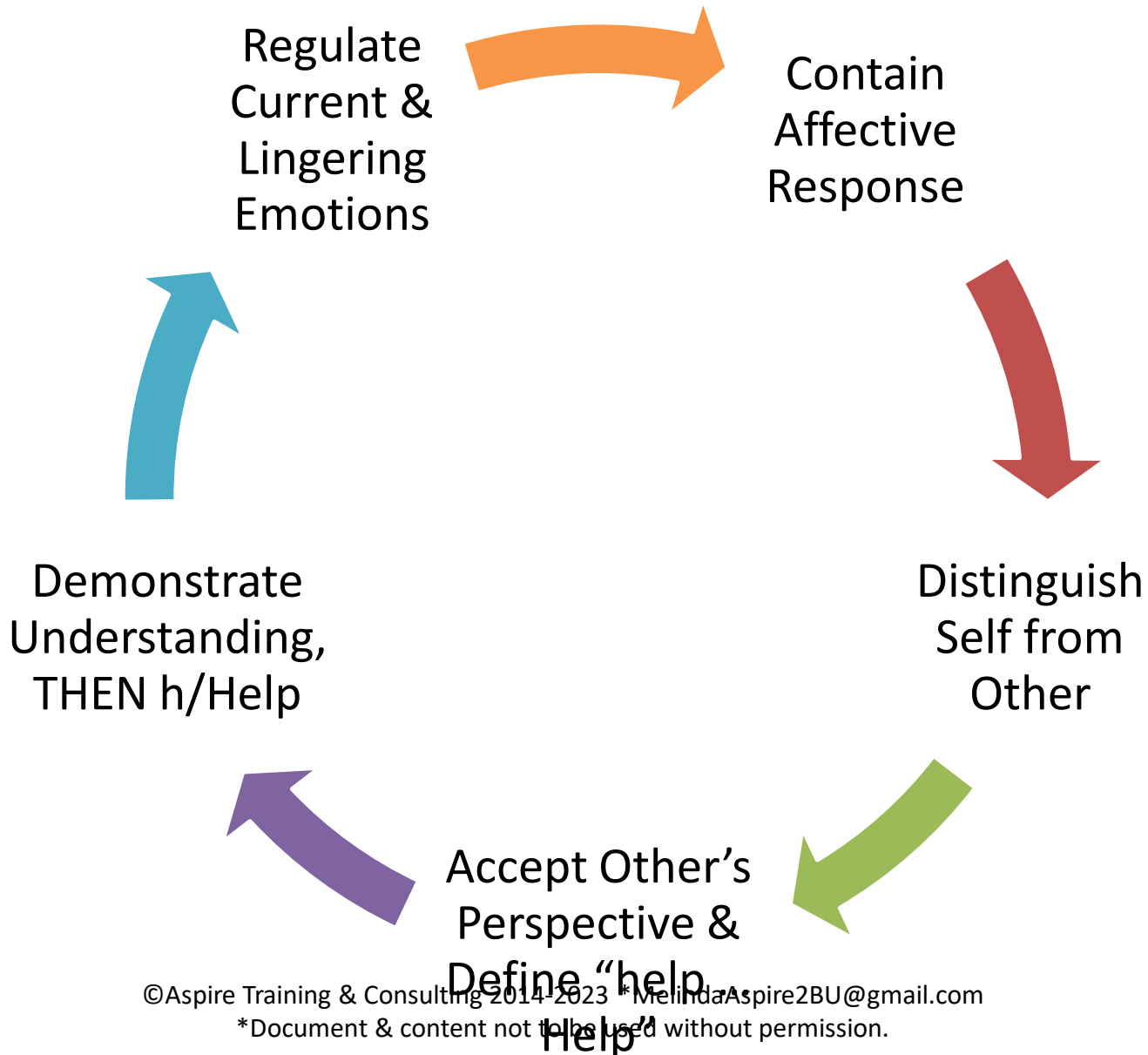
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Welcome

To a job that invites S/T, ST, BO & CF

# Emotional Labor



FYI

# Emotional Labor: Physiological

## Affective Response

- Visceral response
- *Affect sharing/recognizing*, including mirroring another's emotions or actions
- Requires Containment



Wagaman, et al. (2018) & Wiseman (1996)



FYI

# Emotional Labor: Cognitive

## Self–Other Awareness:

- *Awareness of each person’s values, beliefs, judgments, etc.*
- Distinguishing the self from others

## Perspective Taking

- *Understand & accept* another’s experiences (take another perspective)
- “Keep it in perspective” by balancing purpose and/or big picture with current situation; *defining “help”*

## Empathic Communication

- *Demonstrate understanding & acceptance* of another’s experiences

FYI

# Emotional Labor: Physiological 2

## Affective Response

- Visceral response
- *Affect sharing/recognizing*, including mirroring another's emotions or actions
- Containment

## Emotional Regulation

- *Revisit & cope*  
(*soothe, manage/regulate*)



# It's How You Manage S/T, ST, BO & CF That Counts





# Self Care = Ethical Care

## NASW 2021: Self Care Protects Professional Integrity

“Professional self-care is paramount for competent and ethical social work practice. Professional demands, challenging workplace climates, and exposure to trauma warrant that social workers maintain personal and professional health, safety, and integrity. Social work organizations, agencies, and educational institutions are encouraged to promote organizational policies, practices, and materials to support social workers’ self-care.”

# Stress/Trauma Interferes with...



Regulating



Processing



Learning & Remembering



Relating

# Provide Corrective Experiences

**Be Nicer**

than you want to be.

**Be More Patient**

than you feel like  
you have time for.



# Power of Compassion (Empathy+)



<https://www.youtube.com/watch?v=1Evwgu369Jw>

# Self Compassion



May I be peaceful  
May I be well  
May I be happy  
May I be safe  
May I be free from  
suffering

# Compassion to Others



- May you be peaceful
- May you be well
- May you be happy
- May you be safe
- May you be free from suffering



# 6 Key Principles of HIC Approaches

## Safety (Physical & Emotional)

- Use key “Thank You” & messages often

## Collaboration & Mutuality

- Embrace the 3 Agenda Structure

## Trustworthiness & Transparency

- Pre-empt, normalize & affirm difficult/personal topics

## Empowerment, Voice & Choice

- Use Summary Transitions that ask for information, next topic, etc.

## Peer Support

- Define Who to go to for What

## Inclusion & Intersectionality

- Question & affirm cultural clues; treat everyone as an individual defined by their truth



FYI

# 6 Key Principles of HIC Approaches

## **Safety (Physical & Emotional)**

1. Offer Safe Relationships
2. Create Safe Spaces

## **Collaboration & Mutuality**

3. Ask, Don't Tell
4. Reframe Resistance, Neutralize Power Struggles & Model Shared Power

## **Trustworthiness & Transparency**

5. Use the Trauma Lens
6. Assume the Difficulties of Seeking Help

## **Empowerment, Voice & Choice**

7. Avoid Confrontation; Support & Empower
8. Teach & Coach Coping & Relationship Skills

## **Peer Support**

9. Develop, Utilize & Supervise Peer Support Programs

## **Inclusion & Intersectionality**

10. Use Person-First Language & Preferred Name, Pronouns, etc.





FYI

# Safety (Physical & Emotional)

Create a safe and welcoming environment

- Be consistent and predictable
- Non-shaming, non-blaming, non-violent
- Ensure privacy and confidentiality
- Provide clear expectations about what is happening and why

NASTAD (2018)



FYI

# Collaboration & Mutuality

- Ensure respect, connection, and hope
- Recognize that healing occurs in the context of the interpersonal relationship
- Share in decision making (i.e., doing ‘with’ vs. ‘to’ or ‘for’)
- Level power differences between staff and clients by creating true partnering
- Everyone has a role to play in a healing-informed approach from reception to direct medical care

NASTAD (2018)



FYI

# Trustworthiness & Transparency

- Build and maintain trust among staff, clients, and family members of those served
- Maintain professional boundaries
- Transparent policies and processes
- Roles are clear
- An informed consent and grievance process are present

NASTAD (2018)



FYI

# Empowerment, Voice & Choice

- Validate strengths and resilience
- Use strengths to build and enhance healthy coping skills
- Understand past coping mechanisms and the normalcy of the response to a not normal situation
- Apply strengths-based philosophy
- Value social roles
- Increase and ensure individual control and autonomy
- Frame experiences as survivorship, not victimization

NASTAD (2018)



FYI

# Peer Support

Recognize that peer support and mutual self-help are key vehicles for:

- Establishing safety and hope
- Building trust
- Enhancing collaboration
- Using stories and lived experience to promote recovery and healing

NASTAD (2018)



FYI

# Inclusion & Intersectionality

- Actively move past cultural stereotypes and biases (e.g. based on race, ethnicity, sexual orientation, age, religion, gender geography, etc.)
- Provide gender responsive services
- Leverage the healing value of traditional cultural connections
- Incorporate policies, protocols, and processes that are responsive to the racial, ethnic, and cultural needs of individuals served
- Recognize and address historical trauma

NASTAD (2018)



FYI

# HIC Organizational Domains

1. Governance & Leadership
2. Policy
3. Physical Environment
4. Engagement & Involvement
5. Cross Sector Collaboration
6. Screening, Assessment, Treatment Services
7. Training & Workforce Development
8. Progress Monitoring & Quality Assurance
9. Financing
10. Evaluation

## 6 Key Principles of TIC Approaches

1. Safety
2. Trustworthiness & Transparency
3. Peer Support
4. Collaboration & Mutuality
5. Empowerment, Voice and Choice
6. Cultural, Historical, Gender Identity, Sexual Orientation, Ability, Class, Ethnicity, Religion, Privilege, etc.

SAMHSA (2014)



# HIC for Organizations

## 2 Excellent Resources

- SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach

<https://store.samhsa.gov/system/files/sma14-4884.pdf>

- THRIVE Guide to Trauma-Informed Organizational Development

<https://www.maine.gov/dhhs/ocfs/cbhs/webinars/documents/THRIVE-Guide-to-Trauma-Informed-Organizational-Development.pdf>



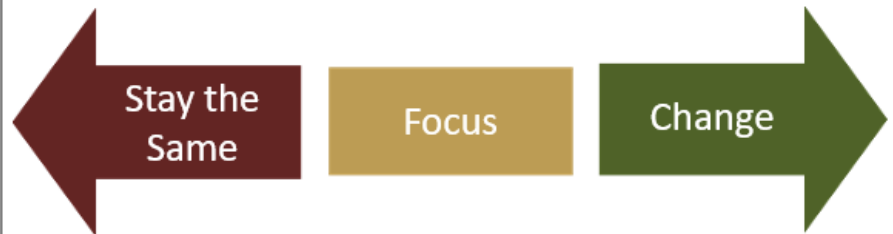
# Motivational Interviewing (MI) is HI



## Defining Motivational Interviewing

“Motivational Interviewing is a **collaborative** conversation style for strengthening a person’s **own motivation and commitment** to change.”

## Ambivalence



# Messages

- *Thank you for coming in today. I know you have many demands on your time. I appreciate you taking the time to focus on your employment.*
- *Behavior Change is hard.*
- *It's hard to be consistent.*

***Whatever you do is up to you.  
I'll support you the best that I can.***

## Relationship Matters

MI Spirit

Partnership

Acceptance

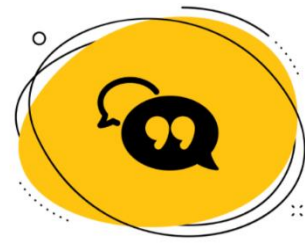
Compassion

Evocation

Miller & Rollnick (2013)

Modified with permission from [marla.corwin@ucdenver.edu](mailto:marla.corwin@ucdenver.edu)

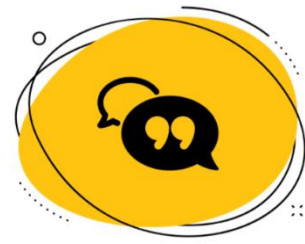
# Quick Practice!



## Practice using Messages in your work!

- Thank you for \_\_\_\_\_.
- I know/ Many or most of us (hesitance/knowledge/time).
- I appreciate (willingness/time/focus).

# Quick Practice!



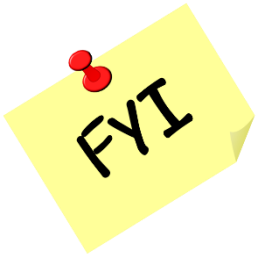
## Practice supporting autonomy!

“I am NOT going to \_\_\_\_\_.”

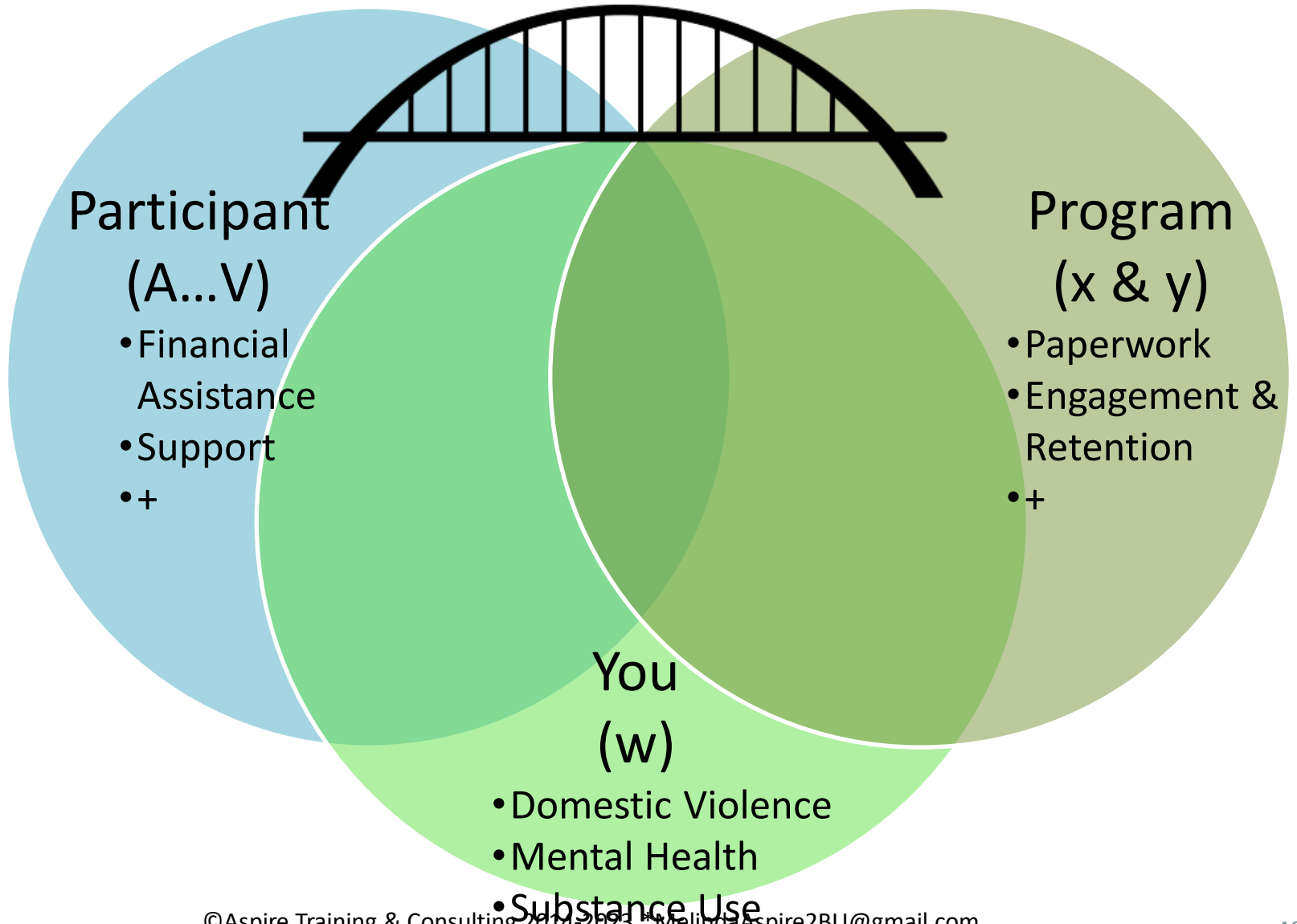
- Reflect words or meaning
- Affirm desires, reasons or needs
- Normalize concerns
- *Whatever you do is up to you. I'll support you the best that I can.*

# “No, I have to or else...”

- *That’s true. In order to (stay out of trouble, get a job, pay your bills), you would need to \_\_\_\_\_ . Whatever you decide is up to you. I’ll support you the best that I can.*
- *Right; if you want to (desires, reasons, needs) it seems best for you/I to \_\_\_\_\_ .*



# 3 AGENDAS (OR MORE)





FYI

# Structure Encounters

1. Amount of **time** available
2. Set a Collaborative, Intentional, Clear **Agenda**
  - Last encounter
  - Theirs + Agency +Yours =Ours
3. **Priorities** (chronology of discussion & tasks)
4. Check time to **transition**
5. Allow time at the end for **summary & next steps**

# Difficult or Personal Topics

- **Pre-empt:** *As a part of starting work together, I am required to ask you some personal questions. At any point that you don't want to answer or you need a break, please let me know. The questions will help me get to know you.*
- **Normalize:** *Many people are uncomfortable sharing some details of their lives. I understand that. It helps for me to know \_\_\_\_\_ so that we can work toward (desires, reasons, needs).*
- **Affirm:** *You are determined to support yourself & your kids through work. You might feel uncomfortable talking about things at some point. That's OK. We can always take a break or talk about something else. The difficult conversations often help me get to know you & how I can best support you.*



# Values or Characteristics of Successful Changers

Accepting  
Adaptable  
Affectionate  
Alert  
Alive  
Ambitious  
Assertive  
Attentive  
Committed  
Competent  
Confident  
Considerate  
Courageous  
Creative  
Decisive  
Dedicated

Determined  
Diligent  
Earnest  
Effective  
Energetic  
Faithful  
Flexible  
Focused  
Forgiving  
Forward-looking  
Happy  
Healthy  
Hopeful  
Imaginative  
Ingenious  
Intelligent

Loving  
Mature  
Open  
Optimistic  
Patient  
Perceptive  
Persistent  
Positive  
Powerful  
Prayerful  
Receptive  
Reliable  
Resourceful  
Sensible  
Skillful  
Spiritual

Stable  
Strong  
Stubborn  
Thankful  
Thorough  
Thoughtful  
Tough  
Truthful  
Understanding  
Unique  
Unstoppable  
Visionary  
Willing  
Wise  
Worthy  
Zealous

# MI: Simple Summary Transition

Reflect negativity, Reason to stay the same,  
Problem with change, or Obstacle  
(Sustain Talk)

+

Reflect positivity, reason to change or do the “right” thing  
Problem with staying the same,  
Value, Desire, Reason, Need, or Affirmation  
(Change Talk)

+

Permission, Question,  
or Statement to Focus on Next  
(Focus)

# Close the Can of Worms: Simple Summary

You are really depressed. It's hard to even get out of bed. It took a lot to come here today & it's overwhelming to think about getting a job.

+

You are dedicated to your kids & want to do what's right by them.

+

Can we talk about how you were able to get yourself here today; you coped well to do that.

OR

Let's talk about your coping skills; you were able to get yourself here today which takes determination.

# Respond to Triggers or Mistakes

## Ask Permission/Empower

- *I can see how upset you are that I just tell you what to do.*
- *I didn't acknowledge your depression & I know you are here for help.*
- *Can I please explain my intention behind what I said?*

# Yes, Explain & Enlarge the Frame

- *Thank you for the opportunity to explain my intention.*
- *It doesn't make up for the impact it has had on you; you are right to feel upset.*
- *I was trying to support you by offering ideas that have worked for others.*
- *I do see that you are upset & I apologize.*
- *I think what we both want is to work well together because you want to do what's best for you & your family, & you need someone who understands & supports what you're going through.*

# No, Don't Explain & Enlarge the Frame

- *I understand. My intention doesn't make up for the impact it has had on you; you are right to feel upset.*
- *I do see that you are upset & I apologize.*
- *I think what we both want is to work well together because you want to do what's best for you & your family, & you need someone who understands & supports what you're going through.*
- *Where do we go from here?*



FYI

# Effective Interruptions to Focus

Politely interrupt to ask a curious question about what the customer is saying.

What the other person said

+

Affirm/Reflect What the Person Wants or Says

Listen

+

Politely interrupt to Summarize & Ask for Permission or State what is Next (Focus)



FYI

# Effective Interruptions to Focus

I'm sorry to interrupt. How many days a week is it hard to get out of bed?

+

Most days you really have to push yourself to get up & going.

(Listen)

+

Can I interrupt for a moment, please? I just realized the time. I understand how difficult your depression can be; it's hard almost every day to just get going. We need to talk about what's next in our work together...





FYI

# Define Who to Go to for What

You are really struggling with depression; meds & therapy only helps so much.

+

Many of us have to think through who we go to for what kind of support.

+

Can we talk about who might support you in some of the things you need?

OR

Let's talk about who supports you & how.

FYI

# Question & Affirm Cultural Clues

## Social Group

- Ability
- Age
- Attractiveness
- Class
- Clothing
- Gender
- Personality
- Profession
- Religion
- Sexuality
- Skin Tone
- +

Treat everyone as an individual defined by their truth.



# \*HI-\* MI Adherent Planning

1. Summary: **Sustain Talk**, **Change Talk** & Ask to Plan
2. **If you decided to make this change, what might you do?**
3. **What are the 3 best reasons for you to do it?**
4. Summary: **Change Talk**
5. **What do you think you might do?**
6. ***\*How can you check your plan 1, 2 or 3x daily?\****
7. Summary: **(Sustain Talk) Change Talk & Plan**



# 10 Promising Healing Informed Treatment Approaches

1. Motivational Interviewing
2. Trauma Sensitive Yoga
3. Eye Movement Desensitization & Reprocessing (EMDR) & Bilateral Stimulation
4. Vagus Nerve Stimulation
5. Narrative Therapy
6. Internal Family Systems (IFS) – worksheet & case example
7. Sensory Motor Arousal Regulation Treatment (SMART)
8. Brain Spotting
9. Cognitive Behavioral Techniques (aimed at containment, resourcing, grounding & coping)
10. Attachment Regulation and Competency (ARC) model

**INTEGRATION PLAN**

GOAL: I want to integrate what I learned so that I ...

OBJECTIVES OR STEPS <small>(I will accomplish the above goal through the following steps.)</small>	IMPORTANCE <small>(1-10 scale)</small>	COMMITMENT <small>(1-10 scale)</small>	CONFIDENCE <small>(1-10 scale)</small>	WHY? <small>(3 Reasons)</small>	WHEN &/OR HOW OFTEN	HOW WILL I KNOW IT'S A SUCCESS?	WHEN WILL I EVALUATE PROGRESS?	BARRIERS & PLAN TO OVERCOME BARRIERS
NOTES:								

Be the Change!  
MelindaAspire2BU.org

# Integration: Use It or Lose It

- What did you learn?
- How might you use it?
- How might you benefit from its use?
- How might others benefit from you using it?

# Aspire Opportunities

- Direct Service Provider Series (April, May & June)
- Self-Paced Recorded Trainings
  - Reducing Stress
  - Helper as a Person
  - +



## Coming Soon

- LCSW Exam Prep Course
- Motivational Interviewing (MI) Year-long Course

# More on Self-Care

- 4 Simple Ways to Clear Your Mind and Change Your Life.  
<https://www.purposefairy.com/89192/clear-your-mind-change-your-life/>
- 10 Incredible Things That Happen to Your Body When You Relax.  
<https://chopra.com/articles/10-incredible-things-that-happen-to-your-body-when-you-relax>
- How to love yourself: 15 steps to believing in yourself again.  
<https://hackspirit.com/how-to-love-yourself/>
- Nearing Burnout? 9 Ways to Stave Off Exhaustion.  
<https://psychcentral.com/blog/nearing-burnout-9-ways-to-stave-off-exhaustion/>
- Our best bet against burnout is self-care, just not the kind you think.  
<https://mashable.com/article/burnout-treatment/>
- Self-care Starter Kit. <https://docplayer.net/28481914-Self-care-starter-kit-homewoodhealth-com.html>



# 1 HI Treatment Approaches

## Motivational Interviewing

- Miller, W.R. & Rollnick, S. (2013). *Motivational Interviewing, Third Edition: Helping People Change*. Guilford Press: New York.

## Trauma Sensitive Yoga

- Explanation by Bessel van der Kolk (4 min):  
<https://www.ilovemysselfyoga.com.au/trauma-sensitive-yoga-mental-health-services/>
- 4 min Chair Practice: <https://www.youtube.com/watch?v=W2mBSrpl8go>
- 17 min Chair Practice (Dave Emerson, founder):  
<https://www.youtube.com/watch?v=5f-LDmbygLw>

## Eye Movement Desensitization & Reprocessing (EMDR) & Bilateral Stimulation

- Information: <https://www.emdr.com/what-is-emdr/>
- 3 minute video: <https://vimeo.com/179500047>





# 2 HI Treatment Approaches

## Narrative Therapy

- Information & Handouts: <https://positivepsychology.com/narrative-therapy/>
- 8 minute video: <https://www.youtube.com/watch?v=nrTkPGbyRMA>

## Vagus Nerve Stimulation

- Schwartz, A. (2015). Natural Vagus Nerve Stimulation.  
<https://drarielleschwartz.com/natural-vagus-nerve-stimulation-dr-arielle-schwartz/#.XXu05yhKg2w>

## Internal Family Systems (IFS)

- Information: <https://www.psychologytoday.com/us/therapy-types/internal-family-systems-therapy>
- 6 minute video: <https://www.youtube.com/watch?v=JukxvZkUDXc>

## Sensory Motor Arousal Regulation Treatment (SMART)

- Information: <http://www.traumacenter.org/clients/SMART.php>
- 1 minute video: <https://ottawacatf.com/smart-room/>



# 3 HI Treatment Approaches

## **Attachment Regulation and Competency (ARC) Model**

- Information: <https://arcframework.org/what-is-arc/>
- 7 minute video: <https://www.youtube.com/watch?v=6F6wJ6UpTyl>

## **Brain Spotting**

- Information: <https://brainspotting.com/about-bsp/what-is-brainspotting/>
- 2 minute video: <https://brainspotting.com/about-bsp/what-is-brainspotting/>

## **Trauma Informed Cognitive Behavioral Techniques**

- Information: <https://www.psychologytoday.com/us/therapy-types/trauma-focused-cognitive-behavior-therapy>
- 4 minute video: <https://www.youtube.com/watch?v=axisButKQYCY>

# References & Resources

- CDC (Center for Disease Control & Prevention).
  - Adverse Childhood Experiences Study. (2016).  
[http://www.cdc.gov/violenceprevention/acestudy/ace\\_graphics.html](http://www.cdc.gov/violenceprevention/acestudy/ace_graphics.html)
  - Adverse Childhood Experiences Video:  
<https://www.youtube.com/watch?v=ccKFkcfXx-c>
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