

## **COURSE OVERVIEW**

“Understanding Trauma, Resilience and Trauma-Informed Care” is a four-hour online course consisting of:

- \* Four modules
  - \* Approximately 1 hour each
  - \* That you can complete on your own schedule
- MODULE 1: What is Trauma and Why Does It Matter?  
MODULE 2: Individual Differences, Risk and Resilience  
MODULE 3: Trauma Histories and Trauma-Informed Responses  
MODULE 4: Our Own Work as Professionals

## **LEARNING OBJECTIVES:**

### MODULE 1: What is Trauma and Why Does It Matter?

- 1) Discuss why it is important to learn about trauma
- 2) Define trauma
- 3) Describe events that individuals may experience as traumatic
- 4) Describe how individuals might experience effects of trauma throughout life

### MODULE 2: Individual Differences, Risk and Resilience

- 1) Describe how trauma relates to physical health as well as social and emotional health
- 2) Describe how traumatic experiences in childhood may affect physical and neurological development
- 3) List examples of risk factors, protective/resilience factors and cultural factors that can result in different individual responses to traumatic events
- 4) Identify biological, psychological, social/behavioral and spiritual components of resilience and what is needed to heal from trauma
- 5) Describe post-trauma pathways that survivors make take after traumatic events

### MODULE 3: Trauma Histories and Trauma-Informed Responses

- 1) List the key characteristics and core principles of trauma-informed care
- 2) Identify potential concerns and considerations regarding use of trauma assessments
- 3) List and describe ways in which community agencies and organizations may re-traumatize the people they are intended to serve
- 4) Discuss how organizations can improve policies and procedures to make them trauma-informed

### MODULE 4: Our Own Work as Professionals

- 1) Identify potential causes and indicators of vicarious or secondary trauma among staff
- 2) List examples of effective self-care practices for professionals working with people with trauma histories
- 3) Discuss the practice of cultural humility and its relevance to trauma informed care
- 4) List and describe ways in which professionals can demonstrate the core principles of trauma informed care in their daily work.

## SELECTED SOURCES

- ACES Connection <https://www.acesconnection.com/>
- Alberta Family Wellness Initiative (AFWI) <http://www.albertafamilywellness.org>
- Buffalo Center for Social Research – The Institute on Trauma and Trauma-Informed Care <https://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/>
- Center for HealthCare Strategies, Inc <https://www.chcs.org/>
- Centers for Disease Control (CDC) [www.cdc.gov](http://www.cdc.gov)
- Capacitar International: [www.Capacitar.org](http://www.Capacitar.org)
- ECHO: <https://www.echotraining.org/>
- Harvard Center on the Developing Child <https://developingchild.harvard.edu/>
- Health Insight National Nursing Home Quality Care Collaborative [HealthInsight.org](http://HealthInsight.org)
- HelpGuideOrg International: [www.HelpGuide.org](http://www.HelpGuide.org)
- Lancaster County ACES & Resilience Connection: <https://www.acesconnection.com/g/lancaster-county-pa-aces-and-resilience-connection/>
- National Center on Safe Supportive Learning Environments: Trauma-Sensitive Schools Training Package <https://traumasensitiveschools.org/>
- Resilience for All Ages: <https://www.leadingagemaryland.org/page/RFA-resources>
- Strategies for Trauma Awareness & Resilience: Eastern Mennonite University <https://www.emu.edu/cjp/star/>
- Substance Abuse & Mental Health Services Administration (SAMHSA) GAINS Center for Behavioral Health/ Justice Transformation <https://www.samhsa.gov/trauma-violence>
- Trauma-Informed Oregon <https://traumainformedoregon.org/>

## VIDEOS IN TRAINING MODULES

### MODULE 1:

Healing Neen trailer: <https://vimeo.com/48688678>

Adverse Childhood Experiences Primer: <https://kpfjfilms.co/resilience/bonus-content/>

Core Story of Brain Development: <https://www.albertafamilywellness.org/resources/video/how-brains-are-built-core-story-of-brain-development>

Hand Model of the Brain and Fight, Flight, Freeze: <https://vimeo.com/172777436>

### MODULE 2:

Resilience Scale (AFWI): <https://www.albertafamilywellness.org/resources/video/metaphor-visualization-the-resilience-scale>

Resilience (Community Resilience Initiative): <https://www.youtube.com/watch?v=-pnhFmdz-ig>

Brains Journey to Resilience (AFWI): <https://www.albertafamilywellness.org/resources/video/brains-journey-to-resilience>

### MODULE 4:

Cultural Humility: [https://www.youtube.com/watch?v=Mbu8bvKb\\_U](https://www.youtube.com/watch?v=Mbu8bvKb_U)

Reversible Thinking: <https://www.youtube.com/watch?v=QL2aNAsnv-E>

**AN IMPORTANT NOTE ABOUT SELF-CARE:** This training includes slides, discussion, videos, and other materials that cover difficult topics, including abuse, addiction, crime, mental illness, poverty, racism, violence, and other topics that may be triggering or disturbing. We encourage everyone to make a Calming Plan as described below prior to starting this training. We also encourage everyone to do whatever you may need to do to practice good self-care as you go through these training modules, including taking a break or simply discontinuing the training or coming back to it at another time if it is too overwhelming.

You may also want to access a helpful guide titled: **Dealing with the Effects of Trauma: A Self-Help Guide** from the national Substance Abuse and Mental Health Services Administration (SAMHSA). You can find it on our ACES Connection webpage at <https://www.acesconnection.com/g/lancaster-county-pa-aces-and-resilience-connection/clip/dealing-with-the-effects-of-trauma-self-help-guide-sma-3717-pdf><https://www.acesconnection.com/g/lancaster-county-pa-aces-and-resilience-connection/clip/dealing-with-the-effects-of-trauma-self-help-guide-sma-3717-pdf>

Finally, we encourage you to seek out professional resources and assistance if needed to help you or loved ones to address the effects of traumatic experiences in your own life. Here's info on where to call for help:

- Lancaster County, PA "What If I Need Help?" resources card: <https://www.acesconnection.com/g/lancaster-county-pa-aces-and-resilience-connection/resource/lets-talk-postcard-pdf>
- Call **911** for medical, fire or police emergencies
- Call **1-800-273-8255** for the national 24 hour Suicide Prevention Hotline if you or someone you know is in immediate crisis or is thinking of hurting themselves
- Call **1-800-273-8255, then press 1**, for the national 24 hour Veterans Crisis Line
- Call **1-800-950-NAMI (6264), Mon - Fri 10AM-6PM, ET** for NAMI HelpLine: free, nationwide peer-support, info & resource referrals to people living with mental health conditions or their family members/caregivers
- Call **211** any time for free info & referrals on available services & resources for a wide range of needs

**CHECKLIST: Prior to starting the training, please complete the following:**



**1. Calming Plan:** It can be helpful to make a written calming plan that you can turn to any time you feel stressed, overwhelmed, anxious or triggered. Thinking through ahead of time and having a written plan for what you can do, who you can talk with, where you can go when you're struggling is an empowering and healing strategy. Here is a template you can fill out, print (or replicate on a 3'x5' index card) and keep in your wallet, purse, or some place where you can access it quickly and readily any time you may need it.

When I begin to feel stressed, overwhelmed, anxious or triggered . . .

I will go to (specific place):

I will do (specific action):

I will talk to (specific person):

I will say to myself (mantra):

I will imagine (relaxing image or memory):

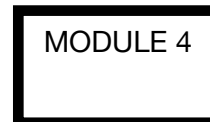
I will focus on (directing attention):



2. Print or download/save the worksheets on the following pages to complete during each module of the training

**AFTER COMPLETING EACH MODULE OF THE TRAINING:**

1. Go to the SurveyMonkey link for the Trauma Training Knowledge Quiz provided at the end of each module and answer the knowledge questions. (NOTE: You must get at least 70% correct to pass the module and receive a certificate. You will need to provide your contact information in order to receive a certificate and/or be eligible for CEU's)



2. Go to the SurveyMonkey link for the Trauma Training Evaluation provided at the end of each module and complete the training evaluation for that module.



### Module 1: What is Trauma and Why Does it Matter?

#### Activity - Traumatic Events

Given the definition of “trauma” and some of the characteristics of experiences that may be considered traumatic, list three specific examples of potentially traumatic events that you can think of:

- 1.) \_\_\_\_\_
- 2.) \_\_\_\_\_
- 3.) \_\_\_\_\_

#### Activity - Video Debrief: Healing Neen

List at least 3 types of trauma Tonier “Neen” Cain experienced:

- 1.) \_\_\_\_\_
- 2.) \_\_\_\_\_
- 3.) \_\_\_\_\_

How did those traumatic experiences shape her view of herself?

\_\_\_\_\_

\_\_\_\_\_

#### Activity - Adverse Childhood Experiences

Imagine being a child growing up with some of those Adverse Childhood Experiences going on. How might those experiences impact the child? Specifically, what might you expect to see in terms of that child’s:

Behavior? \_\_\_\_\_

\_\_\_\_\_

Relationships with others? \_\_\_\_\_

\_\_\_\_\_

Performance in school? \_\_\_\_\_

\_\_\_\_\_

Activity - Module 1 Knowledge Quiz: <https://www.surveymonkey.com/r/XB885JR>

Activity - Module 1 Training Evaluation: <https://www.surveymonkey.com/r/WQNV8YR>

## Module 2: Individual Differences, Risk and Resilience

### Activity - Individual Differences, Risk and Resilience Factors

People respond differently and experience different impacts from situations and events, depending on various risk factors and resilience factors that may or may not be present or available to them.

RISK factors may exacerbate the impact of trauma for an individual (make things worse) or make it challenging for them to heal/recover after trauma. List 3 examples of risk factors that you can think of:

- 1.) \_\_\_\_\_
- 2.) \_\_\_\_\_
- 3.) \_\_\_\_\_

RESILIENCE factors can help to mitigate the impact of trauma for an individual (make things better) or make it easier for them to heal/recover after trauma. List 3 examples of resilience factors that you can think of:

- 1.) \_\_\_\_\_
- 2.) \_\_\_\_\_
- 3.) \_\_\_\_\_

### Activity - Building Resilience in Children

What are some ways we can help children to build resilience, individually and as a community/society?

- 1.) \_\_\_\_\_
- 2.) \_\_\_\_\_
- 3.) \_\_\_\_\_

### Activity - Building Resilience in Adults

What are some ways we can support adults to build resilience, individually and as a community/society?

- 1.) \_\_\_\_\_
- 2.) \_\_\_\_\_
- 3.) \_\_\_\_\_

Activity - Module 2 Knowledge Quiz: <https://www.surveymonkey.com/r/N6BWRXZ>

Activity - Module 2 Training Evaluation: <https://www.surveymonkey.com/r/G3RDG39>

### Module 3: Trauma Histories and Trauma-Informed Responses

#### Activity - Recognizing Trauma

People exposed to trauma—particularly chronic trauma from an early age—develop survival strategies to manage traumatic experiences. Their brains and bodies adapt based on these experiences in ways that may be misinterpreted by others. Trauma-related behaviors can be frustrating for others, especially when they jeopardize a person’s success. However, these behaviors often make sense in the context of the person’s experiences. When we put on our “trauma glasses” and consider the role trauma may be playing in how someone is behaving, we start to think and talk about them and their behaviors differently.

Fill in the right column below with alternative explanations or adjectives you might use to describe a particular behavior when you have your “trauma glasses” on.

Trauma glasses off	Trauma glasses on
<b>Manipulative</b>	
<b>Lazy</b>	
<b>Resistant</b>	
<b>Unmotivated</b>	
<b>Disrespectful</b>	
<b>Attention-Seeking</b>	

#### Activity - Re-Traumatization

Thinking about your own work setting, make some notes about your organization’s policies, procedures, or aspects of the physical environment that may be re-traumatizing or triggering for your clients.

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### Module 3: Trauma Histories and Trauma-Informed Responses (continued)

#### Activity - Trauma-Informed Responses

Thinking about your own work setting and interactions with , make some notes about possible small improvements or changes you could make to be more trauma-informed.

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Activity - Module 3 Knowledge Quiz: <https://www.surveymonkey.com/r/BG9F77Y>

Activity - Module 3 Training Evaluation: <https://www.surveymonkey.com/r/G3PXST3>



## Module 4: Our Own Work as Professionals

### Activity - ACEs Questionnaire: Finding Your ACE Score

Review the information on ACEs at this webpage, then at the bottom of the page, click on the red START button to take the quiz to learn your ACE score:

<https://stopabusecampaign.org/what-are-adverse-childhood-experiences/>

or you can access a printable version of the ACES questionnaire that you can complete offline here:

<https://www.theannainstitute.org/Finding%20Your%20ACE%20Score.pdf>

### Activity - Devereux Adult Resilience Survey (DARS):

Download and complete the Devereux Adult Resilience Survey:

<https://centerforresilientchildren.org/wp-content/uploads/DARS-Full-Version.pdf>

### Activity - Cultural Humility Article

Read the article on Cultural Humility at:

<https://medium.com/@silviaausterlic/serving-with-cultural-humility-a5ed1f0f0da6>

### Activity - Using Trauma-Informed Practices

Review the infographic on how to support someone who has experienced trauma at:

<https://www.echotraining.org/support-trauma-survivor-infographic/>

### Activity - Vicarious Trauma Assessment

Complete the Compassion Fatigue and Vicarious Trauma Signs and Symptoms assessment on the next page

### Activity - Self-Care Assessment

Complete the Self-Care Self-Assessment at the end of this document and identify several self-care strategies you want to commit to practicing more frequently.

Activity - Module 4 Knowledge Quiz: <https://www.surveymonkey.com/r/3Z5Y2H9>

Activity - Module 4 Training Evaluation: <https://www.surveymonkey.com/r/CWD8X7V>

### Module 4: Our Own Work as Professionals (continued)

Which of the following have you experienced in the last 30 days? Put a checkmark next to each.  
(SOURCE: Self-Care Toolkit, Trauma Responsive Courts Curriculum - [www.flcourts.org](http://www.flcourts.org))

### Compassion Fatigue and Vicarious Trauma - Signs and Symptoms

**Physical Signs and Symptoms**

- Exhaustion
- Insomnia
- Headaches
- Increased susceptibility to illness
- Somatization and hypochondria

**Behavioral Signs and Symptoms**

- Increased use of alcohol and drugs
- Absenteeism
- Anger and Irritability
- Avoidance of clients
- Impaired ability to make decisions
- Problems in personal relationships
- Attrition
- Compromised care for clients
- The Silencing Response
- Depleted parenting

**Psychological Signs and Symptoms**

- Emotional exhaustion
- Distancing
- Negative self-image
- Depression
- Sadness, Loss of hope
- Anxiety
- Guilt
- Reduced ability to feel sympathy and empathy
- Cynicism
- Resentment
- Dread of working with certain clients
- Feeling professional helplessness
- Diminished sense of enjoyment/career
- Depersonalization/numbness
- Disruption of world view/ Heightened anxiety or irrational fears
- Inability to tolerate strong feelings
- Problems with intimacy
- Intrusive imagery – preoccupation with trauma
- Hypersensitivity to emotionally charged stimuli
- Insensitivity to emotional material
- Difficulty separating personal and professional lives
- Failure to nurture and develop non work related aspects of life

Sources: Saakvitne (1995), Figley (1995), Gentry, Baranowsky & Dunning (1997), Yassen (1995).

**Module 4: Our Own Work as Professionals (continued)**

(SOURCE: What About You: A Workbook for Those Who Work With Others, <https://www.homelesshub.ca/resource/what-about-you-workbook-those-who-work-others>)

### activity 1.4 Self-Assessment Tool: Self-Care

Take some time to complete the checklist below. You need not share your answers with anyone – this is simply for self-reflection. Remember that no one strategy works for everyone. This activity just gives you a way to think about the possibility of self-care in many aspects of your life.

**How often do you do the following?** (Rate, using the scale below):  
5 = Frequently 4 = Sometimes 3 = Rarely 2 = Never 1 = It never even occurred to me

<p><b>Physical Self-Care</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Eat regularly (e.g., breakfast and lunch)</li> <li><input type="checkbox"/> Eat healthfully</li> <li><input type="checkbox"/> Exercise</li> <li><input type="checkbox"/> Lift weights</li> <li><input type="checkbox"/> Practice martial arts</li> <li><input type="checkbox"/> Get regular medical care for prevention</li> <li><input type="checkbox"/> Get medical care when needed</li> <li><input type="checkbox"/> Take time off when you're sick</li> <li><input type="checkbox"/> Get massages or other body work</li> <li><input type="checkbox"/> Do physical activity that is fun for you</li> <li><input type="checkbox"/> Take time to be sexual</li> <li><input type="checkbox"/> Get enough sleep</li> <li><input type="checkbox"/> Wear clothes you like</li> <li><input type="checkbox"/> Take vacations</li> <li><input type="checkbox"/> Take day trips, or mini-vacations</li> <li><input type="checkbox"/> Get away from stressful technology such as pagers, faxes, telephones, e-mail</li> <li><input type="checkbox"/> Other: _____</li> </ul> <p><b>Psychological Self-Care</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Make time for self-reflection</li> <li><input type="checkbox"/> Go to see a psychotherapist or counselor for yourself</li> <li><input type="checkbox"/> Write in a journal</li> <li><input type="checkbox"/> Read literature unrelated to work</li> <li><input type="checkbox"/> Do something at which you are a beginner</li> <li><input type="checkbox"/> Take a step to decrease stress in your life</li> <li><input type="checkbox"/> Notice your inner experience—your dreams, thoughts, imagery, feelings</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Let others know different aspects of you</li> <li><input type="checkbox"/> Engage your intelligence in a new area—go to an art museum, performance, sports event, exhibit, or other cultural event</li> <li><input type="checkbox"/> Practice receiving from others</li> <li><input type="checkbox"/> Be curious</li> <li><input type="checkbox"/> Say no to extra responsibilities sometimes</li> <li><input type="checkbox"/> Spend time outdoors</li> <li><input type="checkbox"/> Other: _____</li> </ul> <p><b>Emotional Self-Care</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Spend time with others whose company you enjoy</li> <li><input type="checkbox"/> Stay in contact with important people in your life</li> <li><input type="checkbox"/> Treat yourself kindly (supportive inner dialogue or self-talk)</li> <li><input type="checkbox"/> Feel proud of yourself</li> <li><input type="checkbox"/> Reread favorite books, review favorite movies</li> <li><input type="checkbox"/> Identify and seek out comforting activities, objects, people, relationships, places</li> <li><input type="checkbox"/> Allow yourself to cry</li> <li><input type="checkbox"/> Find things that make you laugh</li> <li><input type="checkbox"/> Express your outrage in a constructive way</li> <li><input type="checkbox"/> Play with children</li> <li><input type="checkbox"/> Other: _____</li> </ul>
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**Module 4: Our Own Work as Professionals (continued)**

(SOURCE: What About You: A Workbook for Those Who Work With Others, <https://www.homelesshub.ca/resource/what-about-you-workbook-those-who-work-others>)

**activity 1.4 Self-Assessment Tool: Self-Care** *continued*

<p><b>Spiritual Self Care</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Make time for prayer, meditation, reflection</li><li><input type="checkbox"/> Spend time in nature</li><li><input type="checkbox"/> Participate in a spiritual gathering, community or group</li><li><input type="checkbox"/> Be open to inspiration</li><li><input type="checkbox"/> Cherish your optimism and hope</li><li><input type="checkbox"/> Be aware of nontangible (nonmaterial) aspects of life</li><li><input type="checkbox"/> Be open to mystery, to not knowing</li><li><input type="checkbox"/> Identify what is meaningful to you and notice its place in your life</li><li><input type="checkbox"/> Sing</li><li><input type="checkbox"/> Express gratitude</li><li><input type="checkbox"/> Celebrate milestones with rituals that are meaningful to you</li><li><input type="checkbox"/> Remember and memorialize loved ones who have died</li><li><input type="checkbox"/> Nurture others</li><li><input type="checkbox"/> Have awe-full experiences</li><li><input type="checkbox"/> Contribute to or participate in causes you believe in</li><li><input type="checkbox"/> Read inspirational literature</li><li><input type="checkbox"/> Listen to inspiring music</li><li><input type="checkbox"/> Other: _____</li></ul>	<p><b>Workplace/Professional Self Care</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Take time to eat lunch</li><li><input type="checkbox"/> Take time to chat with co-workers</li><li><input type="checkbox"/> Make time to complete tasks</li><li><input type="checkbox"/> Identify projects or tasks that are exciting, growth-promoting, and rewarding for you</li><li><input type="checkbox"/> Set limits with clients and colleagues</li><li><input type="checkbox"/> Balance your caseload so no one day is "too much!"</li><li><input type="checkbox"/> Arrange your workspace so it is comfortable and comforting</li><li><input type="checkbox"/> Get regular supervision or consultation</li><li><input type="checkbox"/> Negotiate for your needs</li><li><input type="checkbox"/> Have a peer support group</li><li><input type="checkbox"/> Other: _____</li></ul>
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*Source: Adapted from Saakvitne, Peariman, and Traumatic Stress Institute Staff, Transforming the Pain: A Workbook on Vicarious Traumatization, 1996.*

**Discussion Questions**

- What made an impression on you about this activity?
- What did you notice while completing the checklist?
- How did you feel after the checklist was completed?
- What thoughts do you have about the areas where you are doing well?
- What are areas that you would like to change/improve?