

# TRAUMA INFORMED CARE AND THE LIBRARY

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# WHAT IS TRAUMA?

- Exposure to actual or threatened death, serious injury, or sexual violence.
- Experienced a real or perceived threat

# WHAT IS TRAUMA?

- Oppression
- Sexism
- Racism
- Ableism
- Discrimination related to sexual orientation and gender identity

# TRAUMA INFORMED CARE

- “... approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives.”
- Shift from "What's wrong with you?" to "What has happened to you?"
- [www.samhsa.gov/nctic](http://www.samhsa.gov/nctic)

BUT I WORK IN A LIBRARY!

Why do we need to know this?

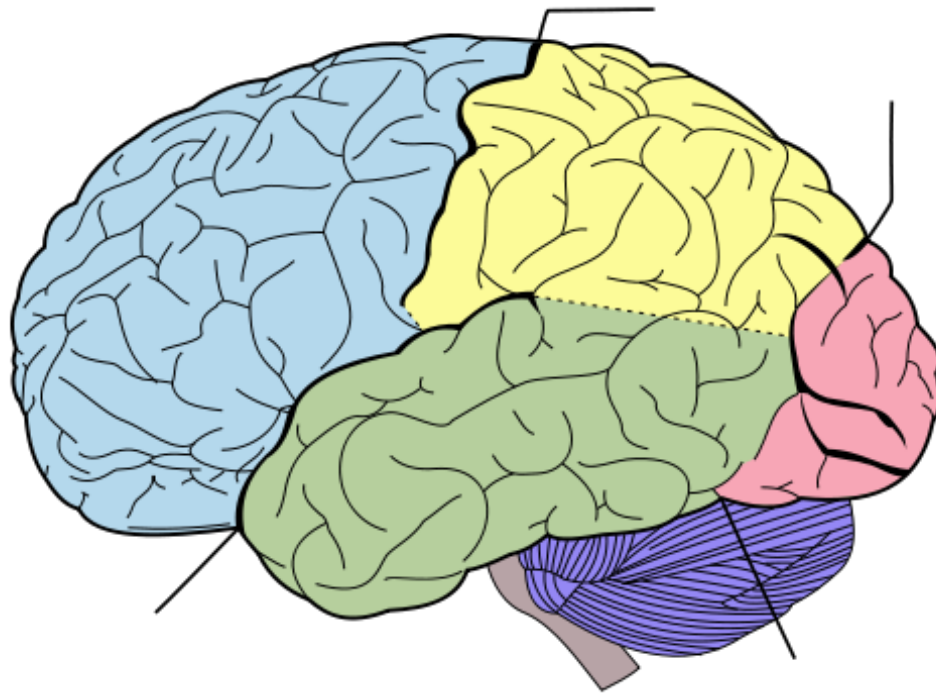
# BUT I WORK IN A LIBRARY!

Many people who are seeking support and services have experienced trauma in their lives.

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You are exposed to people who have experienced trauma.

# NEUROBIOLOGY OF TRAUMA



# VICARIOUS TRAUMA & BURNOUT

When our own experiences overlap or are affected by the people we encounter, we are even more vulnerable to vicarious trauma and burnout.



# WHY TRAUMA INFORMED SERVICES?

- Serve people better and from a place of compassion and empathy
- Understand why people get frustrated easily or it's hard for them to access services
- Recognize we're affected by this work

# WHY TRAUMA INFORMED SERVICES?



# VICARIOUS RESILIENCY

A unique and positive effect that transforms service workers in response to trauma survivors' own resiliency.

# WHY ARE WE HERE?

What do you need to feel safe in doing this work?

# WHAT DO YOU NEED TO FEEL SAFE IN DOING THIS WORK?

- A Clean and Safe Environment
- Supportive Co-Workers and Supervisor
- A Place to “Vent”
- Respect
- Empathy
- Non-Judgment

# WHAT DO OTHERS NEED TO FEEL SAFE COMING TO THE LIBRARY?

- A Clean and Safe Environment
  - Supportive Supervisor
  - A Place to “Vent”
  - Respect
  - Empathy
  - Non-Judgment
- A Clean and Safe Environment
  - Supportive People
  - A Place to “Vent”
  - Respect
  - Empathy
  - Non-Judgment

# Trauma Informed Services



- Administrative Commitment
- Training and Education
- Hiring Practices
- Policies and Procedures

- Circulation Staff
- Security
- Custodial Services
- Librarian
- Shelver
- All Staff



# CREATE A TRAUMA INFORMED ENVIRONMENT

- \* Discuss the physical environment.
- \* How can you approach people from a trauma informed perspective?
- \* What are ways your library is already doing this?
- \* What are things that can change?
- \* Are there any policies or procedures that can be addressed?
- \* How can you support each other?



# TRAUMA INFORMED SERVICES @ DPL

- Homeless Services Action Committee (HSAC)
- Monday Morning Meditation
- Hard Times Writing Workshops
- Community Resource Specialists
- Security
- Community Technology Center

# TRAINING @ DPL

- Trauma Informed Systems of Care
- Finding Resiliency: An Approach to Self Care
- Mental Health First Aid

# QUESTIONS?

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