



# **Trauma-Informed Care Foundations: Building Safe, Resilient Environments for Staff & Clients**

*Participant Guide*



# An Overview of Trauma

## SAMHSA's Definition of Trauma

Trauma results from an event, series of events, or set of circumstances that is:

- → Threat or harm that overwhelms
- → How the person interprets and makes meaning of it
- → Lasting impact on functioning, well-being, or sense of safety

## Types of Trauma

- Trauma - Single overwhelming event (e.g., natural disaster, accident)
- Trauma - Repeated, prolonged exposure (e.g., abuse, violence, systemic oppression)
- Trauma - Multiple traumas over time, often interpersonal and occurring early in life
- Trauma - Cumulative, collective trauma passed across generations (e.g., colonization, racism, forced migration)

# Journaling Prompt



Think about a time when a stressful situation impacted your ability to focus or connect. How might that help you understand clients' experiences?

# How Trauma Shows Up in Our Work

## **Client Experiences:**

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## **Staff and Team Experiences:**

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## **Organization Experiences:**

# What is Trauma-Informed Care?

Trauma-Informed Care understands and considers the \_\_\_\_\_ of trauma and promotes environments of \_\_\_\_\_ rather than practices and services that may inadvertently re-traumatize.

## SAMHSA's Trauma-Informed Approach: Key Assumptions:



All people at all levels of the organization or system have a basic \_\_\_\_\_ about trauma and understand how trauma can affect families, groups, organizations, and communities as well as individuals.



People in the organization or system can \_\_\_\_\_ the signs of trauma.



The program, organization, or system \_\_\_\_\_ by applying the principles of a trauma-informed approach to all areas of functioning.



A trauma-informed approach seeks to \_\_\_\_\_ of clients as well as staff.

# SAMHSA'S Principles of a Trauma-Informed Approach

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# Journaling Prompt



Which Trauma-Informed Care principle feels most important in your role?

# Safety

# What is Safety?

- Feeling physically, emotionally, and psychologically \_\_\_\_\_
- Requires predictability, clarity, and respect in \_\_\_\_\_ and \_\_\_\_\_

## Why Safety Matters in Trauma-Informed Care

## How to Cultivate Safety with Clients



## How to Cultivate Safety on Your Teams





# Boundaries

## What are Boundaries?

- Clear, consistent                      around roles, responsibilities, and expectations
- A balance of                      with

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## Without Boundaries, We Often Experience:

## With Healthy Boundaries, We Can:

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## How to Cultivate Healthy Boundaries with Clients



## How to Cultivate Healthy Boundaries with Teams



# Journaling Prompt



Think of a recent situation where you had to set a boundary.  
How did it affect your ability to stay present and connected?

# Empowerment

## What is Empowerment?

- Restoring voice, choice, and control to people who may feel

- Highlighting  and , not just needs

## Why Empowerment Matters in Trauma-Informed Care

## How to Cultivate Empowerment in Clients



## How to Cultivate Empowerment in Staff and Teams



# Journaling Prompt



What's one small way you could offer more choice or voice in your role this week?

# Trust

## What is Trust?

- , , and  in relationships
- Following through on what you say you'll do

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## Why Trust Matters in Trauma-Informed Care

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## How to Cultivate Trust in Clients



## How to Cultivate Trust in Staff and Teams



# Journaling Prompt



Who is someone in your work who trusts you — and what did you do to build that trust?

# Trauma-Informed Leadership

## **Characteristics of Trauma-Informed Leadership:**

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## **Core Practices of Trauma-Informed Leadership:**

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## **Practical Trauma-Informed Practices for Any Role:**

# Scenario Practice

Every role has trauma-informed choices. Let's practice noticing them.

**Scenario #1: A client misses their third appointment and arrives upset, saying, *"No one here cares about me anyway."***

- How might you respond in the moment?
- What would a trauma-informed response look or sound like?

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**Scenario #2: A colleague snaps in a meeting, *"We're wasting time; nothing ever changes here."***

- How could you respond in a way that supports both the colleague and the team?



# Resources



- [What is Psychological Safety, and Why is it Important?](#) (1:17)
- [Trapped on an Escalator](#) (2:04)
- [National Child Traumatic Stress Network](#)
- [Trauma-Informed Systems, Trauma Transformed](#)
- [SAMHSA's Definition of a Trauma-Informed Approach](#)
- [The Institute of Trauma and Trauma-Informed Care](#)
- [Rise & Revitalize Program](#)
- [Lisa Conradi, LLC](#)
- [Peace as Power](#)
- [#MyPeacein50](#)
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**Connect with Dr. Conradi!**

