

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 e	vent, series of events, or set of circumstances that is:
•	→ Threat or harm that overwhelms
•	ightarrow How the person interprets and makes meaning of it
•	→ Lasting impact on functioning, well-being, or sense of safe
Types of Trauma	
accident)	Trauma - Single overwhelming event (e.g., natural disaster,
violence, systemic op	_ Trauma - Repeated, prolonged exposure (e.g., abuse, pression)
•	Trauma - Multiple traumas over time, often interpersonal and
occurring early in life	_ Trauma - Cumulative, collective trauma passed across
generations (e.g., cold	onization, racism, forced migration)





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:	
Staff and Team Experiences:	
Organization Experiences:	



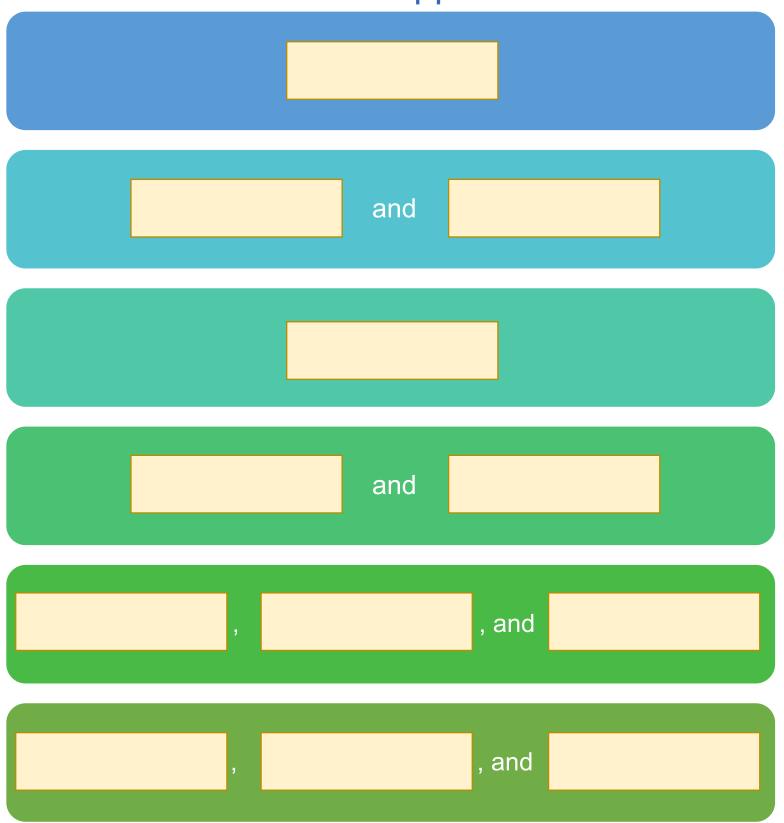
What is Trauma-Informed Care?

T	rauma-Informed Care understands and considers the
	of trauma and promotes
e	environments of rather than
p	ractices and services that may inadvertently re-traumatize.
SAI	MHSA's Trauma-Informed Approach: Key Assumptions:
2	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.
7	People in the organization or system can the
<u> </u>	signs of trauma.
	The program, organization, or system by
3	applying the principles of a trauma-informed approach to all areas of
	functioning.
L	A trauma-informed approach seeks to of clients
L	as well as staff.





SAMHSA'S Principles of a Trauma-Informed Approach









Which Trauma-Informed Care principle feels most important in your role?
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
I low to cultivate safety with offents
How to Cultivate Safety on Your Teams



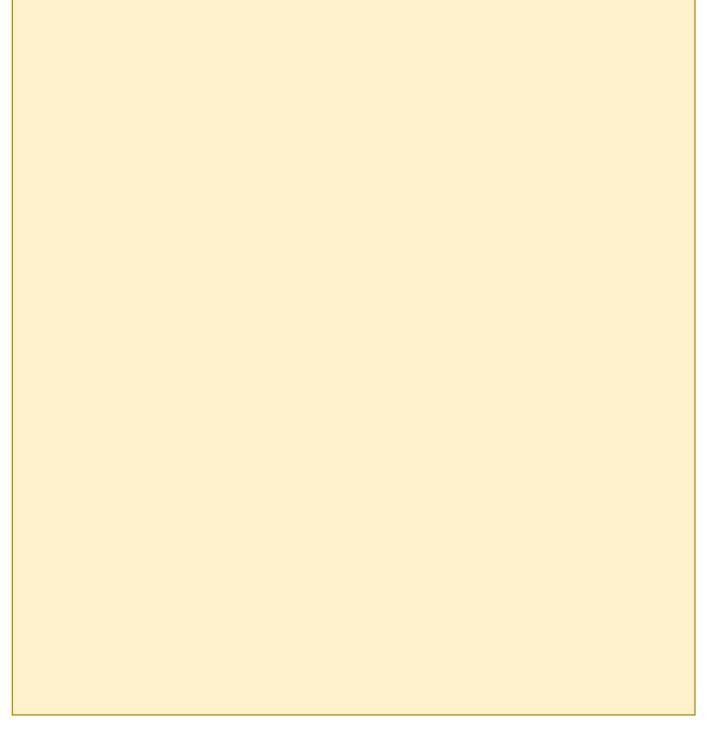
Boundaries

What are Boundaries?	
Clear, consistent around roles, responsibilities, and	t
expectations	
A balance of with	
Without Boundaries, We Often Experience:	
With Healthy Boundaries, We Can:	
How to Cultivate Healthy Boundaries with Clients	
How to Cultivate Healthy Boundaries with Teams	





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?

• R	estoring voi	ice, choice	e, and co	ntrol to	people v	vho may fe	eel
• Hi	ighlighting _			_ and _			, not just needs
Why	Empowe	rment Ma	atters ir	า Trau	ıma-Info	ormed Ca	are
How to	o Cultivat	e Empov	vermen	t in C	lients		
How to	o Cultivat	e Empov	vermen	t in S	taff and	Teams	





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



Trust

What is Trust?
•, andin
relationships
Following through on what you say you'll do
Why Trust Matters in Trauma-Informed Care
How to Cultivate Trust in Clients
How to Cultivate Trust in Staff and Teams





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:
Core Practices of Trauma-Informed Leadership:
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?
	cenario #2: A colleague snaps in a meeting, "We're wasting me; nothing ever changes here."
	• • • • • • • • • • • • • • • • • • • •
	me; nothing ever changes here."
	me; nothing ever changes here." How could you respond in a way that supports both the
	me; nothing ever changes here." How could you respond in a way that supports both the



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
- #MyPeacein50 Blog

Connect with Dr. Conradi!



