

# Sustaining Trauma Informed Care in a Punitive World



Patricia Wilcox, LICSW  
Traumatic Stress Institute  
Klingberg Family Centers.

# How can we sustain trauma-informed care?

- Administrative buy in
- Training and Refreshers
- Team meetings
- Supervision
- Treatment planning
- Policy
- Hiring and promotion
- Publicize and celebrate
- Attention to vicarious traumatization and transformation



# Administrative buy in

- Provide resources
- Willing to tolerate some chaos
- Target praise
- Possibilities for undoing
- Value and provide opportunity for supervision



# Training and refreshers

- Original training for all staff
- Including support
- NEO
- Regular refreshers
- Trainers as leaders



# Develop a common language throughout the agency



# A common language



# Team meetings

- Teach concepts
- Model concepts
- Handling conflict



# How does our team functioning matter to trauma-informed care?

- Clients notice everything we do
- Can't treat clients any better than we treat each other
- Our happiness in our jobs largely influenced by our social surroundings
- Our connection is our strongest defense against VT





# Do teams matter in outpatient and community based settings?

- Contribute to well being of treater
- Combat isolation
- Bring diverse providers into same approach
- Avoid splitting and blaming
- Combat VT

## What makes this so difficult?

- In the chat box, write in barriers to this type of team functioning.
- Write in what you have done to improve/enhance team functioning.



# The role of supervision in a great team

- Regular supervision helps with counter transference and vicarious trauma
- The supervisors reactions to inter-personal splits is essential in magnifying or solving them
- Ideally all team members have the same supervisor



# Why focus on supervision?

- Primary method to embed trauma thinking into every day life
- Opportunity to step back and think
- Chance to vent
- Teach clinical thinking- looking beneath
- Create culture of self awareness
- Fight erosion of TIC thinking
- Awareness of and attention to VT
- Handling staff performance issues
- Helping staff to grow transforms the pain
- Opportunity to notice trends in milieu



# What trauma principles are important in supervision?

- Relationships matter
- We are all doing the best we can at the moment
- Symptoms are adaptations- yes, even for adults
- Current relationships are influenced by the past
- Self awareness is essential
- Relationships are the vehicle of growth
- Parallel process
- Collaboration, empowerment, caring, respect- it matters

In other words, ALL of them.

# Embedding Trauma-Informed Supervision into Agency Culture

- Organizational value placed on supervision for professional development
- Building it into system
- Formal training for new supervisors
- Using trauma principles in supervision
- Keeping trauma principles fresh/understanding at greater depth

# Challenging issues in trauma informed supervision



- Support vs. accountability
- Multiple roles - clinical supervisor, boss, evaluator of job performance,
- When to listen, when to problem-solve
- Working with resistance and defensiveness
- Supervising former peers, people older than you, etc
- Boundary between supervision and therapy



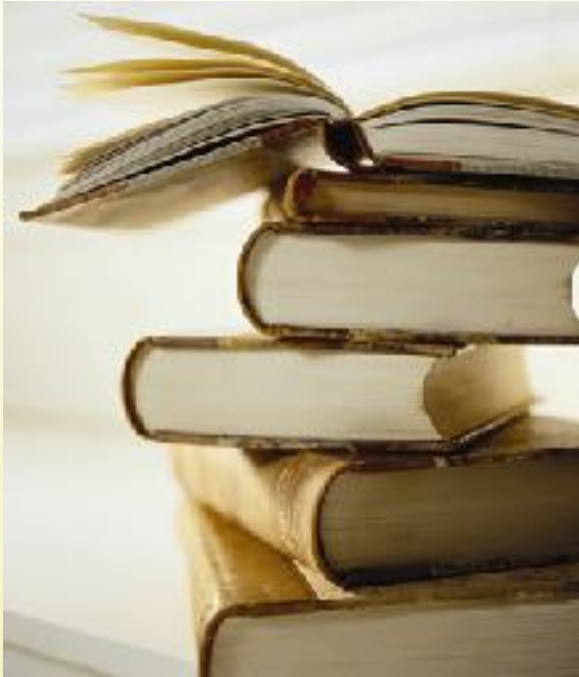
# Treatment planning

- Treatment planning expresses a theory
- Express what we think heals
- Not just or particularly uncovering
- Make link between relationships and trauma symptoms clear



# Policy

- Behavior management
- Recreation and activities
- Philosophy of treatment
- Intake explanation
- Handout for parents



# Hiring and promotion

- Hire and promote people who “get it”
- Questions for hiring



# Publicize and celebrate

- Choose measures-
  - Reduce restraints
  - Reduce turnover
  - Positive discharges
  - Follow up
- Track
- Celebrate and publicize success
- Staff appreciations



## Attention to vicarious traumatization and transformation

- Supervision
- Staff meetings
- Training
- Special meetings after events



- Rituals
- Recognition
- Fun

# Making It Real!

## New Course Available!

We have launched a new course designed for child-serving teams. It guides you through all aspects of implementing trauma-informed care in your program. Find it at:

[www.trauma-informed-care.org](http://www.trauma-informed-care.org)

**To Get Our eBook**

# **Starting and Sustaining Trauma-Informed Care**

Text STARTING

To 33444

## For more information contact:

Patricia D. Wilcox, LCSW  
Klingberg Family Centers  
370 Linwood St.  
New Britain, CT. 06052

[patw@klingberg.org](mailto:patw@klingberg.org)

860-832-5562

[www.traumaticstressinstitute.org](http://www.traumaticstressinstitute.org)

[www.klingberg.org](http://www.klingberg.org)

[www.partnerforhealing.org](http://www.partnerforhealing.org)

[www.trauma-informed-care.org](http://www.trauma-informed-care.org)

