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GROWING CULTURE THROUGH SANCTUARY

*At Shodair, we believe we need both **Strategy & Culture** to meet our mission.*

*Sanctuary is a trauma responsive culture to create a safe and enjoyable place to work and receive care. **We build this culture through the four pillars of Sanctuary...***

Pillar One: TRAUMA THEORY

Changing the question from
“What’s wrong with you?” to
“What happened to you?”

Pillar Two: 7 COMMITMENTS

Nonviolence
Growth and Change
Emotional Intelligence
Social Learning
Social Responsibility
Democracy
Open Communication

Pillar Three: SANCTUARY TOOLKIT

Community Meetings
Training
Safety Plans
Psychoeducation
Treatment Planning
Team Meetings
Red Flag Meetings
Self-Care Plans
Supervision and Coaching

Pillar Four: S.E.L.F.

S.E.L.F. is a framework for solving
problems through a common
language

Notes:

THE FOUNDATIONS OF TRAUMA THEORY

*Trauma theory is based on the two foundational ideas of **adversity** and **resilience**...*

Adversity: Any unfavorable situation or event marked by stress; often regarded as a traumatic experience or chronic stress.

Adversity is an inherent part of the **human experience** and shapes the way we behave.



Resilience: The ability to **recover** from adversity.

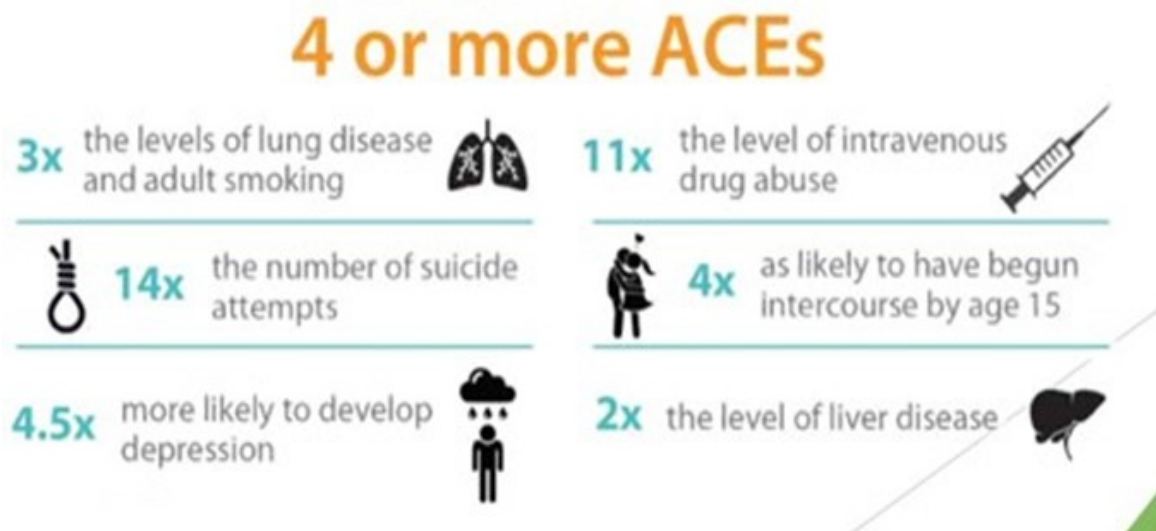
*Sanctuary recognizes that
all individuals and
organizations **have the
capacity to be resilient and
heal.***

Notes:

TRAUMA IN CHILDHOOD AND THE ACE STUDY

Experiencing adversity as children shapes our physical and mental health for the rest of our lives, according to the ACE (Adverse Childhood Experiences) Study.

- Originally conducted from 1995 to 1997, the ACE Study gathered information from thousands of adults about neglect, abuse and other household challenges, like divorce, plus information about the participants' health.
- The study found that these **adverse childhood experiences** impact individuals' mental and physical health well into adulthood.
- The higher the ACE score, the more likely an individual is to have health-related problems. Researchers believe that experiencing early adversities lead to engaging in high-risk behaviors, which then lead to disease and early death.
- The ACE Study found that adverse childhood experiences are common across all populations, showing that **trauma is universal**.
- **The study teaches us to change the question from "What is wrong with you?" to "What happened to you?"**



Notes: For more information, watch the TED Talk from researcher Nadine Burke Harris. Want to know your ACE score? See the accompanying materials for an ACE test.

SAFETY PLANS

It can be hard to step away and remind ourselves to reset in stressful moments. That's why we have Safety Plans!

- A **Safety Plan** is a **list of coping skills** that can be used anytime, anywhere to help you take a breather in stressful and overwhelming situations when it can be tough to manage your emotions properly.
- Safety plans are created to be visible and easily shared with others to normalize asking for help.
- Safety plans are a way for us to feel supported in difficult moments and acknowledge it is important to take care of ourselves.



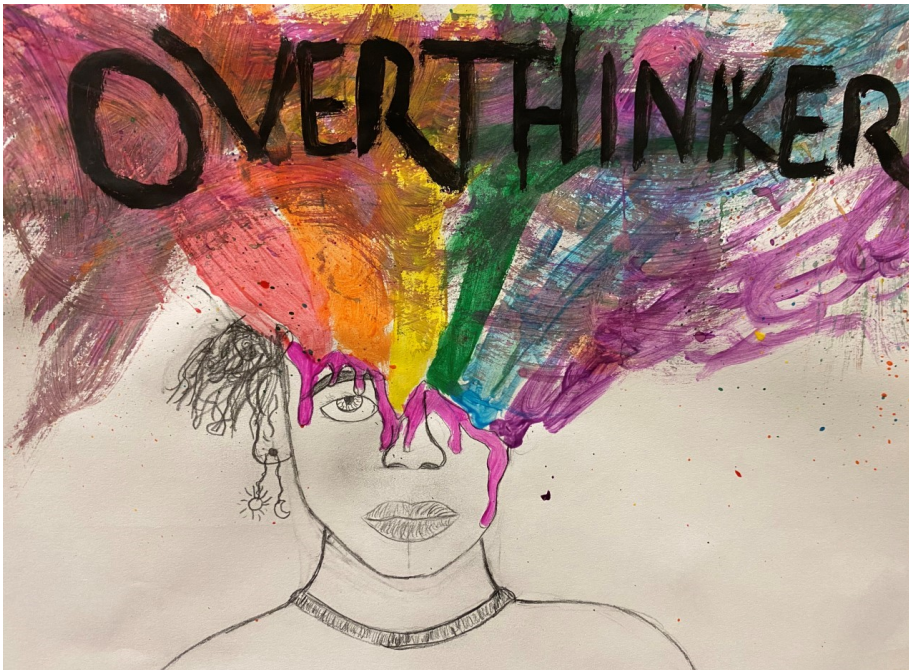
What will you put on your safety plan?

Notes:

TRAUMA CHANGES THE BRAIN

*Adversity and trauma **change the brain**, affecting how we think and interact with the world around us.*

- Trauma affects our physical and behavioral health by hard-wiring pathways in our brain. Each time we are triggered by trauma, these pathways grow deeper and stronger. **Experiencing trauma physically changes our brains.**
- **These neural connections result in behaviors that are survival mechanisms, for instance hypervigilance or disconnection from others.** These neural pathways kept us safe in traumatic situations, so our brains keep using them, even if they are maladaptive in safe situations and result in hurting others or ourselves. It takes a lot of patience and hard work to rewire these responses.
- **Vicarious Trauma:** This is the cumulative effect on those working with the survivors of traumatic life events. The symptoms can appear much like those of Post-Traumatic Stress Disorder (PTSD). Vicarious Trauma can change our frame of reference, sense of safety, identity, ability to trust and build intimacy, self-esteem, and sense of control.



What survival mechanisms have you noticed in yourself? What helps you re-wire those connections?

Notes:

THE S.E.L.F. TOOL

The S.E.L.F. tool helps organize complexity and guides problem solving. S.E.L.F. helps get everyone on the same page by providing language that assists in identifying emotions while looking to the future.

S.E.L.F. means...

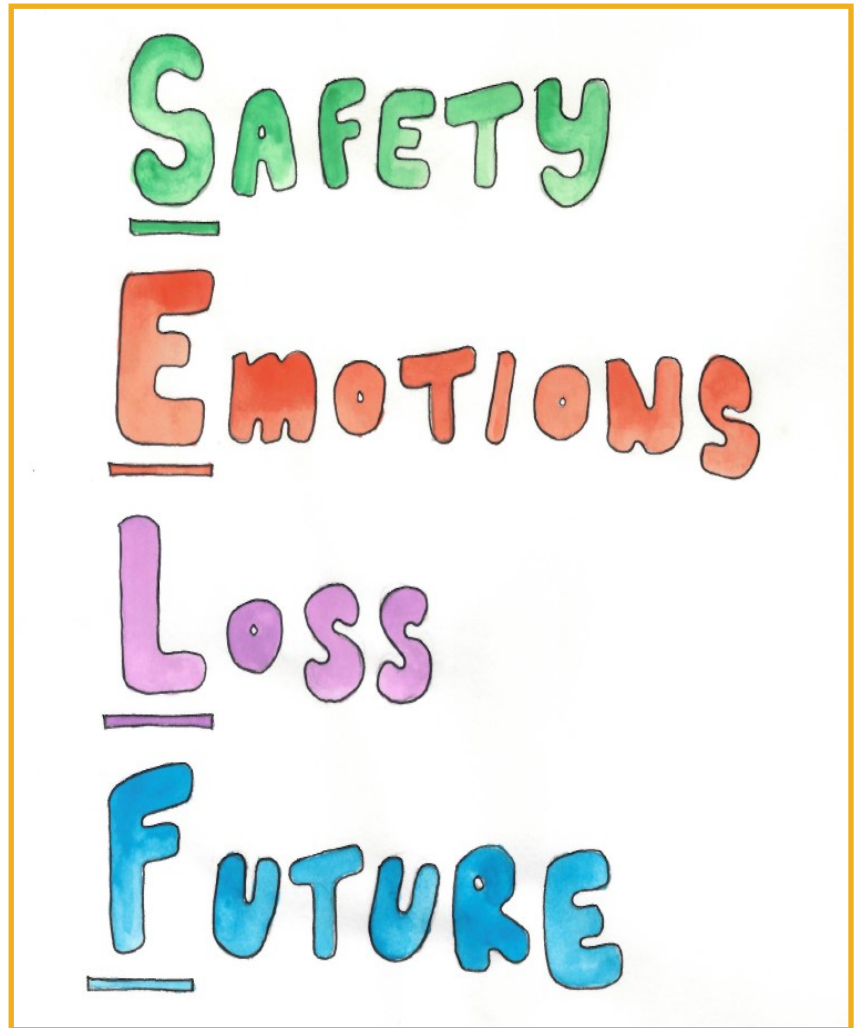
SAFETY: Safety means being protected from harm. Safety can be physical, psychological, social and moral or ethical.

EMOTIONS: How are you managing your emotions? In a healthy manner or not so much? Often, our emotions drive behaviors, which can then affect feelings of safety.

LOSS: Loss is defined as the state of grief when an individual is deprived of something or someone.

In S.E.L.F., we examine whether or not we are experiencing feelings of loss, and acknowledge that all change comes with loss, which can be difficult and painful.

FUTURE: Looking toward the future re-establishes that we have the capacity to choose our path and engage in new behaviors, rather than falling into old patterns.

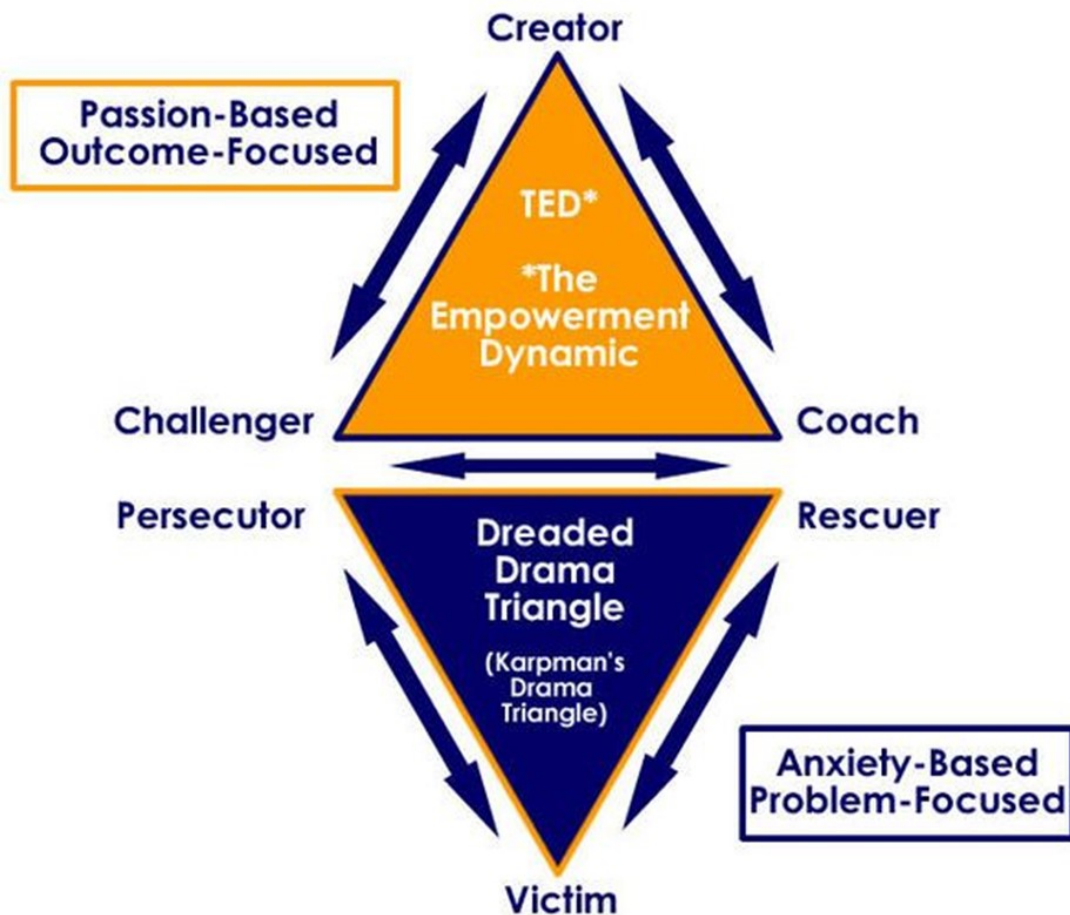


Notes:

TRAUMA THEORY: RE-ENACTMENT

Individuals who have experienced trauma often re-enact specific aspects of their trauma and certain patterns of behavior within their relationships.

David Emerald's TED* (*The Empowerment Dynamic) triangle provides an alternative to the Karpman Drama Triangle



Notes: Please note, Shodair unit staff will often refer to the Drama Triangle as “triangulation” when they are discussing patient behaviors.

TRAUMA THEORY: PARALLEL PROCESS

Organizations which serve traumatized individuals can exhibit similar trauma responses — this is called Parallel Process.



Mirror Neurons: These tiny parts of our brain carry signals which respond both when we engage in an act and when we witness someone else engage in an act. We are biologically wired to “mirror” other human beings.

Parallel Process: Due to this “mirroring,” organizations that serve individuals who have experienced trauma often show the same kinds of trauma symptoms as the people they serve, including reactivity.

Because organizations are made up of individuals, something that affects one part of the organization often has a ripple affect that impacts other parts of the organization

Team meetings: Anyone can lead a team meeting, everyone is included and everyone’s voice will be heard. *Please note that any situations that involve just a few people are addressed outside the team meeting.*

Notes:

TRAUMA THEORY: COLLECTIVE DISTURBANCE

When events become overwhelming, individuals can become disconnected from their feelings as a survival mechanism — this is disassociation.

Collective disturbance is for the organization as dissociation is for the individual.

- **Collective disturbance** happens when there is a significant event that occurs without adequate processing. The emotions then become separated from the individuals within the organization and surface in different, unexpected ways, often becoming attached to unrelated events.
- **A Red Flag meeting is a meeting that is called in response to a collective disturbance, an easily identified and explained problem, conflict, critical incident, or significant event that requires a community-wide perspective.** These meetings are based around the four elements of S.E.L.F. — Safety, Emotions, Loss, and Future.
 - ⇒ We use Red Flag Meetings to ensure that our structures for addressing serious issues are viewed through a trauma-informed lens.
 - ⇒ Attending Red Flag meetings is highly encouraged! You can be a huge part of the solution.
 - ⇒ **ANYONE CAN CALL A RED FLAG MEETING.** It should take place as soon as possible after the incident or problem has been identified. **Anyone who can offer perspective or a solution should be included.**

Notes:

TRAUMA THEORY: VICARIOUS TRAUMA

*Trauma doesn't need to happen directly to us to change how our brains work. Cumulative exposure to the others' trauma can have lasting negative impacts, called **Vicarious Trauma**.*

Vicarious Trauma

- Being repeatedly exposed to the trauma of the individuals we serve impacts us over time, sometimes resulting in PTSD-like symptoms, such as fatigue, disconnection, hopelessness, nightmares, and cynicism. This is called Vicarious Trauma.
- Even those who do not work in direct care roles can experience Vicarious Trauma.

Self-Care

- Self-Care is defined as the practice of actively nurturing and protecting one's own well-being. Self-Care helps us build resilience to life stresses and decrease emotional reactivity.
- **Self-Care is crucial in mitigating the negative effects of Vicarious Trauma** and in helping nourish an organizational culture that promotes healing for trauma survivors.

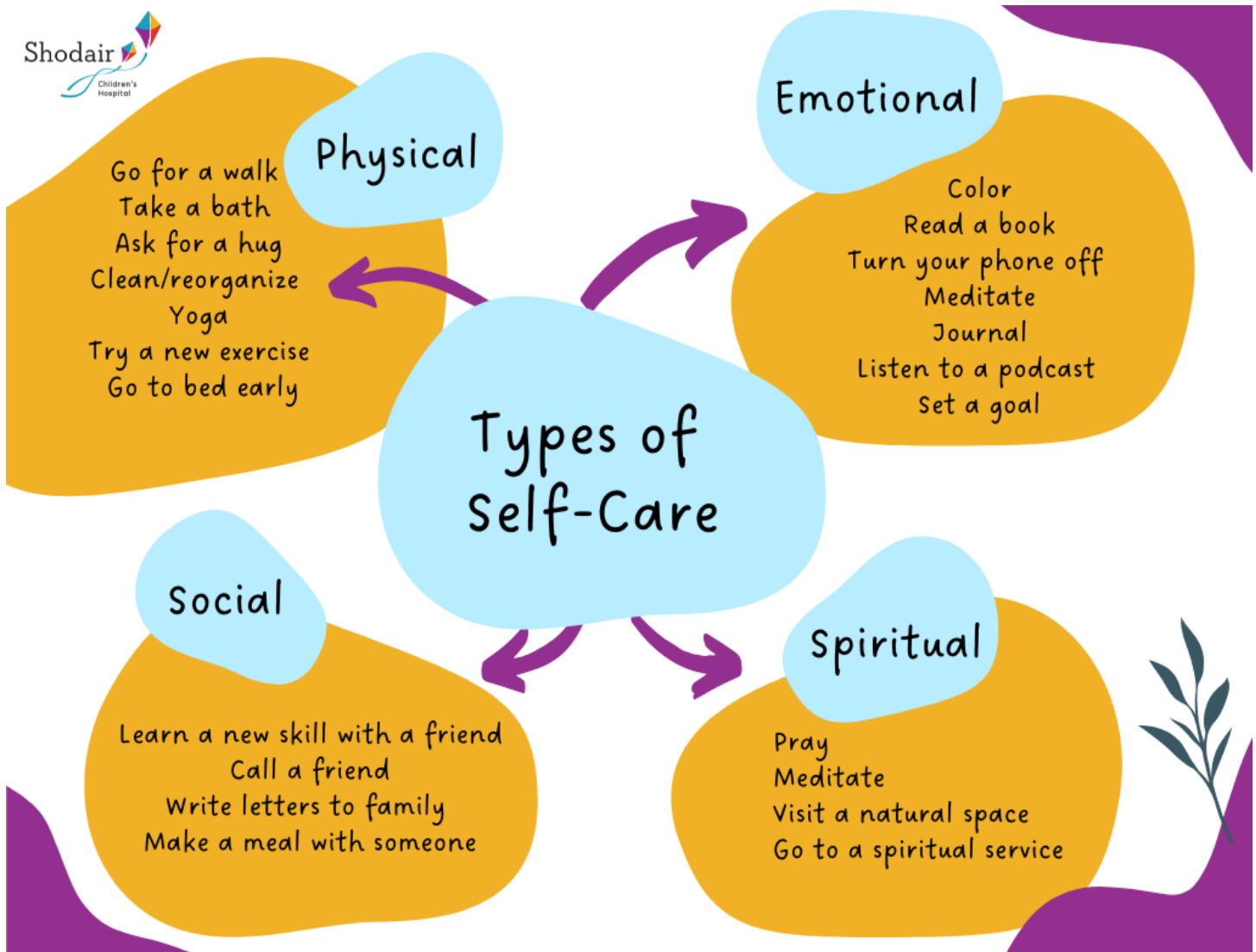
How is a Self-Care Plan different than a Safety Plan?

- Self Care Plans are meant to be used on an on-going basis to help us avoid reaching an overwhelmed emotional state — Safety Plans are meant to be used to manage high emotions in the moment we reach that overwhelmed emotional state. ***Self-Care is proactive while Safety Plans are reactive.***

Notes:

SELF-CARE ISN'T SELFISH

There are four major types of self-care and below are some examples. Self-care is a powerful antidote to shame, toxic stress and Vicarious Trauma both on an individual level AND an organizational level.



Which types of self-care do you practice? What would you like to explore further?

Notes:

7 COMMITMENTS OF SANCTUARY

The **7 commitments of Sanctuary** are Shodair's **core values**.

These commitments guide the way we treat one another and how we make organizational decisions.

Nonviolence

Being safe physically, emotionally, morally and socially regardless of gender, race, religion, sexual orientation, countries of origin, and/or socioeconomic status.

Growth & Change

Creating hope for ourselves, our patients, families, the organization, and the state of Montana.

Open Communication

Saying what we mean and not being mean when we say it.

Emotional Intelligence

Managing our feelings so we do not hurt ourselves or others.

Democracy

Everyone has a voice, not necessarily a vote.

Social Responsibility

Together we accomplish more. We care for each other.

Social Learning

Respecting and sharing the ideas of our teams.

Notes:

COMMUNITY MEETINGS

A simple but powerful check-in tool used at the beginning of meetings.

Community Meetings are one of the foundational tools of Sanctuary.

- Community Meetings can be used by everyone and anyone at Shodair — staff and patients alike. Everyone is expected to participate!

Each person asks (and is asked)...

#1 How are you feeling?

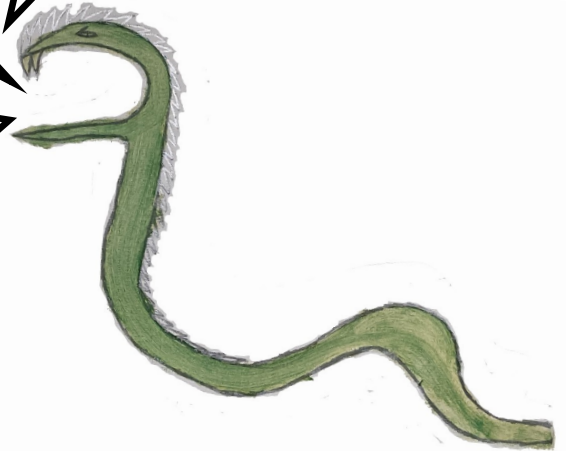
Checks the temperature of the room.
Encourages awareness of feelings.
Allows us to feel acknowledged and heard.

#2 What is your goal?

Focuses on the future.
Helps people understand what is important to you.

#3 Who can you ask for support?

Creates a safe space to be vulnerable.
Eliminates isolation and promotes trust.
Builds a sense of community.



Notes:

*Thank you for being part of the Shodair family,
for committing to Sanctuary and for making
Shodair a safe, healing space to work and to
receive care. We appreciate you!*



The Sanctuary Core Team

Notes: