



4 Elements of a Trauma Informed System of Care

Realize the Prevalence of Trauma Experiences

- 60% of general population
- 90% of public health population

Respond to Trauma

- Ask about experience with trauma
- Appropriately respond to disclosure of trauma

Recognize the Effects

- Trauma impacts human development
- Trauma impacts humans' capacity to emotionally regulate

Avoid Re-

Traumatization

- Avoid re-traumatizing through company practices
- Provide safety and respect privacy

Assess for what has happened, not for what is wrong.

GOAL OF TREATMENT:

Make recovery from past trauma possible by providing environments and relationships where disclosure can occur and access to trauma specific services when the client/patient determines it is time.



What 5 values does a **trauma informed practice** reflect?

Physical and Emotional Safety

- Safe and welcoming environment
- Consistency and predictability
- Non-shaming, non-blaming, non-violent
- Privacy and confidentiality
- Clear explanations about what is happening and why
- Language used by staff describes clients/patients as humans first, not their illness or diagnosis
- Flexible scheduling

Collaboration

- Respect, Information, Connection, Hope
- Healing in the context of relationship
- Shared power and decision making-'with', not 'to' or 'for'
- Our clients/patients are the ultimate authority on themselves

Trustworthiness

- Trust is earned and demonstrated over time
- Consistency and transparency in processes and practices
- Maintain appropriate professional boundaries
- Staff are accessible and follow through on agreements
- Roles are clear for staff and clients/patients
- Clear consent is obtained prior to services

Choice

- Maximize conscious choice and decision-making
- Increase individual control and autonomy
- Increase clients/patients' belief they have choices
- Client/patient has choice over how contact will occur
- Policies and procedures support client/patient choice

Empowerment

- Clients/patients choose when they will address what happened to them
- Validation of clients'/patients' abilities and resilience
- Understanding past adaptations and coping mechanisms
- Skill building in and enhancement of emotional regulation
- Staff responses that affirm clients/patients are survivors, not victims

Source: Australian National Practice Standards for the Mental Health Workforce, http://www.mhpod.gov.au/assets/sample_topics/combined/Trauma_and_Mental_Health/objective2/index.html



OUR INTEGRATED CARE NETWORK

Olive Avenue Integrated Care

6153 W. Olive Ave., Glendale, AZ 85302
Contact: Ray Young
602-389-3563

Monday-Thursday 8 a.m. - 8 p.m.
Friday-Saturday 8 a.m. - 5 p.m.
Primary Care: Tuesday-Friday 8 a.m. - 6 p.m.

Stapley Drive Integrated Care

1111 S. Stapley Drive, Mesa, AZ 85204
Contact: Michael Zimmerman
602-685-6121

Monday-Thursday 8 a.m. - 8 p.m.
Friday-Saturday 8 a.m. - 5 p.m.
Primary Care: Tuesday-Thursday 7:30 a.m. - 5 p.m.

McDowell Road Integrated Care

4909 E. McDowell Road, Phoenix, AZ 85008
Contact: Marianne Watts
602-685-6074

Monday-Thursday 8 a.m. - 8 p.m.
Friday-Saturday 8 a.m. - 5 p.m.
Primary Care: Monday, Wednesday, Friday 7:30 a.m. - 6 p.m.

27th Avenue Integrated Care

3864 N. 27th Ave., Phoenix, AZ 85017
Contact: Tyler Bennett
602-389-3761

Monday-Thursday 8 a.m. - 8 p.m.
Friday-Saturday 8 a.m. - 5 p.m.

32nd Street Counseling

12835 N. 32nd St., Phoenix, AZ 85032
Contact: Kimberly McWilliams
602-389-3661

Monday-Friday
8 a.m. - 5 p.m.

Broadway Road Counseling

1232 E. Broadway Road, Ste. 120
Tempe, AZ 85282
Contact: Jacqueline Zengler
602-952-3448

Monday-Thursday 8 a.m. - 8 p.m. Friday 8 a.m. - 5 p.m.

Campbell Ave Counseling

3385 N. Campbell Ave., Tucson, AZ 85719
Contact: Michelle Nelson
520-312-9666

Monday-Friday 8 a.m. - 5 p.m. Saturday 9 a.m. - 2 p.m.



For more information, visit us online terroshealth.org/clergy