



PATHWAYS TO PROSPERITY

*TRAUMA AND VIOLENCE  
INFORMED CARE*

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A Response to Yazidi Resettlement



# Outcomes for Today

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- Understanding Trauma & Yazidi Clients
- Understanding Care Workers Needs
- Building a TVIC Based Organization



WORDS TO REMEMBER

*Don't ever take a fence down  
until you know why  
it was put up.*

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Robert Frost



# Trauma & Yazidi Newcomers

## WHAT YOU NEED TO KNOW

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Collective/cultural/trans-generational trauma - persecution, genocide

Family trauma -forced separations, missing family

Individual trauma - physical, mental, emotional

Gender-based trauma

Complex PTSD

# Post-Migration Trauma - Specific



## Men

Role of protector, provider disrupted  
Loss of status



## Women

Many single headed households and single women  
Parenting challenges  
Own trauma  
Life Skills



## Children

Child Soldiers  
Parentification  
Difficulties with emotional regulation  
Attachment issues

# *Post-Migration Trauma - General*

**Language challenges** -Interpreters limited, complex medical & mental health content, delay in accessing classes (trauma, childcare, life skills, etc.)

**Housing challenges** - Availability, large families, location, health delays

Family challenges - family members missing, desire to acquire funds for those in captivity, reunification issues

Ongoing trauma

Life Skills challenges - Transportation, waitlists, access to resources



# What is trauma?

Trauma is the lasting emotional response that often results from living through a distressing event.

Experiencing a traumatic event can harm a person's sense of safety, sense of self, and ability to regulate emotions and navigate relationships.

# Complex PTSD

PTSD characterized by a history of severe, long-term trauma.

A more severe form of PTSD with overlapping symptoms

<https://trauma-recovery.ca/impact-effects-of-trauma/ptsd/>

*Dawod's Story*

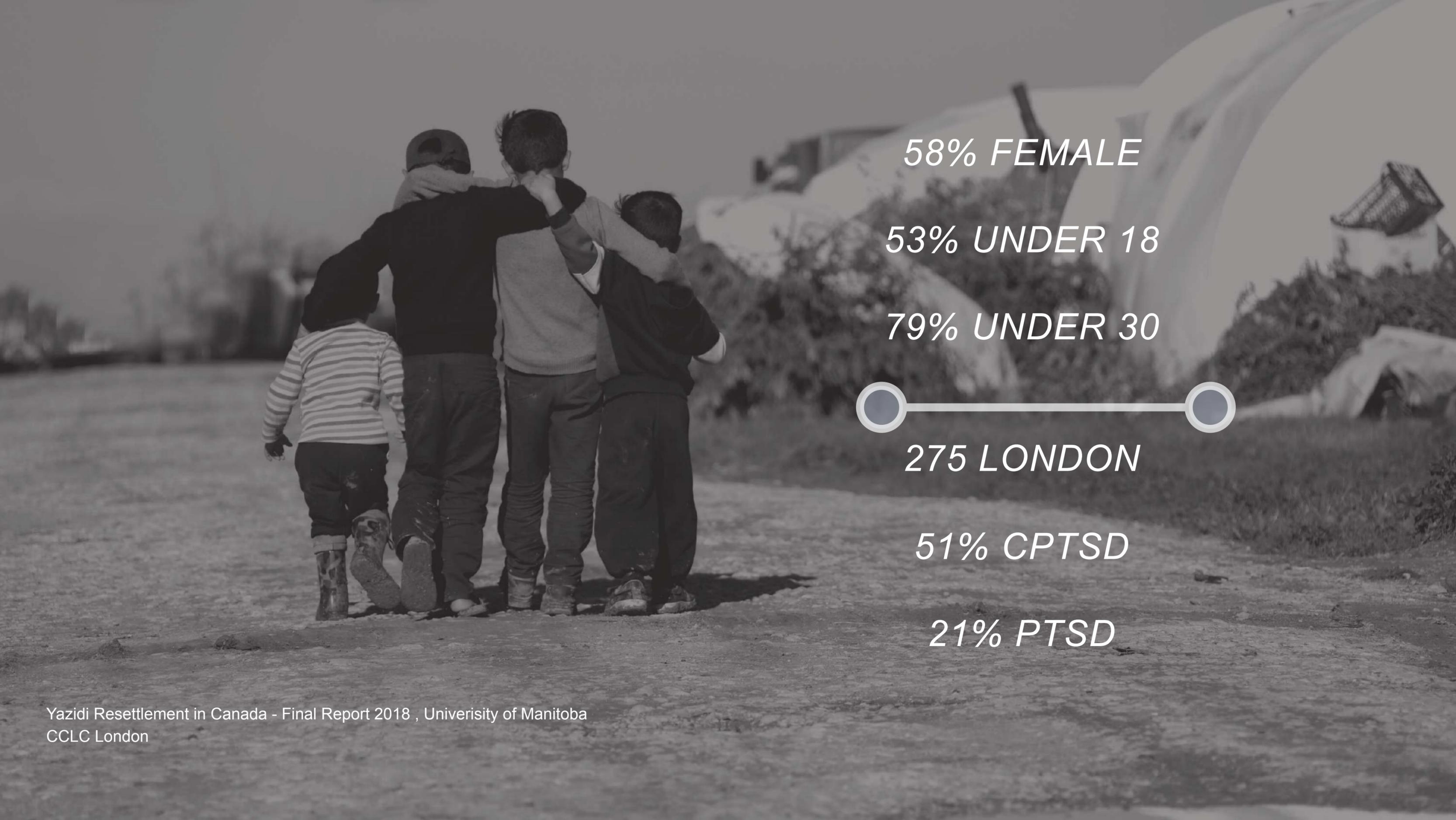


# CCLC Newcomer Clinic

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- Saw 360 patients since 2017
- Fainting/seizures
- Headaches/hair loss
- Sadness/nightmares
- Abdominal/gynecological complaints
  
- PTSD/Dissociative/Complex PTSD
- Depression/Adjustment Disorder
- Panic Attacks



*58% FEMALE*

*53% UNDER 18*

*79% UNDER 30*



*275 LONDON*

*51% CPTSD*

*21% PTSD*

# What is TVIC?

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Providing services in a manner that is welcoming and appropriate to the special needs of trauma survivors

Preventing harm by creating a safe environment

Using "universal precautions" - limiting disclosure of history of trauma/violence

Being accountable as an organization and individual service provider





## TRAUMA INFORMED

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Providing services while understanding the impact of trauma and creating an environment that promotes emotional and physical safety

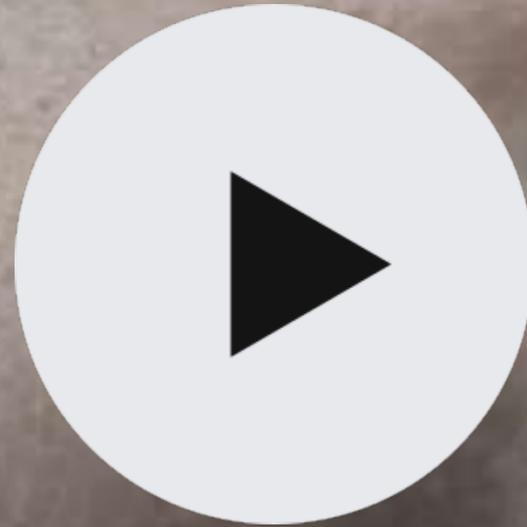


## TRAUMA SPECIFIC

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Delivered by practitioner who have extensive knowledge and skills in all stages of trauma treatment. Focuses on the trauma and recovery.

*Effects of Trauma*



Dr. Javeed Sukera Explains

2:30

# How Does Trauma Present

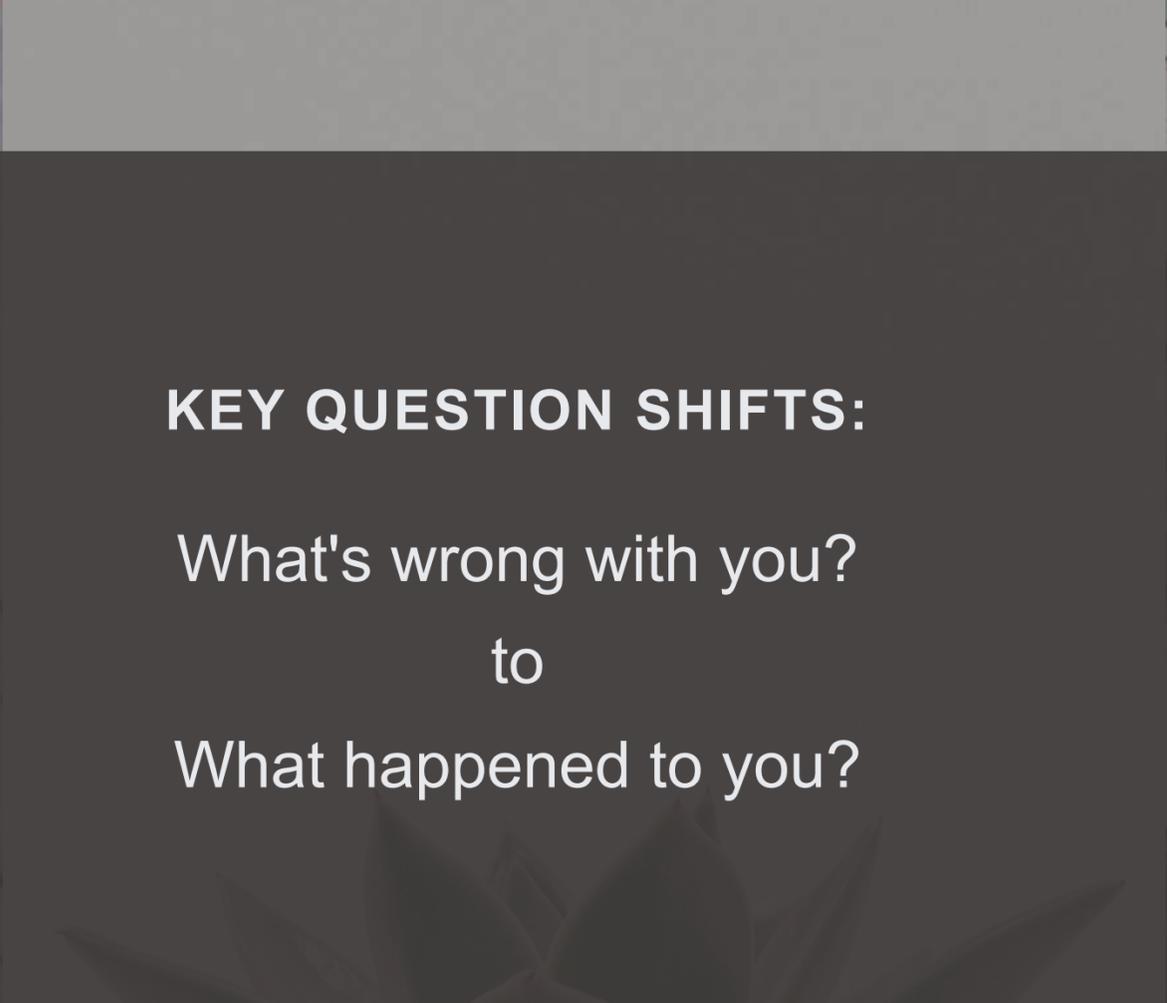
<b><i>Fear of Abandonment</i></b>	Clingy Frequent Contact Attaching to you Will only work with you
<b><i>Loss of Trust</i></b>	Questions processes Questions motivation or commitment Questions safety Feelings of impending doom Expecting the worst
<b><i>Fear of Authority</i></b>	Passivity Agreeing to everything Not asking questions
<b><i>Desire for Control</i></b>	Aggressiveness Yelling/Demanding
<b><i>Feeling Disempowered</i></b>	Lacking confidence/unsure
<b><i>Impaired Sleep</i></b>	Missed or late appointments
<b><i>Increased Irritability</i></b>	Curt answers Low patience Easy frustration
<b><i>Delayed Development</i></b>	Inability to make decisions
<b><i>Feelings of Numbness/Detachment</i></b>	Looking off in distance Not paying attention Disinterested

**KEY QUESTION SHIFTS:**

What's wrong with you?

to

What happened to you?



# *How Care Providers Respond*



## **ACKNOWLEDGEMENT**

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Recognizing the thoughts and feels of the client  
Reponding to client through a TVIC lens  
Understanding how trauma presents



## **CHOICE, CONTROL & COLLABORATION**

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Empowering clients in making their own informed decisions based on reliable, factual information



## **SAFETY & TRUST**

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Providing a safe space where the service provider (organization and individual) are viewed with trust



## **FOCUS ON STRENGTHS**

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Shifting focus from challenges to strengths and opportunies

# *Trauma Informed Qualities*



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- Empathy
  - Self Awareness
  - Ability to talk openly
  - Flexibility
  - Comfort with the unknown
  - Willingness to learn from experience
  - Willingness to step into another world
  - Ability to regulate own emotions
  - Ability to walk the journey as equals with respect and dignity
  - Good listening skills
  - Willingness to debrief

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# CASE STUDY

What would you do?

What elements benefit from a TVIC approach?

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# CASE STUDY

Nori recently arrived in London as a Yazidi refugee.

She is a single mom with 5 kids. Nori has family that is still in Northern Iraq.

It's a rainy Tuesday and she has taken two buses to get to your office for her appointment at the Refugee Health Clinic. Nori hasn't been able to sleep, is having constant headaches and ongoing depressive episodes. She also has her 3-year-old daughter with her who is sick.

She's 45 minutes late because she couldn't remember the bus routes. She arrives exhausted, anxious and stressed.

She walks up to the reception desk, Nori has limited English so it's hard for her to explain what she needs and why she's late.

# Caring for the Service Provider

## RISKS TO STAFF

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### Vicarious Trauma

Secondary trauma resulting from hearing the stories of clients that results in altering our worldview

### Compassion Fatigue/Burnout

Chronic workplace stress that results in decreased caring, apathy, feelings of helplessness, exhaustion and distancing oneself from the role/client

### Triggering Own Trauma

Hearing stories that activate thoughts, emotions or physical responses linked to personal experiences

# Mitigating Risk to Staff

## Building Resiliency



### Individual

Initial and Ongoing Training  
Participation in TVIC Initiatives

EAP

Health Benefits - Psychologist/massage

Sick & Discretionary Days

Wellness Initiatives

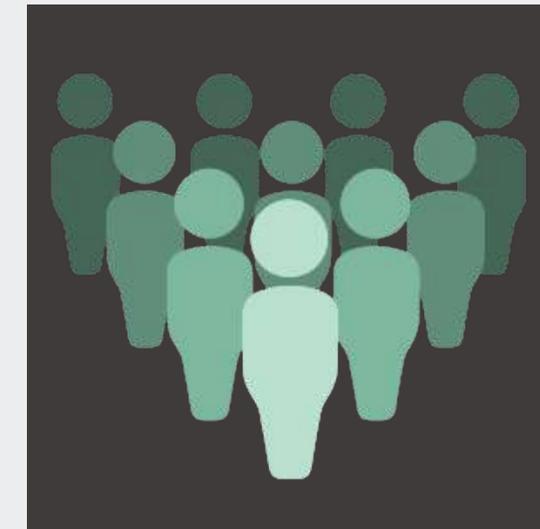


### Organization

Supportive Policies

Client Charter

Scheduling - time to debrief/have lunch/  
take breaks

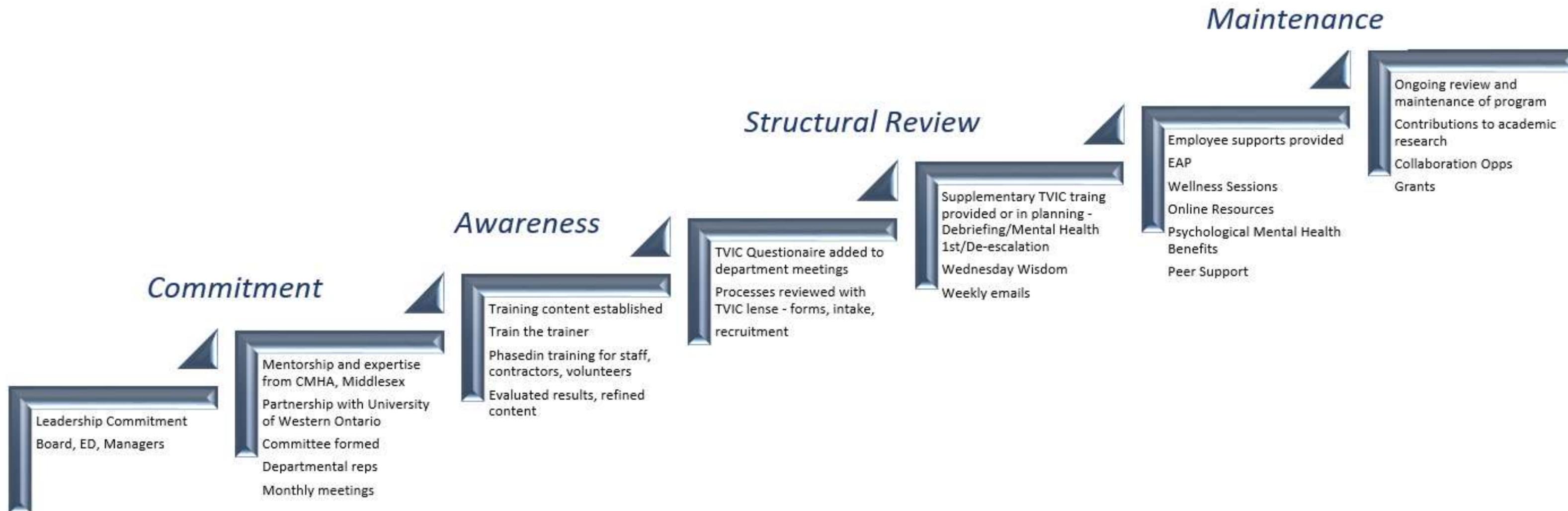


### Community

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# Becoming a TVIC Organization

## KEY STEPS TO IMPLEMENTATION



# TVIC Outcomes

Research informed tools for complex PTSD  
Demonstration of commitment to client and staff wellbeing  
More resilient organization

IRCC and societie's refugee resettlement goals met  
Demonstrates professional approach to settlement services

Meets needs of clients in services and programs  
Demonstrates values of compassion and empowerment



# Circle of Care



# *Implementation Challenges*

## Open Questions

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How do we address structural barriers?

How do we measure and evaluate progress?

How do we continually engage people?

How do we know we have become a TVIC organization? Have we achieved our goal?



# Success Factors

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- Tailoring approach to sectors and populations
- Training everyone
- Having structure to committee and processes
- Finding ways to keep TVIC “alive” in practice (debriefing)
- Evaluating activities and making adjustments
- Having leadership support and department champions
- Learning from the broader community, experts and researchers
- Understanding change takes time
- Celebrating success!



# Acknowledgements



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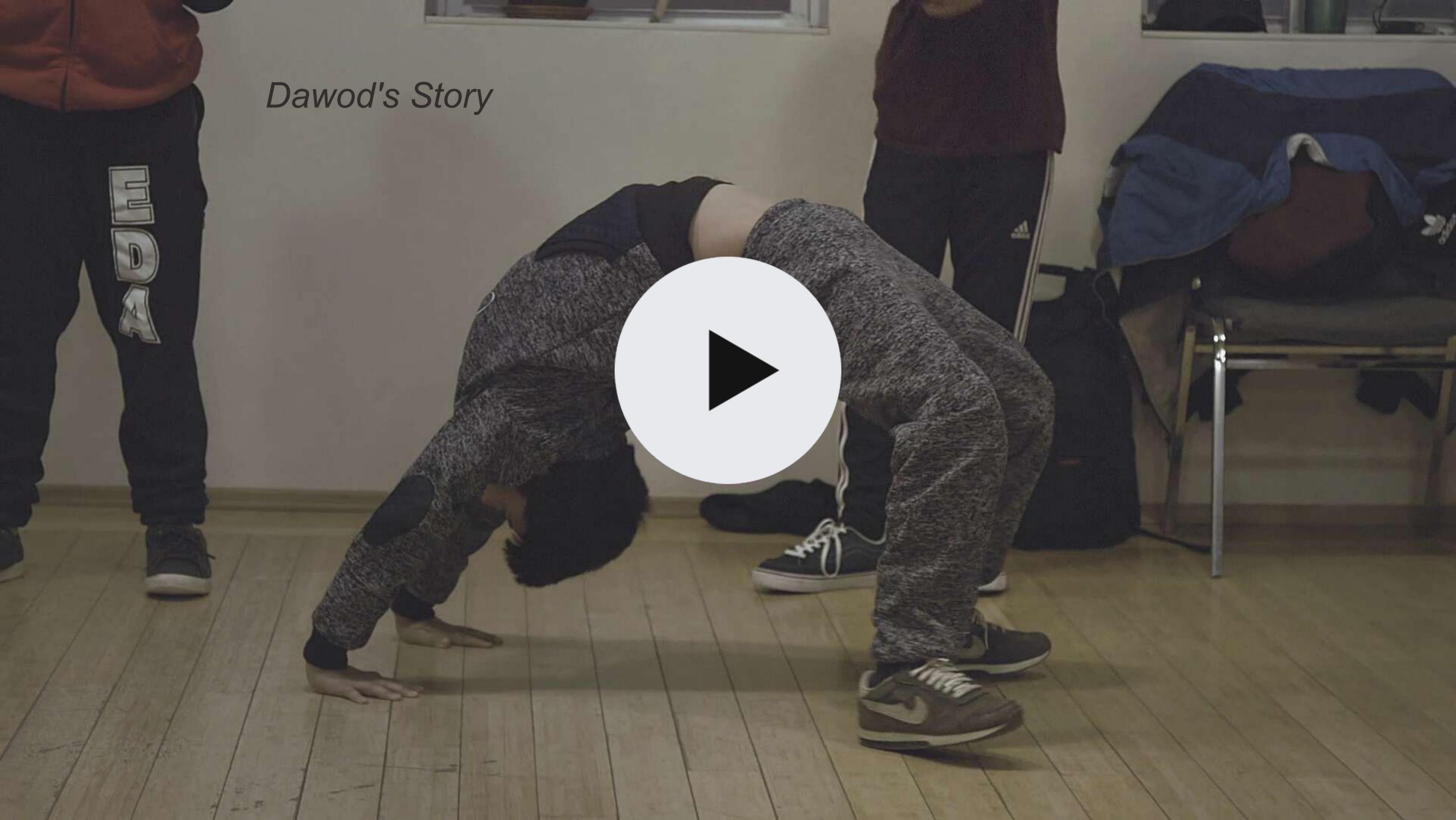
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School of Nursing

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*Dawod's Story*



Thanks!

Questions?

