



PATHWAYS TO PROSPERITY

*TRAUMA AND VIOLENCE
INFORMED CARE*

A Response to Yazidi Resettlement



Outcomes for Today

- 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.*

Robert Frost



Trauma & Yazidi Newcomers

WHAT YOU NEED TO KNOW

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



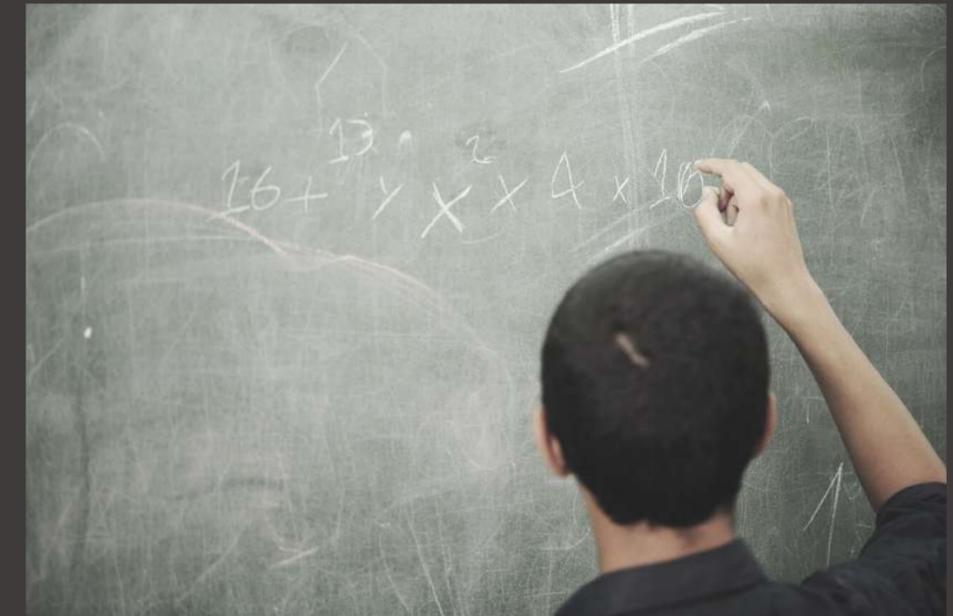
Men

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

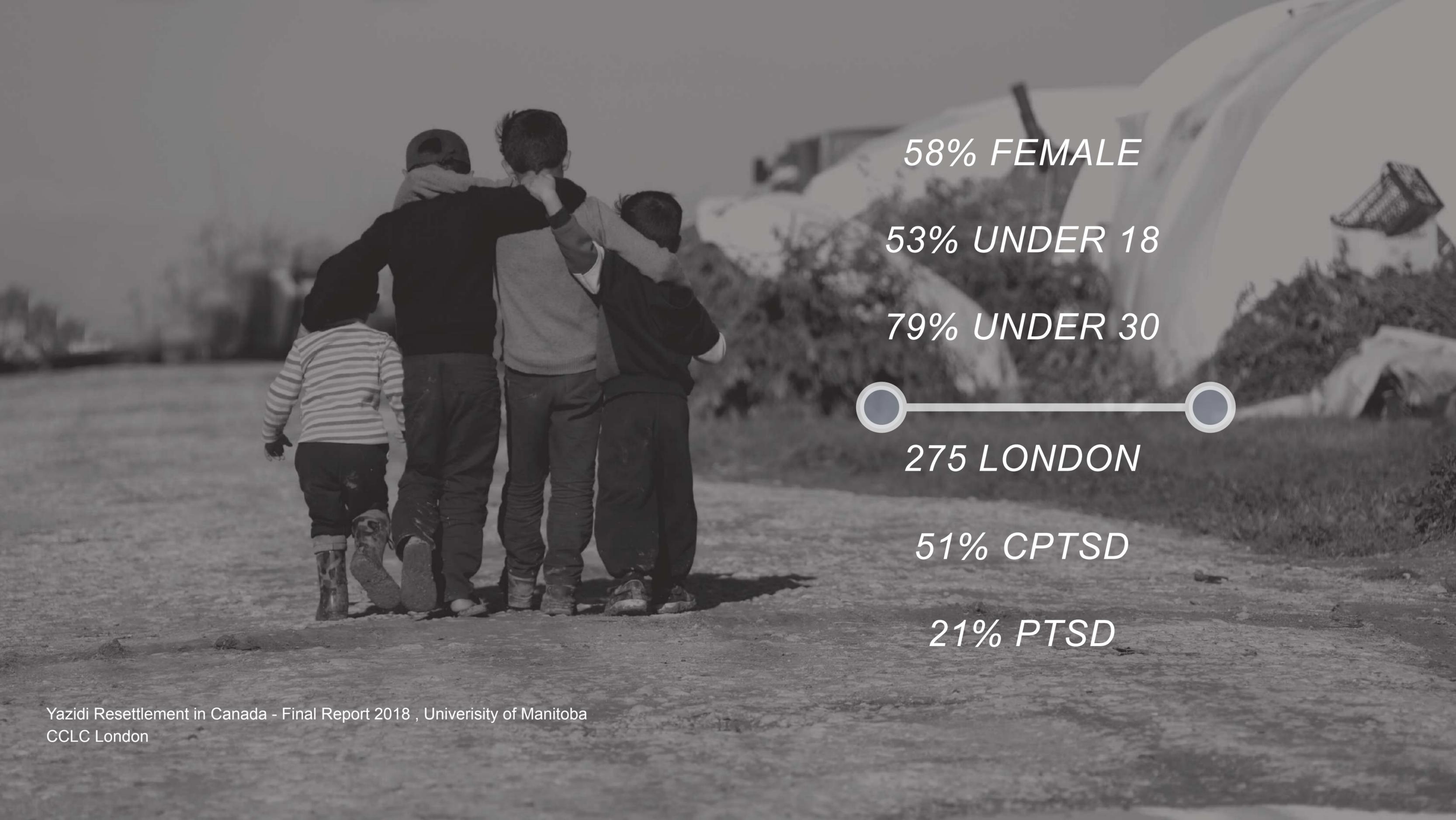


CCLC Newcomer Clinic



- 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?

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

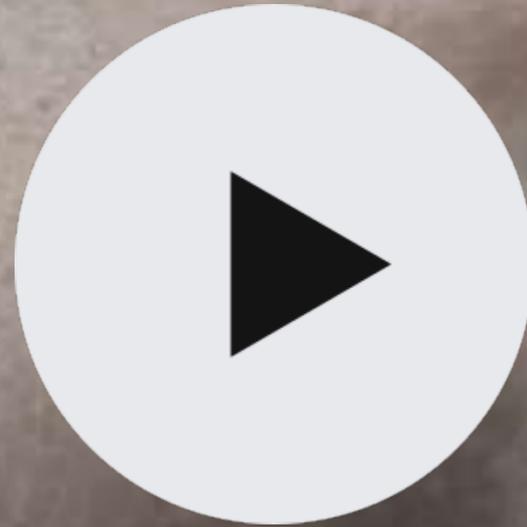
Providing services while understanding the impact of trauma and creating an environment that promotes emotional and physical safety



TRAUMA SPECIFIC

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

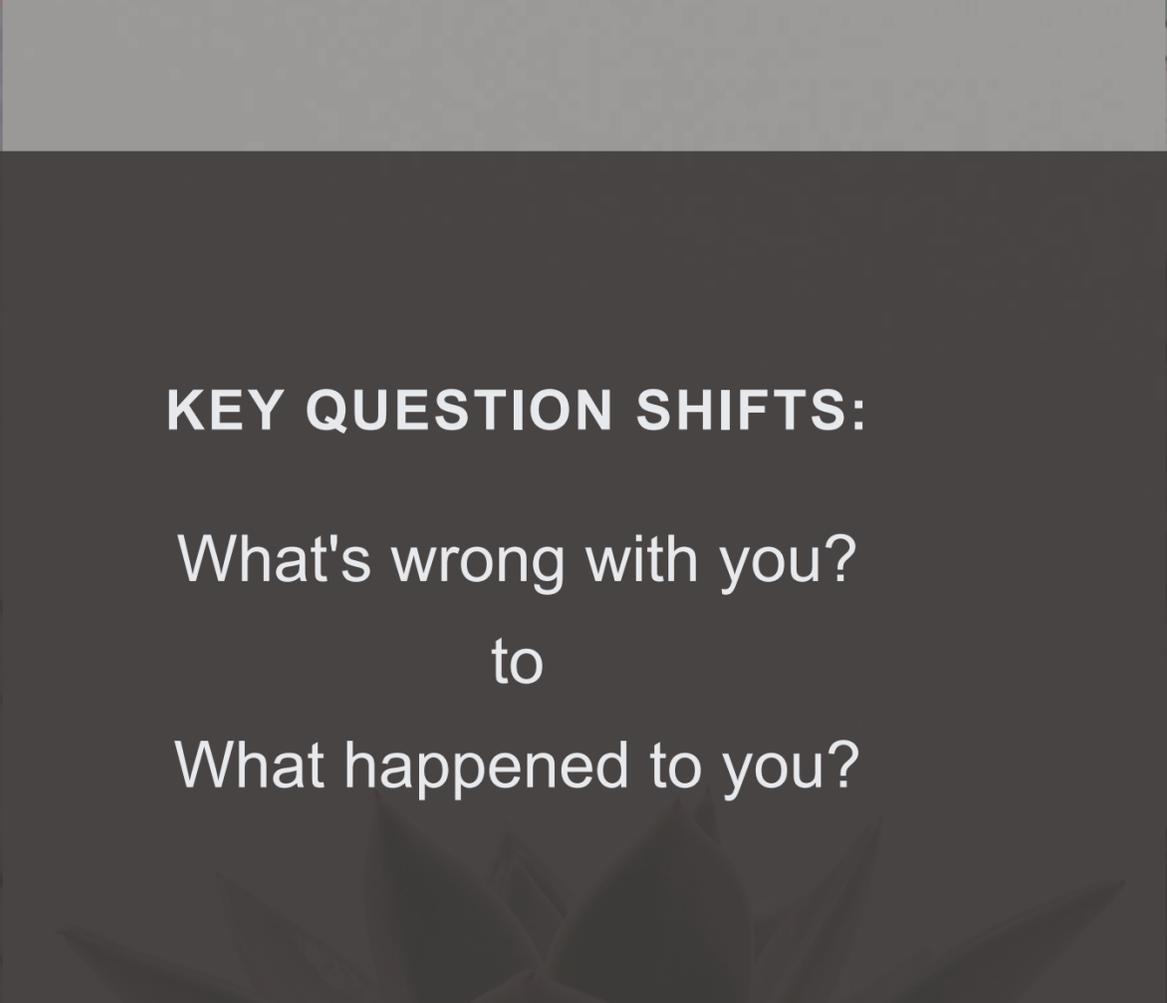
<i>Fear of Abandonment</i>	Clingy Frequent Contact Attaching to you Will only work with you
<i>Loss of Trust</i>	Questions processes Questions motivation or commitment Questions safety Feelings of impending doom Expecting the worst
<i>Fear of Authority</i>	Passivity Agreeing to everything Not asking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

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



CHOICE, CONTROL & COLLABORATION

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



SAFETY & TRUST

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



FOCUS ON STRENGTHS

Shifting focus from challenges to strengths and opportunies

Trauma Informed Qualities



-
- 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

CASE STUDY

What would you do?

What elements benefit from a TVIC approach?

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

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

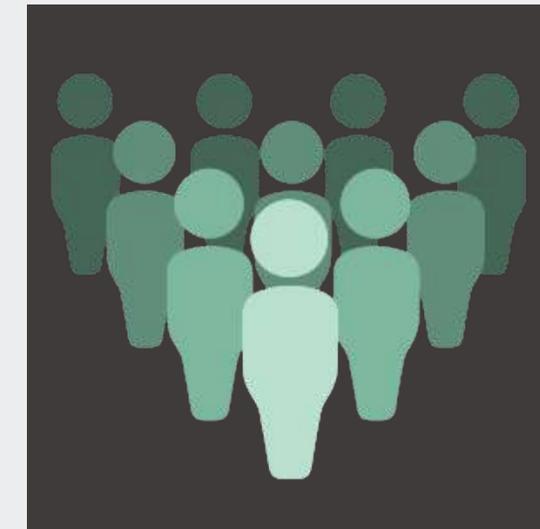
Health Benefits - Psychologist/massage
Sick & Discretionary Days
Wellness Initiatives



Organization

Supportive Policies
Client Charter

Scheduling - time to debrief/have lunch/
take breaks

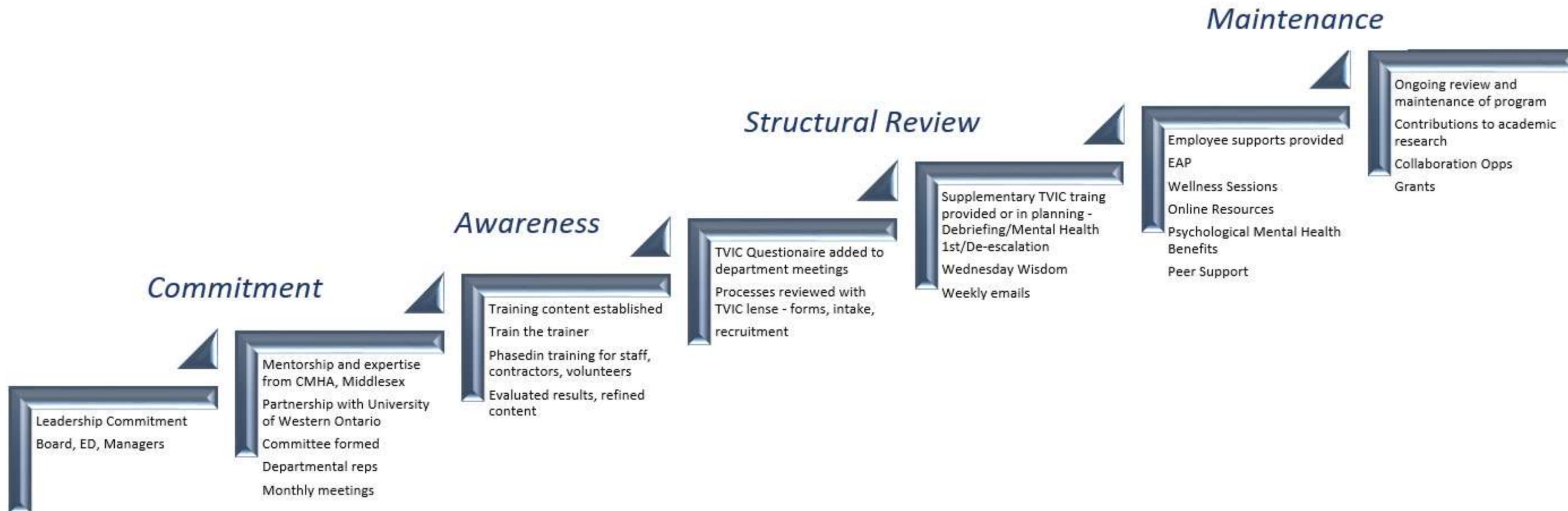


Community

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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

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

- 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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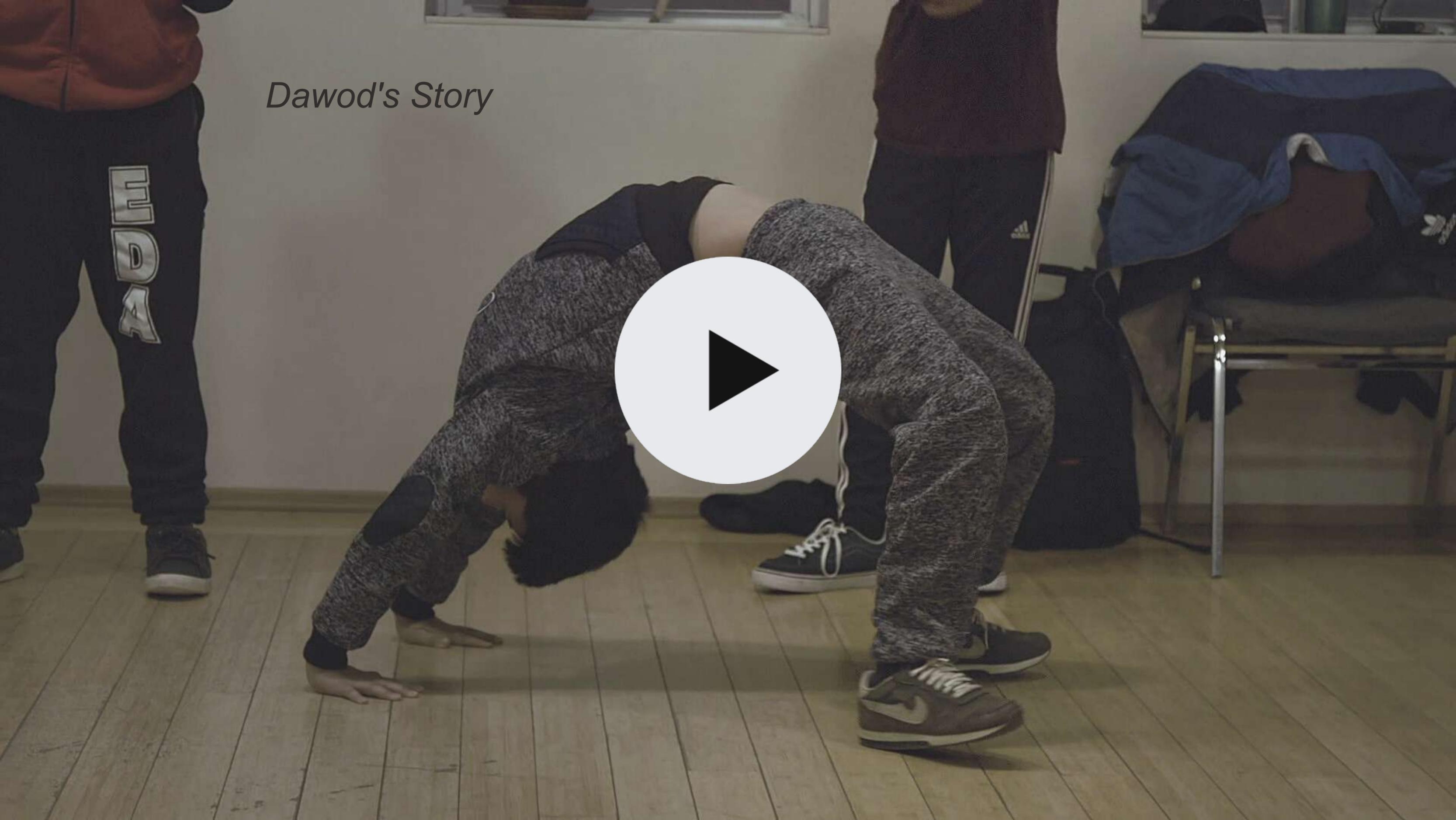
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Dawod's Story



Thanks!

Questions?

