



JEWISH  
FAMILY SERVICE  
OF GREATER NEW HAVEN

(203) 389-5599  
1440 Whalley Avenue New Haven, CT 06515

# TRAUMA INFORMED WORKPLACES (TIW)

---

JFS CEO ALISSA WURTZEL, LCSW WITH SUPPORT FROM  
• DIRECTOR OF AGING ADULT SERVICES ELANIT LINDER, LMSW &  
CARE NAVIGATOR SHATEKA KNIGHT, LPN

# STORY TIME

Why Jewish Family  
Service necessitated at  
TIW ...

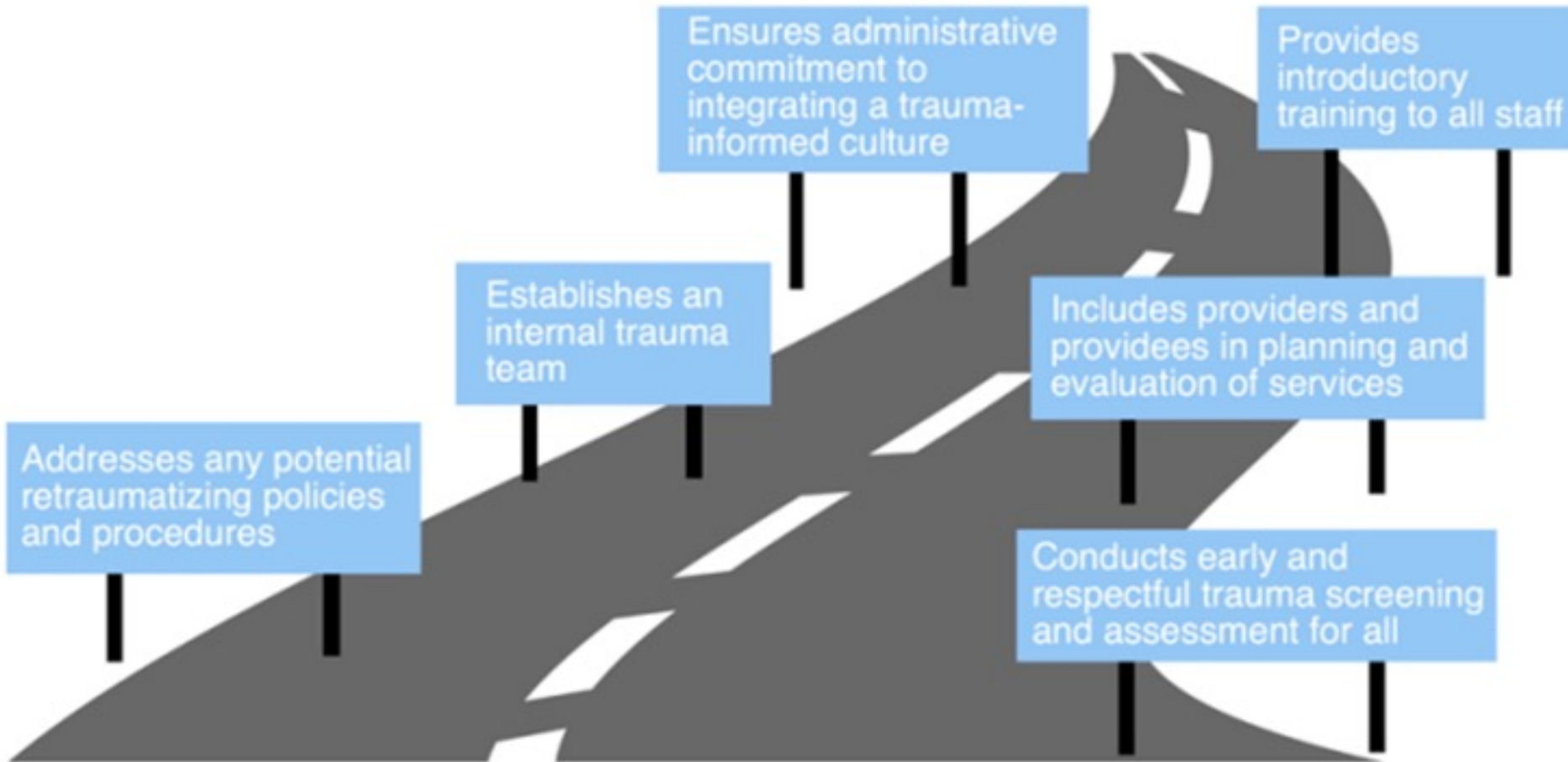
and why all of our  
organizations do...



# The Road to Trauma-Informed Care (TIC)

*Trauma-Informed Care calls for a change in organizational culture, where an emphasis is placed on understanding, respecting and appropriately responding to the effects trauma at all levels.*

(Bloom, 2010)



(Fallot & Harris, 2001)

## 6 GUIDING PRINCIPLES TO A TRAUMA-INFORMED APPROACH

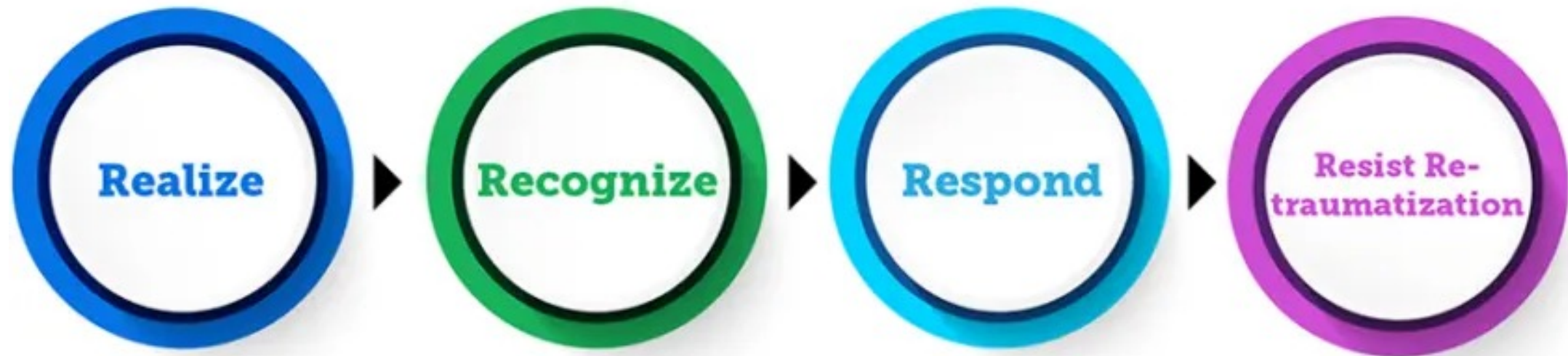
The CDC's [Center for Preparedness and Response \(CPR\)](#), in collaboration with SAMHSA's [National Center for Trauma-Informed Care \(NCTIC\)](#), developed and led a new training for CPR employees about the role of trauma-informed care during public health emergencies. The training aimed to increase responder awareness of the impact that trauma can have in the communities where they work.

Participants learned SAMHSA'S six principles that guide a trauma-informed approach, including:



Adopting a trauma-informed approach is not accomplished through any single particular technique or checklist. It requires constant attention, caring awareness, sensitivity, and possibly a cultural change at an organizational level. On-going internal organizational assessment and quality improvement, as well as engagement with community stakeholders, will help to imbed this approach which can be augmented with organizational development and practice improvement. The training provided by [CPR](#) and [NCTIC](#) was the first step for CDC to view emergency preparedness and response through a trauma-informed lens.

# The Four Rs of Trauma-Informed Care



**Realize** the widespread impact of trauma and understand potential paths for recovery

**Recognize** the signs and symptoms of trauma in clients, families, staff, and others involved with the system

**Respond** by fully integrating knowledge about trauma into policies, procedures, and practices

**Resist** re-traumatization of children, as well as the adults who care for them

This figure is adapted from: Substance Abuse and Mental Health Services Administration. (2014). SAMHSA's concept of trauma and Guidance for a trauma-informed approach. HHS publication no. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration.

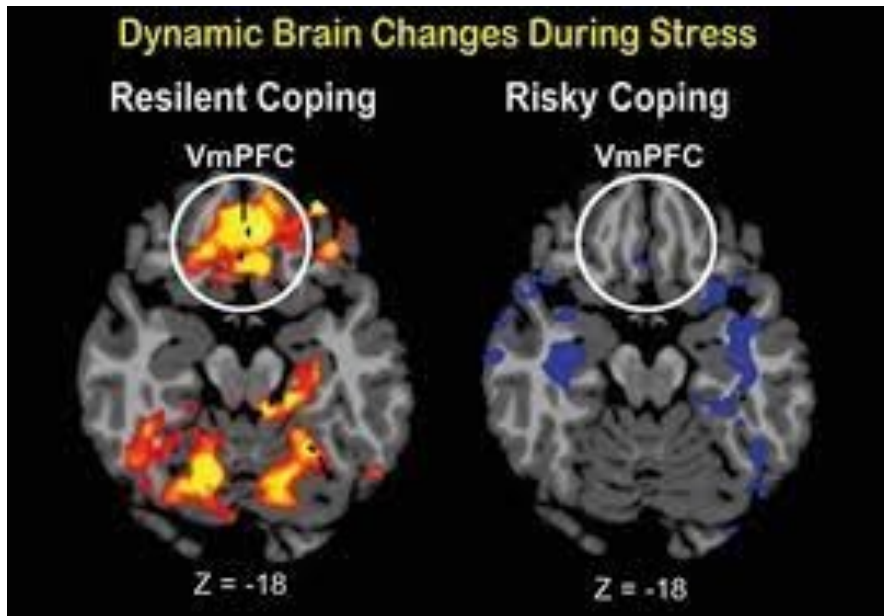


# TRIGGERS & GLIMMERS

STEPS TO GET TO LAUGHTER

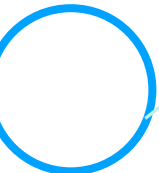
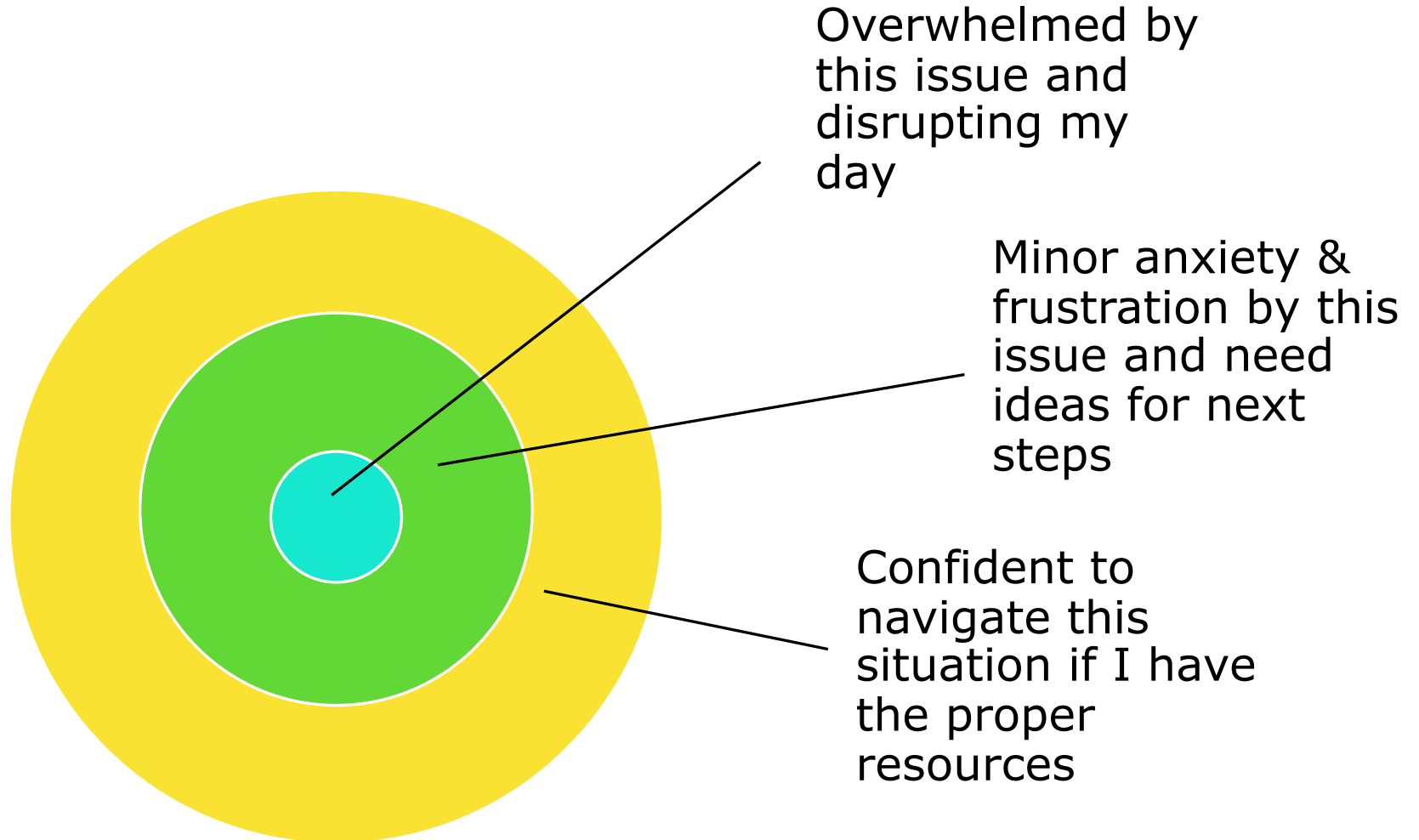
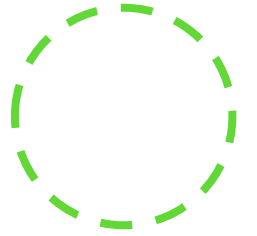
# THE MIND AND BODY ARE NOT SEPARATE

Beliefs wire our brains  
for behavior speeds



Our biology adapts to the  
**OUTCOMES** of our behaviors

# HOW URGENT DOES THIS SITUATION FEEL?



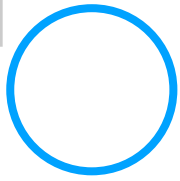





# “TRAUMA GLASSES” OFF OR ON



Trauma Glasses <b>Off</b>	Trauma Glasses <b>On</b>
Manipulative	Getting needs met in ways that have worked in the past; doing whatever is necessary to survive
Lazy / unmotivated	Feeling disconnected, alone, or unheard by other; looking for connection; depressed, fearful, overwhelmed, or “frozen”
Resistant	Mistrustful of others due to history of being hurt by others; scared to make progress and then lose everything
Disrespectful	Feeling threatened, unsafe, out of control
Attention-seeking	Overwhelmed; lacking the skills to make decisions about what to do first or to organize



## EMPLOYEE CONFLICT RESOLUTION FORM

This form is to serve as an optional way to allow employees to help resolve conflicts that do not rise to the level of discrimination, sexual harassment, or contract grievances. Those types of complaints have specific procedures, mandated by law, and follow a separate procedure.

Date:

Name/Position:

Staff to be at Meeting:

Facilitator's brief summary of conflict for discussion:

Is this meeting about a single event, reoccurring situation, or quality of relationship?

Please outline the concern(s), which resulted in your decision to initiate this process. Specific examples / dates detailing your concern(s) are encouraged. Ensure to include the impact it has on the work environment for you.

How urgent does this situation feel? (check one)

- Overwhelmed
- Minor anxiety and frustration by this issue and need ideas for next steps?
- Confident to navigate this issue if I have the proper resources?

Using the Types of Communication Chart, do you and the other person have similar or different styles? Depending on your answer, what impact do your styles have on clear communication?

With your "trauma-informed glasses on", what do you notice about both parties reactions?

What specific steps, check-in's, and behaviors will support meaningful and respectful communication from this point on?



WHO NEEDS A HUG?

Humans thrive on physical connection, and hugging is one of the most powerful ways to show physical support.



# WHAT IS THE BENEFIT OF HUGGING?

- Reduces Stress Levels
- Reduces Pain
- Improves Heart Health
- Boosts Self Esteem
- Improves Relationships

# TOUCH STARVATION/TOUCH DEPRIVATION

- Loneliness
- Depression
- Stress
- Alexithymia (trouble feeling emotions)
- Attachment issues
- Personality disorders
- Physical pain
- Poor sleep quality



# HOW TO IMPLEMENT HUGGING?

- Situational Awareness.
  - Be aware of policies.
  - Body Language.
  - Culture.
  - Current Events.
- Do not run counter to your instincts.
- Ask for permission in a neutral tone and body language—and be prepared to accept a "no" gracefully.
- Remember that relationships change.



IT'S OKAY IF YOU'RE  
NOT A HUGGER!

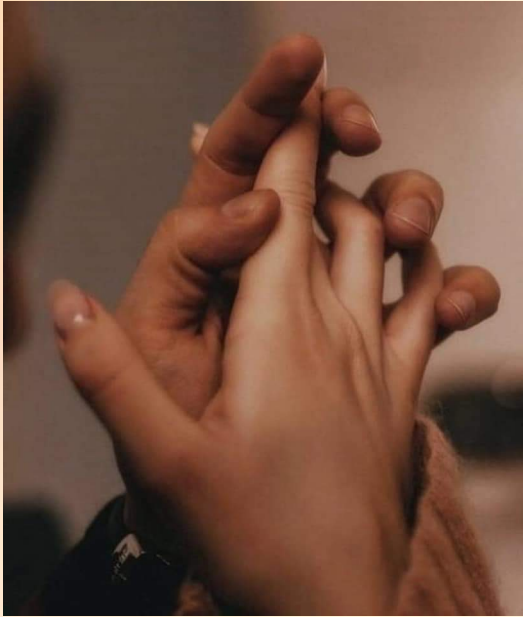
SELF  
HUG

WEIGHTED  
BLANKET

WORDS OF  
AFFIRMATION

HAND  
HUG

HAND  
SHAKES





# REFERENCES

- Dreisoerner, A., Junker, N. M., Schlotz, W., Heimrich, J., Bloemeke, S., Ditzen, B., & Van Dick, R. (2021). Self-soothing touch and being hugged reduce cortisol responses to stress: A randomized controlled trial on stress, physical touch, and social identity. *Comprehensive Psychoneuroendocrinology*, 8, 100091. <https://doi.org/10.1016/j.cpniec.2021.100091>.
- Skipic, Z. (2022, August 26). Why Hugging is Important for Your Health - Sheba Medical Center. *Sheba Medical Center*. <https://www.shebaonline.org/why-hugging-is-important-for-your-health/#:~:text=Studies%20show%20that%20hugs%20and,Hugging%20Improves%20Heart%20Health>.
- <https://www.advisory.com/daily-briefing/2018/01/08/hugging-patients#:~:text=Proponents%20of%20hugging%20patients%E2%80%94such,about%20someone%3F%22%20Hornstein%20said>.



# IDENTIFYING BIASES & STIGMAS



TRAUMA



MENTAL ILLNESS



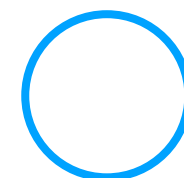
WORK ETHIC



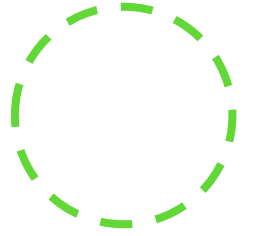
# SELF-RATING DISTRESS



A self rating allows YOU to compare it to your MOST distressing event YOU can imagine. Keeps OUR BODY as the measure, not a provider/ external time expectation for completion.

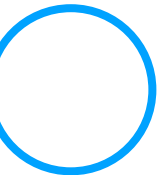


# MOMENT OF PERSONAL ACCOUNTABILITY

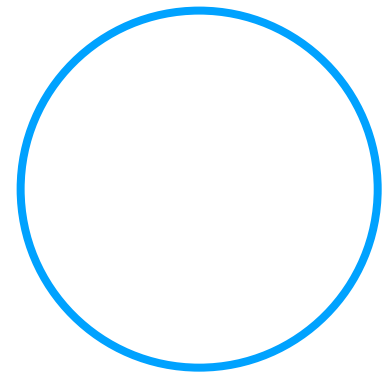
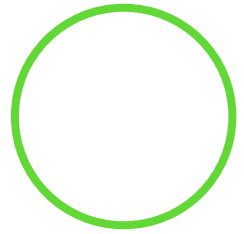
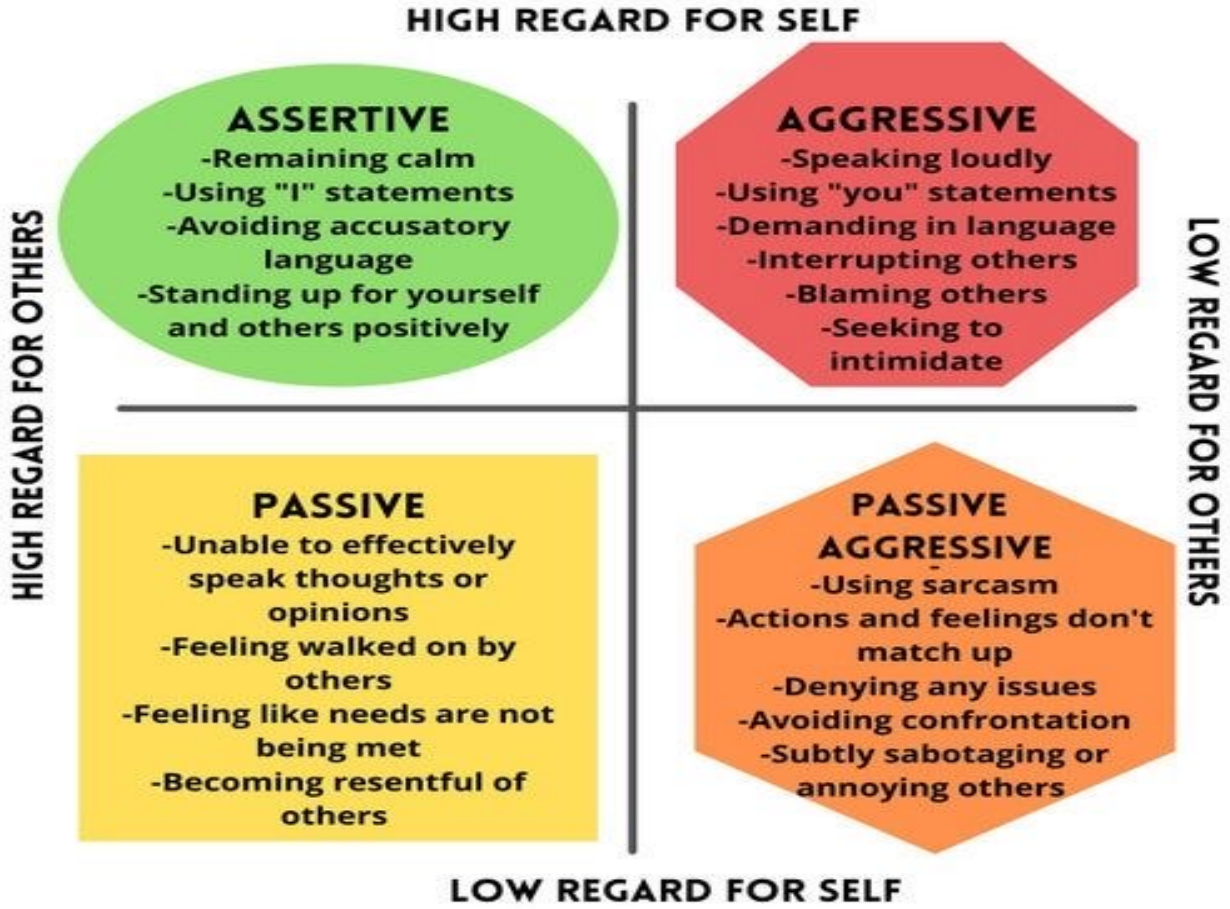


1. When someone asks you a question, do you answer them directly, or do you answer as “why” first?

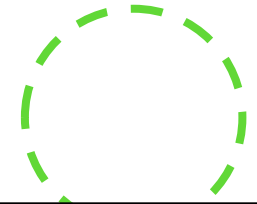
2. When you are frustrated with a work moment or project, do you “spread it” and tell others, or “contain it” and look for a solution or task completion strategy?



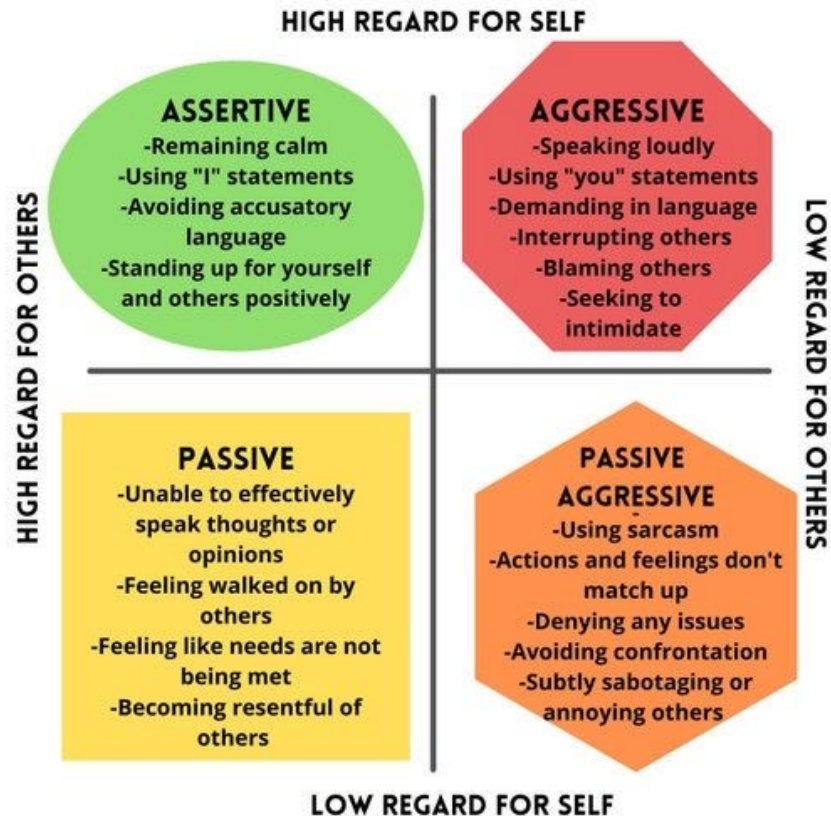
# HOW ARE YOU COMMUNICATING?



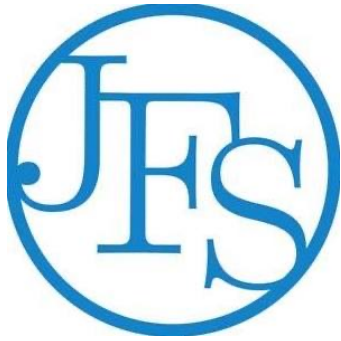
# COMPARE



## HOW ARE YOU COMMUNICATING?



Director	Expresser
<ul style="list-style-type: none"> <li>• Goal oriented</li> <li>• Tells it like it is</li> <li>• Makes decisions quickly</li> <li>• Always on the go</li> <li>• Speaks crisply</li> <li>• May be insensitive, intimidating</li> </ul>	<ul style="list-style-type: none"> <li>• People oriented</li> <li>• Animated, easily excited</li> <li>• Makes expressive gestures</li> <li>• Entertaining</li> <li>• Thinks out loud</li> <li>• Speaks rapidly</li> <li>• May be imprecise</li> </ul>
Thinker	Harmonizer
<ul style="list-style-type: none"> <li>• Task oriented</li> <li>• Makes lists</li> <li>• Does things "by the book"</li> <li>• Speaks deliberately</li> <li>• Believes there's a right way and a wrong way</li> <li>• May procrastinate</li> </ul>	<ul style="list-style-type: none"> <li>• Relationship oriented</li> <li>• Sensitive to others</li> <li>• Dedicated, loyal</li> <li>• Speaks softly</li> <li>• Avoids conflict</li> <li>• May over-commit</li> </ul>



# TRAUMA INFORMED PROGRAM



CONFLICT/RESOLUTION



6 GUIDING  
PRINCIPLES



BEHAVIORS  
TI GLASSES



# BIOENERGETICS, SOMATIC HEALING & A TIW



HOW YOU SHOW UP



SELF AWARENESS



COMMUNICATION





# ENERGY AND HEALING



MOVEMENT



FEELING



THINKING

# Should I do less?



CLIENTS AND TEAMMATES  
HOW ISSUES GET RESOLVED



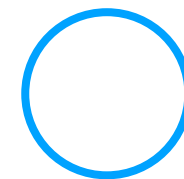
# MOVEMENT



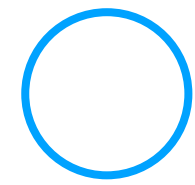
At work



At home



# SELF-DISCLOSURE, AN EXAMPLE





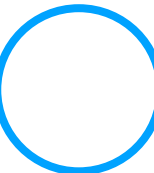
# LETS MOVE TOGETHER



Example from the audience



Breathing in Community





## IN COMMUNITY

How a TIW informs how we operate in the

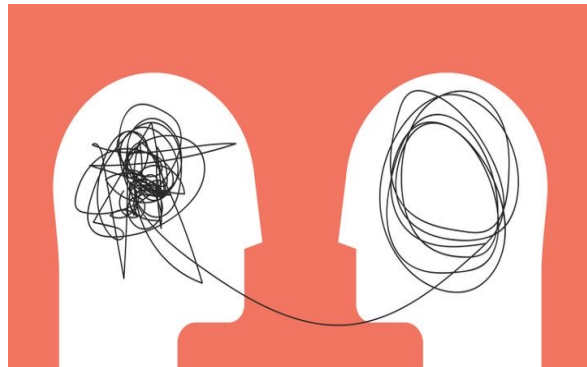
# Community



# Work Coping Skills are not “Therapy”

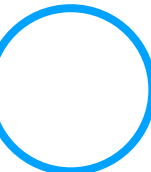
## OCCUPATIONAL PSYCHOLOGY:

- DESENSITIZES REPETITIVE WORK STRESSORS
- PRACTICED AND EDUCATED DURING WORK TIME
- CHANGES BELIEFS/BEHAVIORS WITHOUT TELLING “MY WHOLE STORY”
- CAN BE DONE ANYWHERE/TIME
- BUILDS COMMUNITY AND COMMON LANGUAGE
- PACE OF AGENCY  
NEED DRIVES  
READINESS FOR  
CHANGE



## THERAPY:

- PAID FOR AND AT SPECIFIC TIME
- OFFERS UNCONDITIONAL SUPPORT
- SAFE SPACE TO DISCLOSE TRAUMA DETAILS
- PACE OF INDIVIDUAL'S NEED DRIVES READINESS FOR CHANGE



# EFT TAKE HOME POINTS

1995- Current research proves effectiveness as well as debunks random tapping

Connects sides of brain to override fear

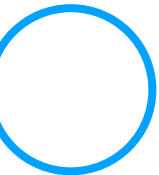
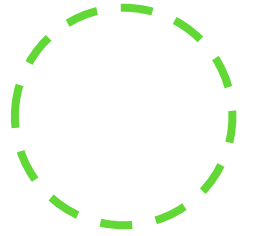
Acupressure points signals rest and digest

Repetition = lasting changes

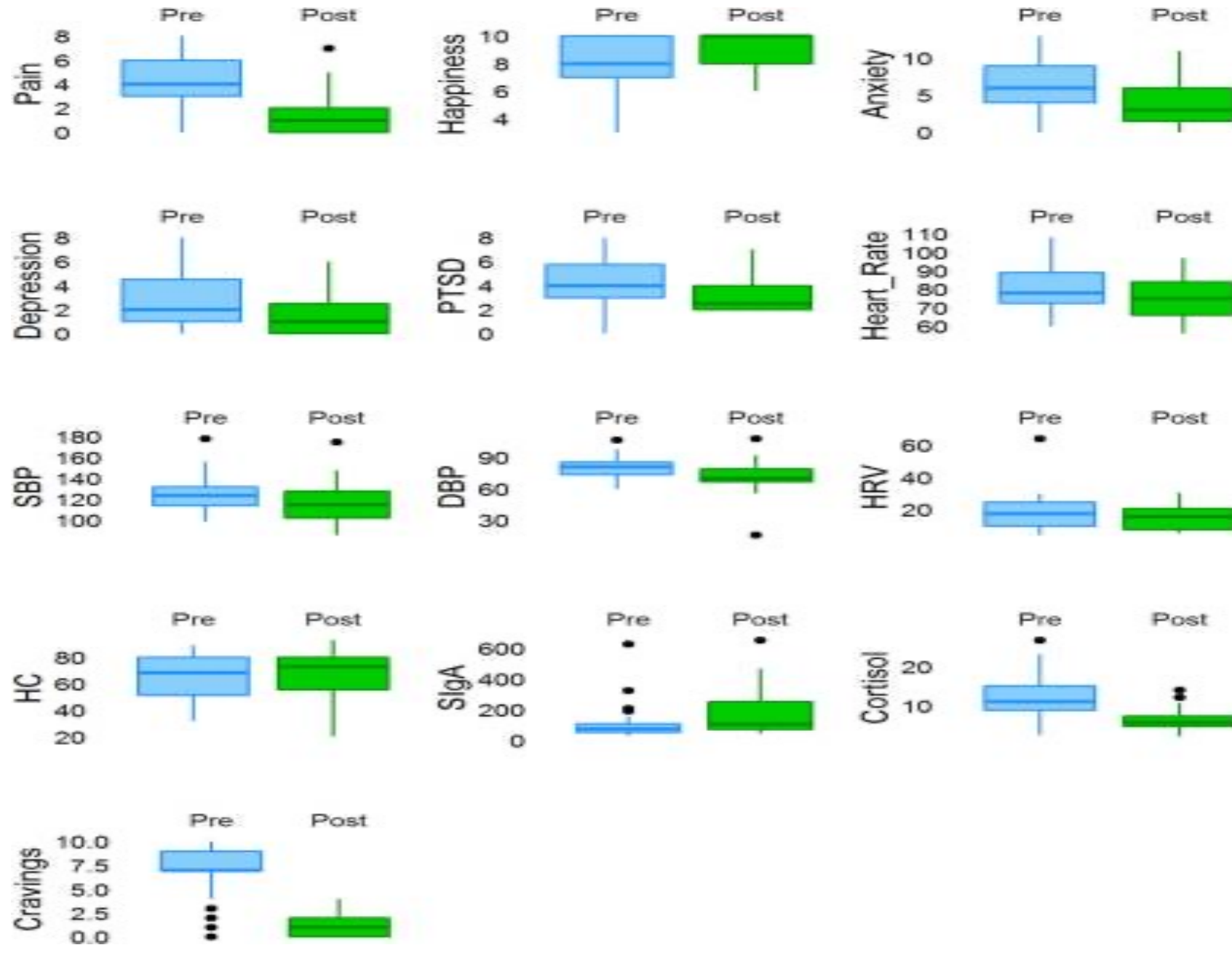
Dose with “healthy stimuli”

Don't skip any parts of the recipe

Free and available to all, at any time







# EFT™ TAPPING PROCEDURE (The Basic Recipe)

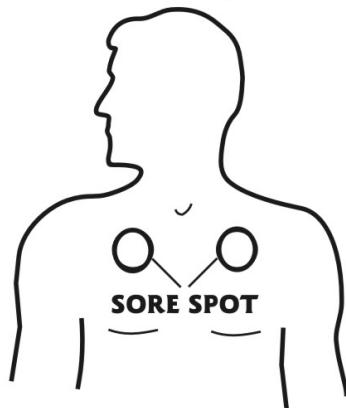
## #1...The Setup

1) Repeat 3X

Even though I have this  
\_\_\_\_\_ (problem) \_\_\_\_\_  
I deeply & completely accept myself.

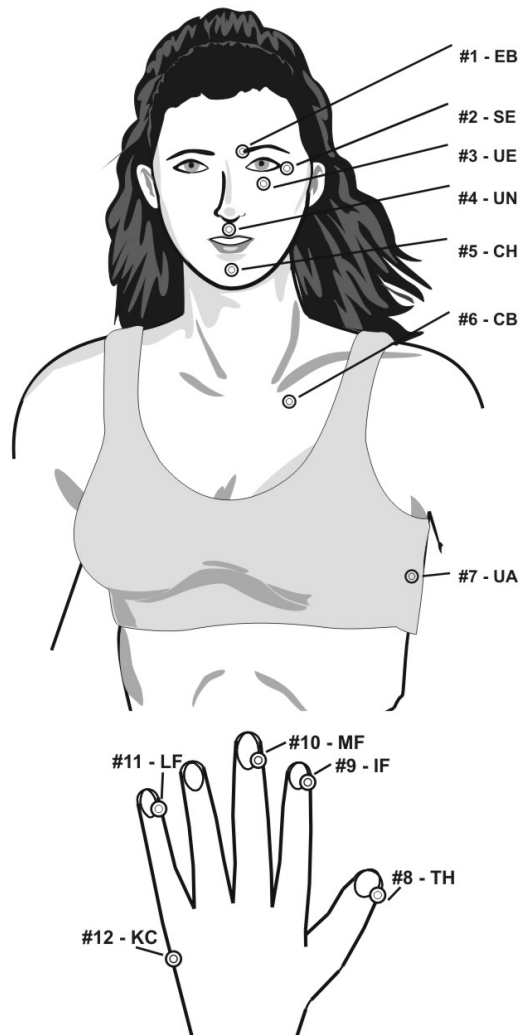
2) While continuously  
rubbing the “Sore Spot” or  
tapping the “Karate Chop” point.

### The Sore Spot/ Karate Chop Point

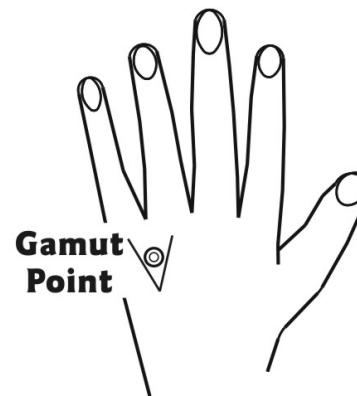


## #2...The Sequence

Tap about 5X on each point



## #3...The 9 Gamut



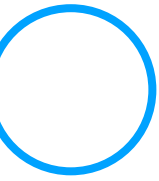
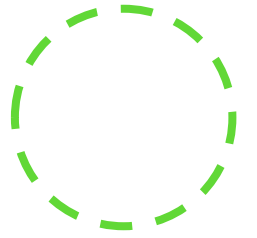
Perform 9 actions while tapping the  
GAMUT POINT continuously:

- 1) Eyes closed
- 2) Eyes open
- 3) Eyes hard down right (head steady)
- 4) Eyes hard down left (head steady)
- 5) Roll eyes in a circle
- 6) Roll eyes in opposite direction
- 7) Hum 5 seconds of song (Happy Birthday)
- 8) Count from 1 to 5
- 9) Hum 5 seconds of a song again.

## #4...Repeat (#2) The Sequence

NOTE: In subsequent rounds of tapping,  
change the setup language to “Even though I  
STILL have SOME OF this problem...” and use  
“REMAINING problem” as a reminder phrase.

# QUESTIONS





# CONTACT US



**CEO Alissa Wurtzel, LCSW**

awurtzel@jfsnh.org 203.389.5599 x104



**Elanit Linder, LMSW Director of Aging Adult Services**

elinder@jfsnh.org 203.389.5599 x113



**Shateka Knight, LPN Nurse Case Manager, Care Navigators**

sknight@jfsnh.org 203.389.5599 x115



**JEWISH  
FAMILY SERVICE**  
OF GREATER NEW HAVEN

**(203) 389-5599**

1440 Whalley Avenue New Haven, CT 06515

