

REBUILDING TOGETHER: CREATING SURVIVOR-LED CULTURES

Brought to you by:



Presented by:

**Keshet Starr
& Sheva Ganz**

October 26, 2022
3:00 - 4:30 pm

SOME THINGS BEFORE WE START

01.

This training discusses abuse and interpersonal violence.

If this impacts you personally, please take appropriate care.

02.

Feel free to type your questions in the chat box. We will do our best to address your questions at the Q & A at the end of the presentation.

03.

This session is interactive and will feature breakout rooms. We welcome your participation!

A LITTLE BIT ABOUT US

KESHET STARR

Keshet Starr, Esq, is the CEO of the Organization for the Resolution of Agunot (ORA)

SHEVA GANZ

Sheva Ganz, LMHC, is a licensed therapist, divorce and parenting coach and certified mediator.



QUESTIONS WE'LL COVER IN THIS SESSION

What is
survivor-led
advocacy?

What is
trauma?

What are the
impacts of
trauma?

What is
trauma-
informed
care?

How can
advocacy
organizations
become more
trauma-informed?

Why is self
care
important?

WHAT IS TRAUMA?

- What does "trauma" mean?
- What are the impacts of trauma?
- What is trauma-informed care?
- How to provide trauma-informed care



“ Trauma is a psychic wound that hardens you psychologically that then interferes with your ability to grow and develop. It pains you and now you're acting out of pain. It induces fear and now you're acting out of fear. Trauma is not what happens to you, it's what happens inside you as a result of what happened to you. ”

-Dr. Gabor Mate





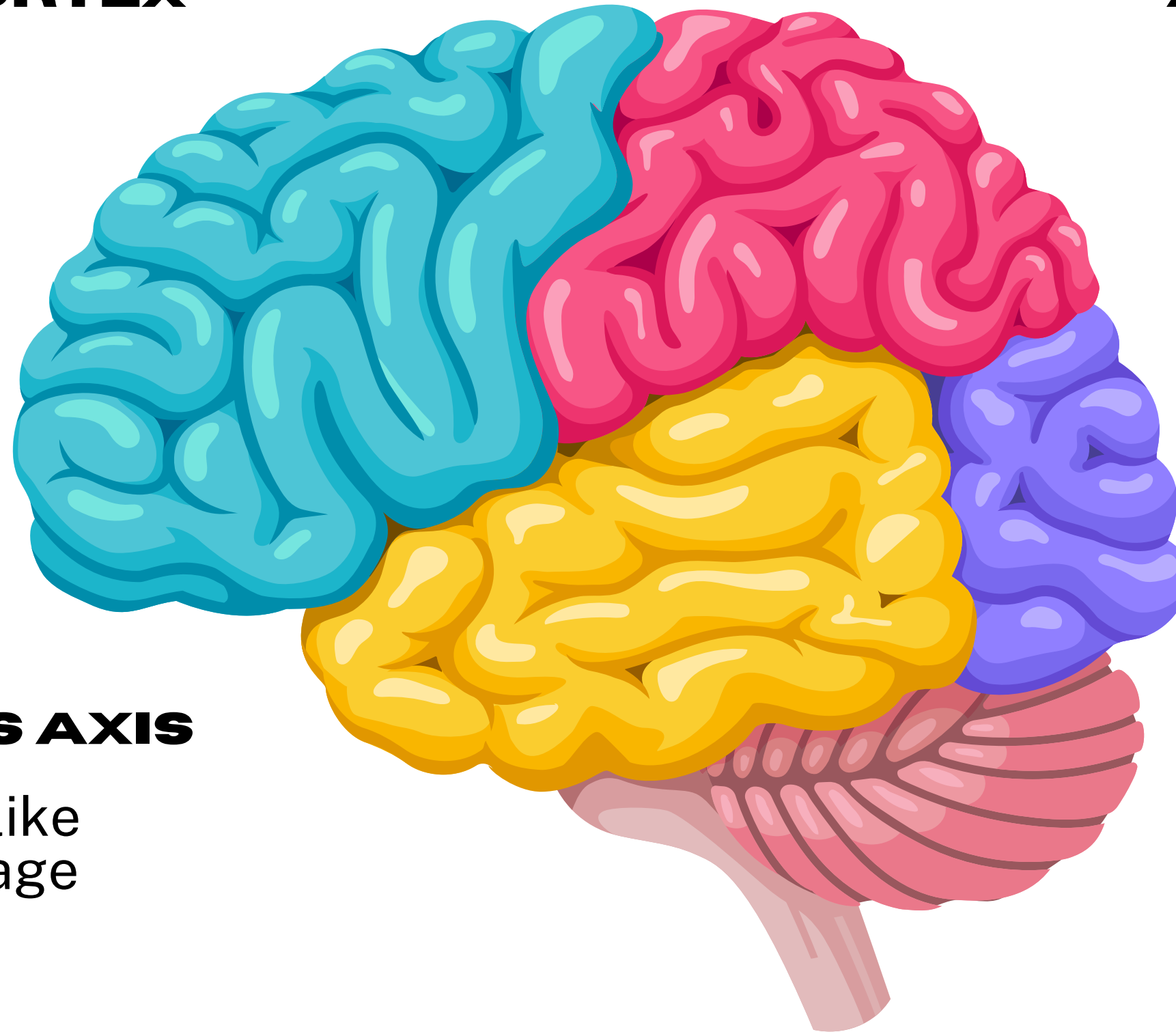


PREFRONTAL CORTEX

Complex thinking,
decision making,
socially appropriate
behavior

AMYGDALA

Sets off
fight/flight/freeze in
response to danger



HYPOTHALAMUS AXIS

Releases hormones like
cortisol to help manage
stress

HIPPOCAMPUS

Transfers or stores
information into
memories

PREFRONTAL CORTEX

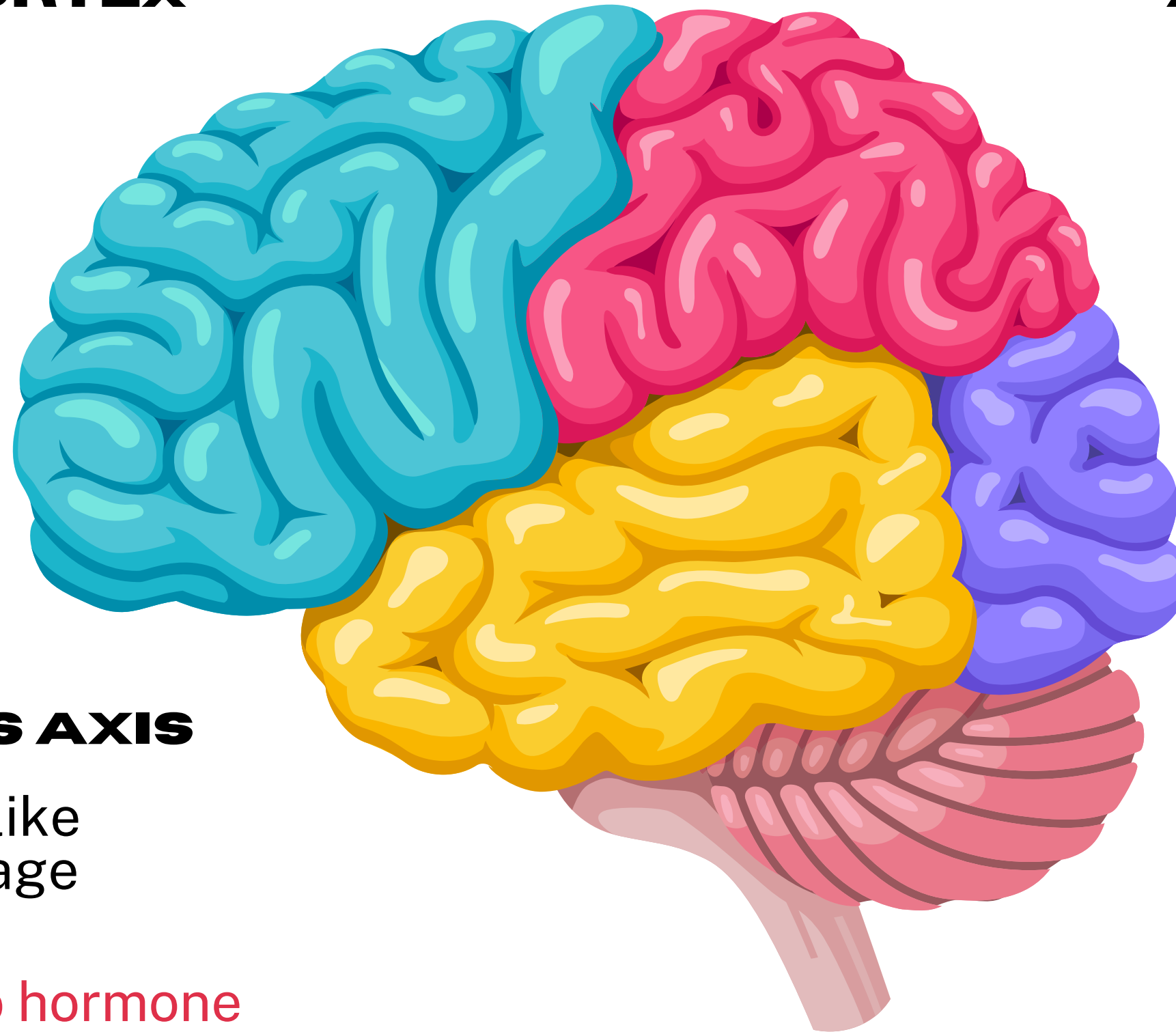
Complex thinking,
decision making,
socially appropriate
behavior

Dysfunctional
thought process
and decision
making, difficulty
regulating
behavior

HYPOTHALAMUS AXIS

Releases hormones like
cortisol to help manage
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Overactivity leads to hormone
imbalance, increases stress
and anxiety



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Sets off
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Hypersensitive to
memories, thoughts
or situations that are
reminiscent of danger

HIPPOCAMPUS

Transfers or stores
information into
memories

Stores memories
incorrectly and affects
memory retrieval




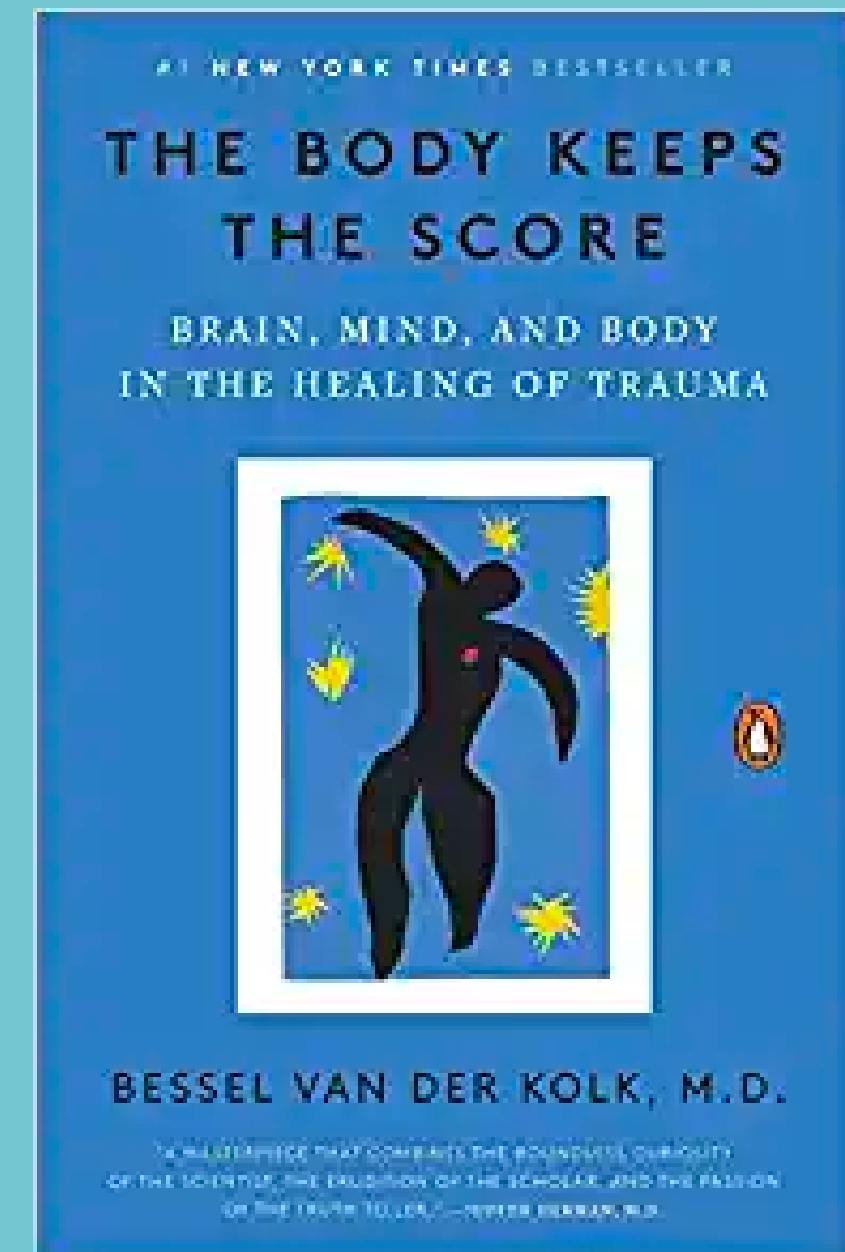
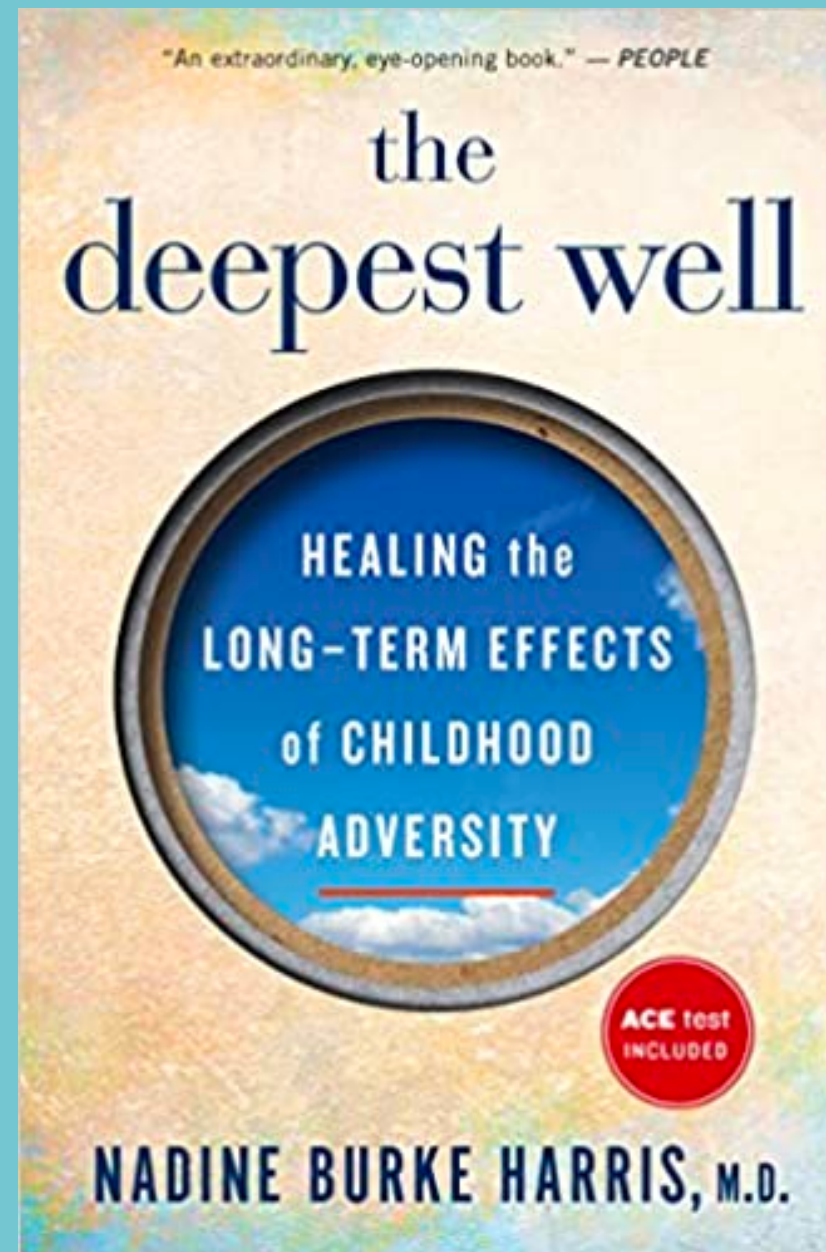
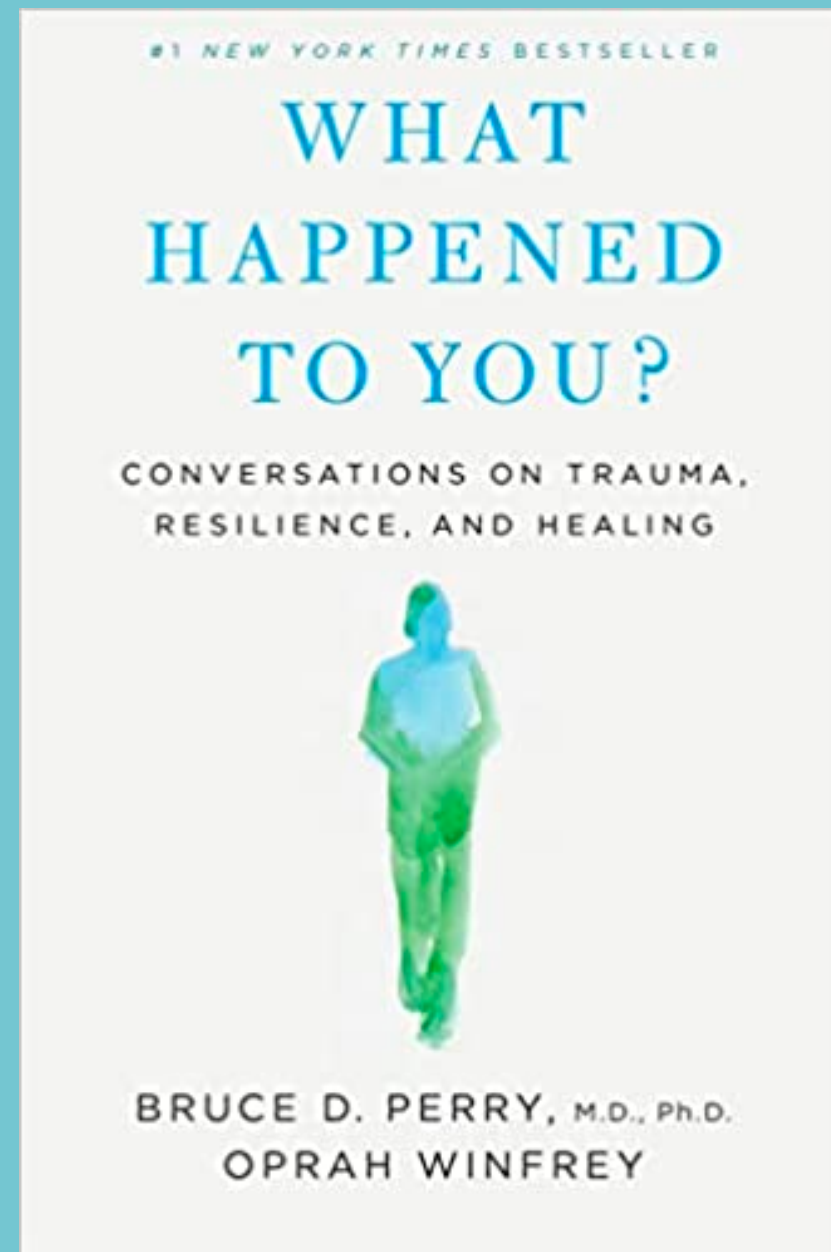
How childhood trauma affects health across a lifetime



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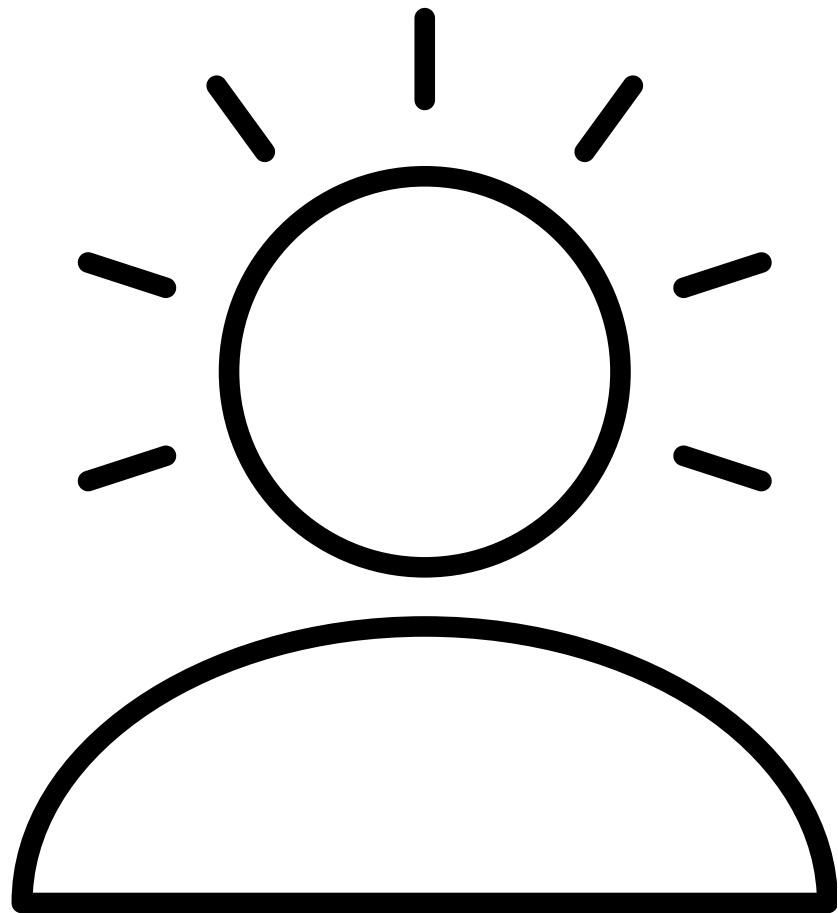


WHAT IS TRAUMA- INFORMED CARE?



COMPONENT 01

AWARENESS



- Education
- Discussion
- Feedback
- Practice

COMPONENT 02

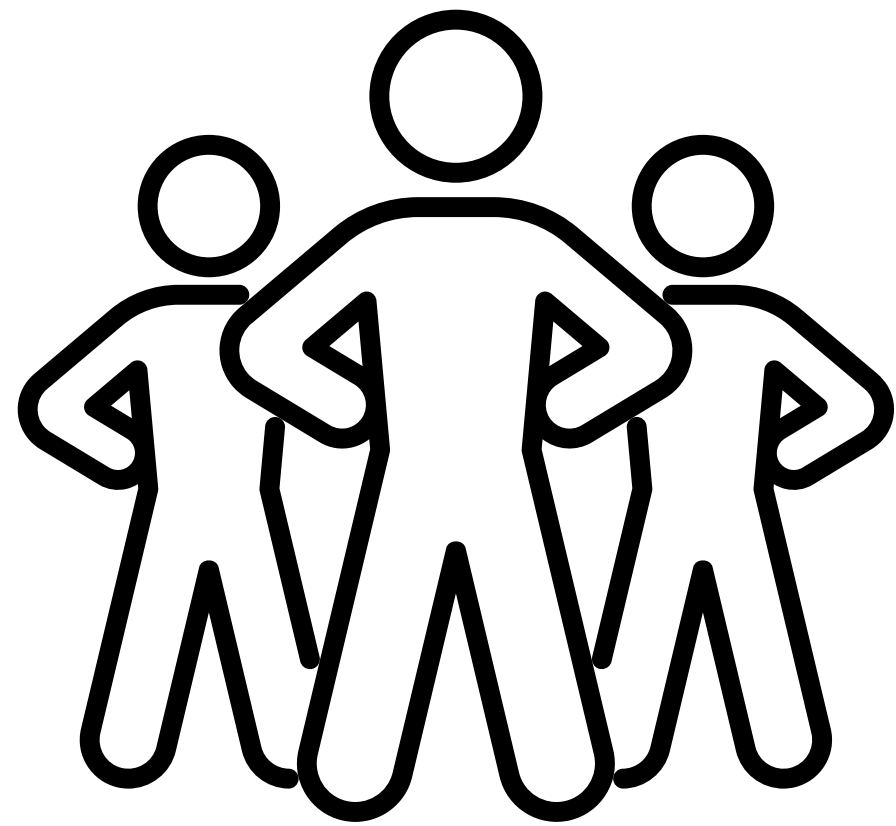
SAFETY



- Physical settings
- Emotional
- Interpersonal interactions
- Cultural
- Support
- Active listening
- Empathy
- Flexibility

COMPONENT 03

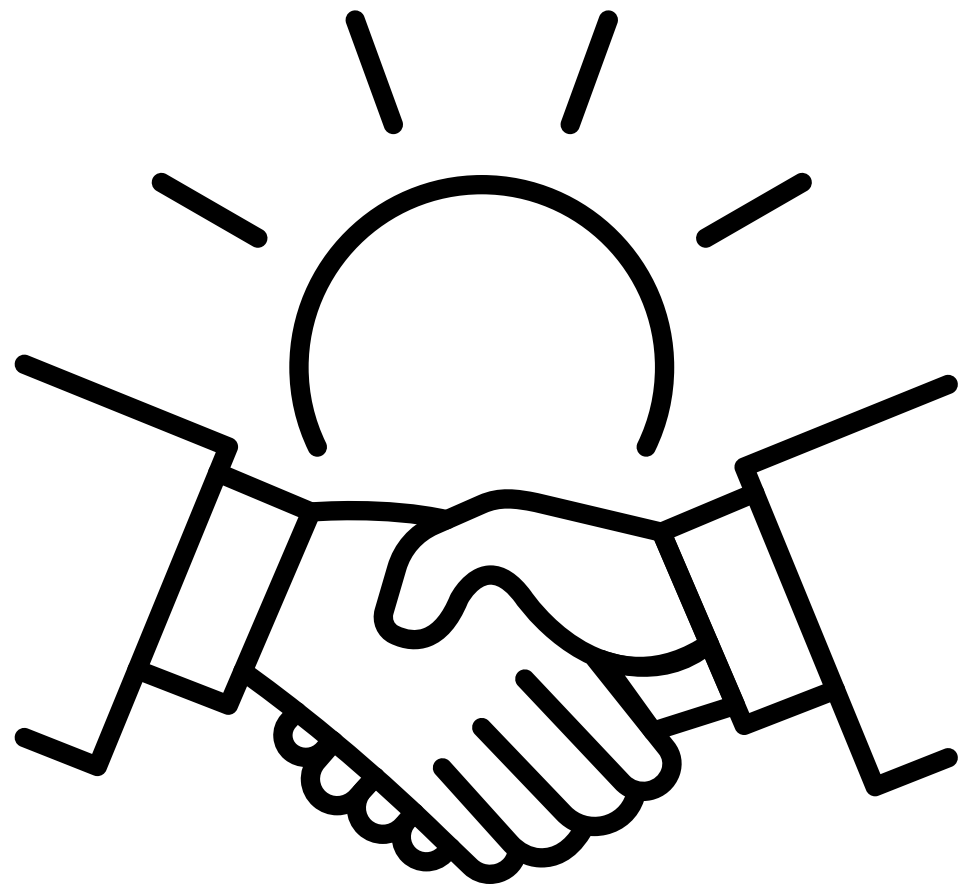
EMPOWERMENT



- Provide choices
- Encourage collaboration and partnership
- Strengths-led
- Support for being a voice for change

COMPONENT 04

TRUST



- Transparency
- Honesty
- Consistency
- Effective communication
- Clear guidelines

STRENGTHS- BASED



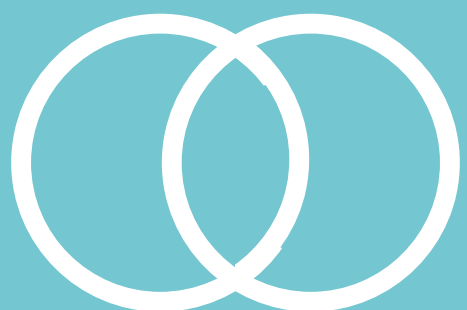
- Recognizes each person is the expert on their own experiences
- Focus on resilience
- Views each person's ways of coping and surviving with curiosity and awe rather than with judgement or as symptoms or problems that need solved

SURVIVOR- CENTERED



- Understands survivors within their family, social, and community contexts and life experiences
- Respects each survivor as a whole person and recognizes the entire context of their lives
- Addresses all forms of trauma, past and present

MULTIDIMENSIONAL



- Includes core elements: awareness, safety, trust and empowerment
- These core elements are applied throughout the three spheres of an organization: organizational culture, services, and staff

PUTTING IT ALL TOGETHER

**+ TRAUMA
INFORMED
+ ADVOCACY
+ SKILLS**



NUANCES IN LANGUAGE

**LET'S EAT,
GRANDMA.**



**LET'S EAT
GRANDMA.**





L

LET THEM KNOW YOU'VE HEARD

Paraphrase/reflect back what has said in a shortened form. This lets the person know that you have heard them. Example: "What I think I heard you say was..."

I

INQUIRE

- Ask open-ended questions that do not require a "yes" or "no" answer. Example: "What was that like for you?" or "How would you like to...?"
- Ask probing questions that encourage the other to share meaningful information or think deeper about something. Example: "What do you think would happen if...?", "How are you feeling about ...?"
- Clarify and check in when you are unsure what they mean. Example: "I just want to make sure I understand you correctly..." or "I think I heard...is that right or did I get it wrong?"

S

SOUNDS LIKE YOU'RE FEELING...

- Validate and empathize with what they're feeling
- Validation does not mean agreeing with someone, rather acknowledging that they've been heard. Example: "It sounds like you are feeling very frustrated"

T

TUNE IN WITH BODY

- Be mindful of body language and eye contact
- Use your breathing to regulate your self and other

E

ENCOURAGE WITH VERBAL CUES

- Encourager by using minimal verbal responses such as "mm hmm" or "please, go on." These are used to encourage the other person to keep talking and acknowledge that they have been heard. On phone calls, encouragers reassure the caller that we are still present and listening.

N

NEEDS?

- Discover what it is they need from you in this moment.

E

EVALUATE INTENT AND PURPOSE OF CONVERSATION

R

REFRAIN FROM JUDGEMENTS

- Be mindful of your own judgements and biases that might be showing up for you.





PREFRONTAL CORTEX

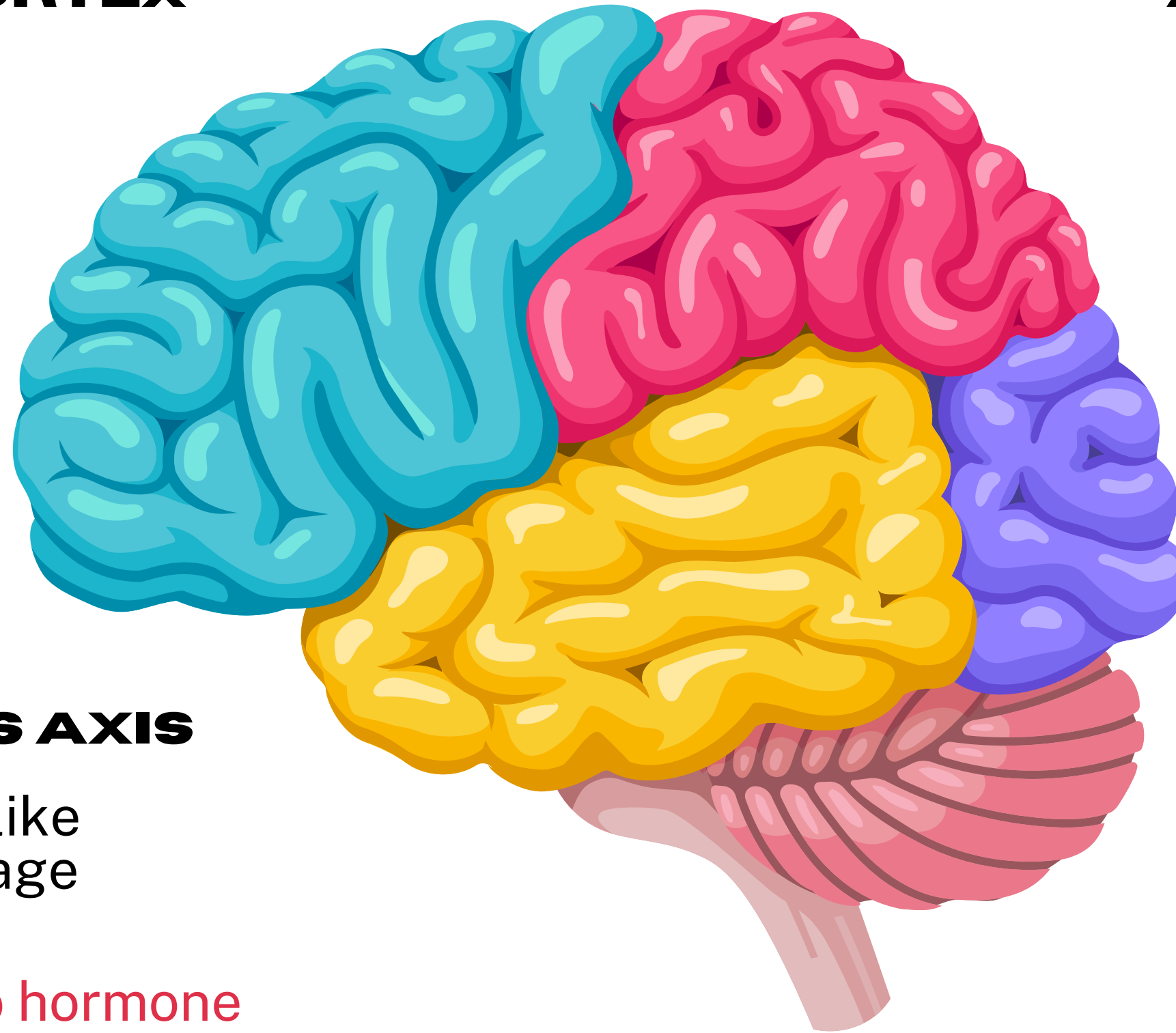
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SCENARIOS:

1. Client confides they experienced sexual assault. They're asking you what they should do next.
2. Client confides that her uncle, the person who repeatedly assaulted her, recently passed away and that she felt relieved and maybe even happy, but that she felt terrible for feeling that way. For nearly a decade after the abuse ended, she struggled with an eating disorder and depression. She described "getting to a much better place" over the last several years, but was worried because she found herself restricting food and feeling sad and hopeless the last few weeks. She laughed between tears and said "You must think I'm crazy to still be a mess over this."
3. Your client indicated she's dreading her upcoming custody hearing regarding her children. Anything involving the court system is a trigger and prompts memories of the terrible experience she had as a child of a very messy divorce.
4. Client is frustrated that you are not able to take on her case immediately for a court hearing this week. Client yells at you on a call, demanding you take her case on next.

- Choose a scenario
- Discuss with your group and outline a plan of action that includes:
 - The 4 components of trauma-informed care
 - Understanding your client through a trauma-informed lens
 - Relevant skills you could use

SELF- CARE

- **WHAT IS IT?**
- **WHY IT'S
IMPORTANT**
- **HOW TO DO IT**








Drowning in Empathy: The Cost of Vicarious Trauma | Amy Cunningham | TEDxSanAntonio



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01.

Create a list of activities that recharge and re-energize you.

"Self care is not self-indulgence, it is self preservation"

Audre Lorde

02.

Find support and connect with others

"Almost everything will work again if you unplug it for a few minutes, including you."

Anne Lamott

03.

Take breaks!

"If you want to support others, you have to stay upright yourself."

Peter Heg

TAKEAWAYS



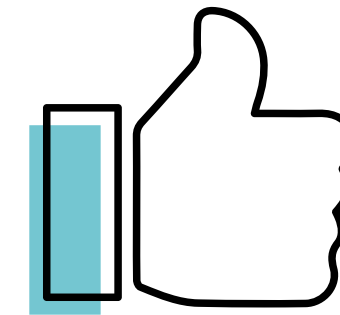
Trauma is the way an event affects our sense of safety. It can have long-lasting effects on the brain and behavior.



Trauma-informed care is person-centered, strength based and multi-dimensional. It includes being aware, creating a sense of safety, building trust and encouraging empowerment.



Effective communication skills are attuned to nuance.



Use the troubleshoot tools for challenging situations.

BREATHE.



Self-care is an important and essential part of this work!