



Trauma/Crisis/Person Centered/ISSP Provider Training

Focus Areas:

1. Trauma-Informed Care
2. Crisis Management
3. Person-Centered Care
4. Individualized Service and Support Plans (ISSPs)

Introduction

This training is designed to help providers understand, implement, and excel in delivering trauma-informed, person-centered care while effectively managing crises. By integrating these approaches, providers will foster environments that promote safety, trust, and personal growth.

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Section 1: Trauma-Informed Care

What Is Trauma?

Trauma is the result of an event or series of events that overwhelms an individual's capacity to cope, leaving them feeling unsafe, helpless, or emotionally destabilized. Trauma can be caused by a wide range of experiences, from acute incidents to prolonged exposure to adversity.

Types of Trauma

1. Acute Trauma:

- Single-event trauma such as a car accident, natural disaster, or assault.
- **Example:** A teenager involved in a car crash avoids riding in vehicles and exhibits panic attacks when exposed to traffic sounds.

2. Chronic Trauma:

- Repeated and prolonged exposure to distress, such as ongoing abuse or neglect.
- **Example:** A child growing up in a household with domestic violence develops hypervigilance and difficulty trusting others.

3. Complex Trauma:

- Exposure to multiple, interrelated traumatic events, often during childhood.
- **Example:** An adult who experienced abuse, neglect, and instability during childhood struggles with emotional regulation and self-identity.

Core Principles of Trauma-Informed Care

1. Safety:

- Both physical and emotional safety are essential.
- **Example:** Design spaces with predictable routines, soft lighting, and minimal noise to help individuals feel secure.

2. Trust and Transparency:

- Build trust through clear communication, consistency, and honesty.
- **Example:** Explain every step of a medical procedure or therapy session to reduce fear.

3. **Choice:**

- Empower individuals by giving them autonomy in decisions.
- **Example:** Offer a child the choice to take a sensory break or switch to a quieter activity when they feel overwhelmed.

4. **Collaboration:**

- Work together with individuals, families, and care teams to set goals and solve problems.
- **Example:** Involve a caregiver in creating behavior support plans for their child.

5. **Empowerment:**

- Highlight strengths and resilience to help individuals regain a sense of control and purpose.
- **Example:** Celebrate small successes, such as completing a daily task independently.

The Effects of Trauma

Physical Effects:

- Increased heart rate, chronic pain, or difficulty sleeping due to heightened stress responses.

Emotional Effects:

- Anxiety, depression, irritability, or emotional numbness.

Behavioral Effects:

- Avoidance, substance abuse, self-harm, or aggression.

Cognitive Effects:

- Trouble concentrating, difficulty with decision-making, or persistent negative self-beliefs.

Real-Life Example

Scenario:

A young adult avoids group activities due to a history of bullying. They express fear of judgment and struggle with low self-esteem.

Trauma-Informed Response:

The provider encourages the individual to participate in smaller, low-pressure group activities with supportive peers. Over time, they build confidence and comfort in social settings.

Practical Trauma-Informed Strategies

1. Train all staff to recognize trauma symptoms.
2. Implement sensory-friendly spaces in care environments.
3. Use active listening techniques to validate experiences without judgment.

Training Resource:

- Trauma-Informed Care
Overview: https://www.youtube.com/watch?v=ra_Lq0DbkiM
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Section 2: Crisis Management

What Is a Crisis?

A crisis is any situation where an individual's emotional or behavioral responses exceed their coping abilities, resulting in heightened distress or danger. Crises often stem from triggers, past trauma, or unmet needs.

Recognizing Early Signs of a Crisis

1. Changes in tone of voice, increased pacing, or agitation.
2. Withdrawal or refusal to engage in activities.
3. Physical signs like clenched fists, rapid breathing, or sweating.

Example:

A caregiver notices a child clenching their fists and avoiding eye contact after being redirected. Recognizing this as an early sign, the caregiver intervenes with calming techniques before the behavior escalates.

The Stages of Crisis Management**1. Prevention:**

- Minimize triggers by creating predictable routines and preparing for transitions.
- **Example:** Before a noisy group activity, a provider allows a child sensitive to sound to wear headphones.

2. Intervention:

- Use de-escalation strategies to address distress.
- **Example:** When a young adult becomes upset, the provider offers a quiet space and acknowledges their frustration.

3. Resolution:

- Rebuild trust and help the individual process the incident.
 - **Example:** After a crisis, the provider discusses the event with the individual to identify coping strategies for the future.
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Effective De-Escalation Techniques**1. Speak Calmly:**

- Use a slow, steady tone to convey safety.
- **Example:** “I see this is really upsetting for you. Let’s figure it out together.”

2. Validate Feelings:

- Acknowledge emotions without judgment.

- **Example:** “It’s okay to feel angry. Let’s find a way to work through it.”

3. Offer Distractions:

- Provide sensory tools like stress balls or fidget toys.

4. Maintain Safety:

- Ensure the environment is free of potential hazards.

Training Resource:

- Crisis Prevention: <https://www.youtube.com/watch?v=-dFemWD3t7M>
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Section 3: Person-Centered Care

What Is Person-Centered Care?

Person-centered care prioritizes the individual’s preferences, values, and goals, tailoring support to meet their unique needs.

Core Elements of Person-Centered Care

1. Individualized Plans:

- Develop care plans based on personal strengths and challenges.

2. Empathy and Respect:

- Honor the individual’s lived experiences and perspectives.

3. Active Participation:

- Involve the individual and their support network in decision-making.
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Real-Life Example

Scenario:

A caregiver works with a teenager who prefers visual learning. The provider creates a daily

schedule using pictures instead of text, empowering the teenager to manage their routine independently.

Practical Strategies

1. Use “About Me” forms to gather insights into the individual’s preferences and needs.
2. Incorporate strengths-based approaches, focusing on what the individual can do.

Training Resource:

- Person-Centered Care
Strategies: <https://www.youtube.com/watch?v=rM9QAxFSBMU>
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Section 4: Individualized Service and Support Plans (ISSPs)

Purpose of ISSPs

Individualized Service and Support Plans provide a structured framework for identifying and meeting the needs of individuals in care.

Key Components of ISSPs

1. **Goals:**
 - Short- and long-term objectives.
 - **Example:** Improving communication skills or building self-regulation.
 2. **Services and Supports:**
 - Specific resources and interventions needed.
 3. **Progress Monitoring:**
 - Track outcomes and adjust strategies as needed.
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Developing Effective ISSPs

1. Conduct thorough assessments to understand strengths and needs.
2. Collaborate with the individual, family, and care team.

3. Revisit and revise the plan regularly.

Real-Life Example

Scenario:

A young adult with anxiety has an ISSP goal of attending a weekly social group. The plan includes incremental steps, starting with virtual participation, progressing to in-person attendance.

Conclusion

This training equips providers to deliver trauma-informed, person-centered care, effectively manage crises, and develop ISSPs that foster growth and resilience. By applying these principles, you can create transformative experiences that empower individuals to thrive.
