

# CREATING A TRAUMA INFORMED CARE AGENCY



**RPCI**

GREYSTONE

Bereavement Centre



This workshop defines Trauma Informed Care and discusses how agencies can transition themselves into a Trauma Informed Care Agency. Agencies and individuals will learn to provide services in a way that ensures they do not trigger a traumatic response from past experiences, or create a new traumatic response, while recognizing the possibility/probability that the clients they are working with have experienced trauma or multiple traumas in their life. “Power over” relationships will be defined and the elimination of these relationships will be discussed.

## Learning Outcomes

On completion of the workshop participants will be able to:

- Define “power over” relationships and replace them with ones that emphasize shared authority and responsibility.
- Understand the etiology, assessment, characteristics, and effects of trauma.
- Understand that trauma is not an isolated event in the client’s life, but an element which helped form the core of the client.
- Educate the client on the role and effect of trauma in their life and empower the client with emphasis on skill building and increased resiliency.
- Create a service provision environment that ensures the trauma informed care of the clients and staff through practices, standard operating procedures and policy.

## Designed For

All individuals and agencies that work in human services providing care to traumatized clients. This includes but is not limited to counselling agencies, mental health professionals, EMS, Government Ministries, funeral service providers, children in care professionals, health care professionals [hospital staff], and social services agencies.

## Presenter Profile

Duane T Bowers is a Licensed Professional Counselor and Educator. Duane’s specialty is working with survivors of traumatic death and suicide, which includes providing support to families of abducted, missing, exploited and murdered children. As an educator, Duane teaches seminars nationally, internationally and regionally on dying, death and grief, as well as trauma, Post Traumatic Stress Disorder (PTSD), and traumatic loss. In September 2001 Duane responded to the Pentagon immediately following the terrorist attack on September 11th, providing support to rescue and recovery workers.