



 QUICK  
**tic**  
TOOLKIT

**As we come together facing this global pandemic, we are all experiencing heightened levels of stress which could be viewed as a collective trauma. The purpose of this toolkit is to build a better understanding of what trauma is and how trauma affects the thoughts, actions and behaviours of people affected by it so that we can come together in solidarity and hope.**

**tic**  
COLLECTIVE

Learn more at [www.ticcollective.ca](http://www.ticcollective.ca) or contact us at [info@ticcollective.ca](mailto:info@ticcollective.ca)

## Purpose

In a climate of universal trauma, trauma-informed care (TIC) is needed now more than ever. TIC offers a useful lens for processing the effects of COVID-19 and also prepares us for the possibility of increased trauma as a result of the pandemic. These resources will not only equip people to care for themselves, but will also train individuals in the basics of trauma-informed care to more effectively support those who have experienced the effects of trauma. This toolkit is set out in differing levels for differing individual needs and capabilities at this time.

*“I don’t think we therapists and community workers are burning out. The problem of burnout is not in our heads or in our hearts, but in the real world where there is a lack of justice. The people I work alongside don’t burn me out and they don’t hurt me: they transform me, challenge me and inspire me. What harms me are the injustices and indignities suffered by clients, and my frustrating inability to personally change the unjust structures of the society they struggle with and live in.” \**

Vikki Reynolds

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### WHAT IS TRAUMA?

**Understanding how trauma shows up in everyday life.**

### LEVEL 1: TAKING CARE OF YOURSELF - STRESS AND RESILIENCE

**“It’s Okay to not be Okay”**

Recognizing and managing stress, building resilience through mindful practice, short video links and practicing self compassion.

### LEVEL 2: TAKING CARE OF OTHERS - APPLICATION OF TRAUMA-INFORMED CARE

**Understanding the effects of trauma and increasing the capacity to offer trauma informed services**

Collections of free online certificate classes and links to deepen understanding of the prevalence and long term effects of trauma.

### LEVEL 3: FURTHER RESOURCES ON TIC

**Recognition of the inherent worth and dignity of all persons**

Collection of TED Talks, Toolkits, further learning from experts in the field, and evidence based journal articles.

\*<https://vikki Reynoldsdotca.files.wordpress.com/2017/12/reynolds2009collectiveethicsasapathtoresistingburnoutinsightsrccjournal.pdf>

# WHAT IS TRAUMA?

**Trauma: An experience or set of circumstances so overwhelming that it incapacitates an individual's ability to cope. – TIC Collective**

**“Trauma is not what happens to you, but what happens inside of you because of what happens to you” - Gabor Mate**

**“Trauma, by definition, is the inability to do anything to change the situation” and “Predictability and trust are at the root of trauma.” – Bessel van der Kolk**

BIG 'T' TRAUMA	little 't' trauma
Extraordinary events that can threaten life including: <ul style="list-style-type: none"><li>• war</li><li>• accidents</li><li>• rape</li><li>• sexual abuse</li><li>• global pandemic</li></ul>	Small repeated events that can have a cumulative effect including: <ul style="list-style-type: none"><li>• Chaotic or Aggressive Environments</li><li>• Punitive Environments (performance more important than relationship)</li><li>• Inconsistency / Instability</li><li>• Lack of Trust</li></ul>
It is not the event itself that determines if it is 'traumatic' but the degree of protective factors or supports available when the event is experienced.	

*On an airplane we need to put on our own oxygen masks before we can help others. It is the same in life. We need to address our own trauma and stressors before we can effectively interact with others.*



**THE WAY YOUR BODY REACTS TO TRAUMA IS EXACTLY THE SAME WAY IT RESPONDS TO STRESS.**

**Are you feeling stressed?  
It's okay to not be okay.**

**LEVEL 1**

## PATH TO WELLNESS



## RECOGNIZE THE IMPACT OF STRESS IN OUR BODY

*How Stress Affects Your Body*

4 minutes

TED Talk <https://wp.stolaf.edu/counseling-center/stress-management-ted-talks/>

When experiencing traumatic events, it is typical that we also experience stress. The signs and symptoms of stress may be cognitive (thinking-related), emotional, physical or behavioural with varying degrees of severity. We can gauge our stress response to help us determine if we could use some tools, and which ones would be the best for us.

## ARE YOU EXPERIENCING ANY OF THE FOLLOWING SIGNS OF STRESS?

COGNITIVE SYMPTOMS	EMOTIONAL SYMPTOMS	PHYSICAL SYMPTOMS	BEHAVIOURAL SYMPTOMS
<ul style="list-style-type: none"> <li>● difficulty concentrating or thinking</li> <li>● memory problems</li> <li>● negativity or lack of self-confidence</li> <li>● constant worrying</li> <li>● difficulty making decisions</li> </ul>	<ul style="list-style-type: none"> <li>● moodiness</li> <li>● low morale</li> <li>● irritability</li> <li>● feeling hopeless or helpless</li> <li>● feeling apprehensive, anxious or nervous</li> <li>● feeling depressed</li> <li>● feeling unhappy or guilty</li> <li>● feeling agitated or unable to relax</li> </ul>	<ul style="list-style-type: none"> <li>● headaches</li> <li>● muscle tension or other physical pain or discomfort</li> <li>● stomach problems</li> <li>● nausea, diarrhea or vomiting</li> <li>● loss of sex drive</li> <li>● rapid heart rate</li> <li>● high blood pressure</li> <li>● fatigue</li> </ul>	<ul style="list-style-type: none"> <li>● changes in eating or sleeping patterns</li> <li>● social withdrawal</li> <li>● nervous habits such as nail biting, teeth grinding or foot tapping</li> <li>● increased use of caffeine, cigarettes, alcohol or other substances</li> <li>● neglect of family or work responsibilities</li> <li>● decline in performance or productivity</li> </ul>

## RELAX THE BODY

*The 5-4-3-2-1 Grounding Exercise to Cope with Anxiety*

5 minutes

Being overwhelmed, and having anxious thoughts can happen to all of us. Using this tool can help us to be present, and is a tool that can be used anywhere.

Worksheet/Videos included

<https://insighttimer.com/blog/54321-grounding-technique/>

*Square Breathing: How to Reduce Stress through Breathwork*

3 minutes

Square, or shape breathing can shift your energy, connect you with your body, calm your nervous system and decrease stress.

<https://blog.zencare.co/square-breathing/>

## Mindful Gnats: Paced Breathing

90 seconds

YouTube video of telling you to breathe in and then out- literally breathing.

<https://www.youtube.com/watch?v=QWJtWfSSTi4>

## Progressive Muscle Relaxation

<https://www.anxietycanada.com/sites/default/files/MuscleRelaxation.pdf>

Staying Grounded through Meditation - Insight Timer (videos, grounding, meditation )

<https://insighttimer.com/meditation-topics/grounded>

## TEACHINGS OF THE MEDICINE WHEEL

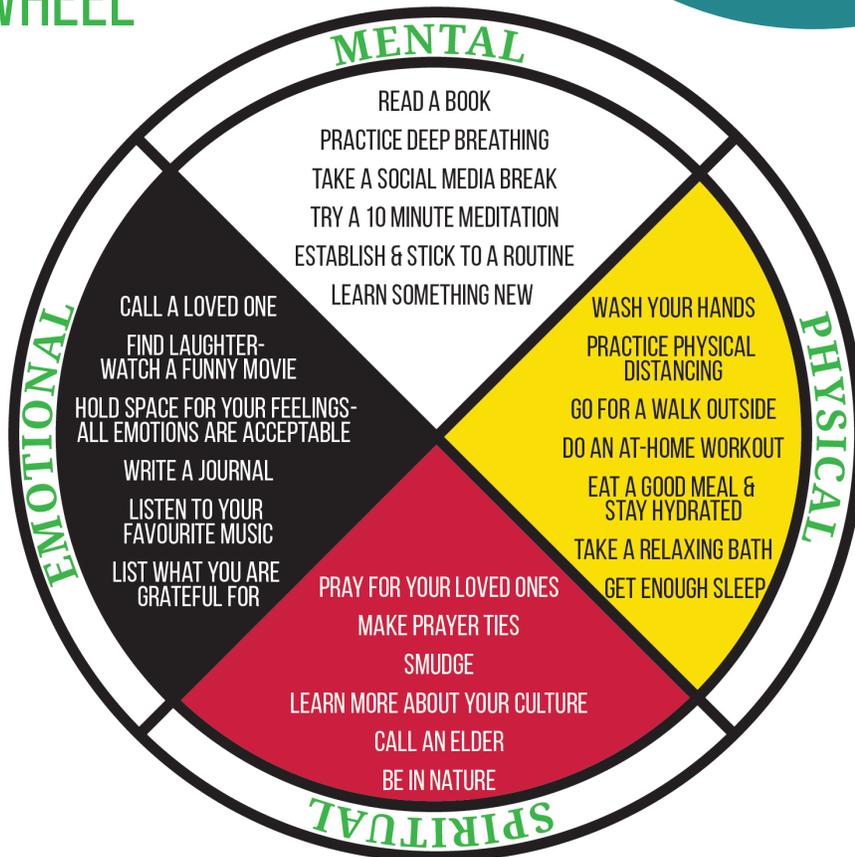
Mental Health Help Line  
Alberta 1-877-303-2642

Crisis Services Canada:  
1-833-456-4566, text 45645

Money Mentors <https://moneymentors.ca/>

Text4Hope- <https://www.albertahealthservices.ca/topics/Page17019.aspx>

Help in Tough Times  
<https://www.albertahealthservices.ca/amh/Page16759.aspx>



## RESILIENCY BUILDING

“Resilience is not a trait that people either have or do not have. Resilience involves behaviours, thoughts and actions that can be learned and developed by anyone.” -Akshay Malik

### *Building Resilience*

<https://wellmd.stanford.edu/content/dam/sm/wellmd/documents/10-ways-to-build-resilience.pdf>

Mental Wellness Moment Videos with Dr. Nicholas Mitchell (AHS) New ones added regularly.

<https://www.youtube.com/watch?v=z4s-6N8f0a4>

### *How Brains are Built: The Core Story of Brain Development*

4 minutes

Alberta Family Wellness

<https://www.youtube.com/watch?v=LmVWOe1ky8s>

Corona-  
Virus anxiety  
workbook: Free PDF  
<https://thewellnesssociety.org/free-coronavirus-anxiety-workbook/>

4 Ways to Practice Trauma-  
Informed Healing During COVID-19  
<https://ca.ctrinstitute.com/blog/four-ways-to-practice-trauma-informed-healing-during-covid-19/>



## Understanding the effects of trauma and increasing personal capacity to offer trauma informed services

“Recent advances in neuroscience have also shown the relationship between childhood trauma and brain development over time. The experience of toxic stress (negative stress resulting from prolonged adversity) in childhood may result in social, emotional, and cognitive impairments, as well as challenges with core skills later in life.”\*\*

Center on the Developing Child at Harvard University, 2016

Trauma-informed care (TIC) is a lens that allows helping agencies to understand a client’s current problems in the context of past victimization and to ask “**what happened to you,**” not “**what’s wrong with you?**”

Evidence has shown that agencies that adopt Trauma-Informed Care have increased staff satisfaction, staff retention, organizational commitment, and better job performance.



**Trauma-Aware**  
Basic awareness of signs and implications of trauma; staff start to discuss this

**Trauma-Sensitive**  
Staff start to explore principles of TIC and consider how they might implement them

**Trauma-Responsive**  
Change at all levels of the organization have begun; procedures and practices are reconsidered

**Trauma-Informed**  
Full implementation of trauma-informed practice; culture of TIC with clients/each other

*Becoming Trauma-Informed Occurs on a Spectrum, TIC Collective*

\*\*<https://developingchild.harvard.edu/resources/inbrief-the-impact-of-early-adversity-on-childrens-development/>

## What is Trauma-Informed Care?

Trauma-informed care is recognizing the pervasive nature of trauma and creating emotionally and physically safe environments that promote healing & recovery, avoiding practices and situations that may inadvertently re-traumatize individuals.

(adapted from University of Buffalo).

### THE GUIDING PRINCIPLES OF TRAUMA-INFORMED CARE ARE RECOGNIZED AS:

- Physical and emotional safety
- Trust and transparency
- Peer-support
- Collaboration and mutuality
- Empowerment, voice and choice
- Respect for cultural, historical, and gender issues

### TRAUMA-INFORMED CONSIDERATIONS TO GUIDE ALL INTERACTIONS IN EVERY SITUATION

1. Do you all feel safe in your current environment?
2. Is there trust and transparency among those around you?
3. Does everyone around you feel supported by peers and colleagues? Does anyone feel isolated from others physically or emotionally?
4. Are there power imbalances present?
5. Is everyone's voice being heard? Is there choice in the situation(s) where possible?
6. Is everyone's identity valued, respected and supported in terms of gender, history, culture or race?
7. Does everyone feel valued as a human being?

*Trauma-Informed Starts with You*

3 minutes

YouTube video (level 1)

<https://www.youtube.com/watch?v=z4s-6N8f0a4>



## FREE COURSES AND TRAINING

### *Alberta Health Services Trauma Informed Care E-Learning*

> Increase knowledge about trauma and the impact it has by creating connection, sharing knowledge and resources

> 6 modules

<https://www.albertahealthservices.ca/info/Page15526.aspx>

### *Calgary and Area Child Advocacy Centre: “Being Trauma Aware”*

> 2.5 hour program

<https://calgarycac.ca/education/being-trauma-aware/>

### *Alberta Family Wellness Initiative: Brain Story*

> “experiences at sensitive periods of development change the brain in ways that increase or decrease risk for later physical and mental illness, including addiction.”

> Certification in Brain Story science.

> 19 modules self-paced, qualifies for Continuing Education Units (CEU’s) for many professional designations for organizations and continuing competencies.

<https://www.albertafamilywellness.org/training>

### *University of Alberta – Indigenous Studies*

> 12 week course, 20 hours

<https://www.ualberta.ca/admissions-programs/online-courses/indigenous-canada/index.html>

## WEBINARS & MULTIMEDIA

### *TED Talk: How Childhood Trauma Affects Health Across a Lifetime*

16 minutes

Nadine Burke Harris

[https://www.ted.com/talks/nadine\\_burke\\_harris\\_how\\_childhood\\_trauma\\_affects\\_health\\_across\\_a\\_lifetime?language=en](https://www.ted.com/talks/nadine_burke_harris_how_childhood_trauma_affects_health_across_a_lifetime?language=en)

### *Trauma-Informed Interventions through an Indigenous Worldview*

1 hour 15 minutes

Brianna Olson

<https://www.homelessnesslearninghub.ca/library/resources/trauma-informed-interventions-through-indigenous-worldview-presented-brianna>

### *Toxic Stress: Centre on the Developing Child*

<https://developingchild.harvard.edu/science/key-concepts/toxic-stress/>

### *In Brief: Resilience Series*

<https://developingchild.harvard.edu/resources/inbrief-resilience-series/>

### *Trauma-Informed Practice with Indigenous Peoples across the Life Span*

1 hour 12 minutes

<https://www.homelessnesslearninghub.ca/library/resources/trauma-informed-practice-indigenous-peoples-across-life-span>

## Increased learning on TIC and the recognition of the inherent worth and dignity that all persons own.

“Not every story has a happy ending, ...but the discoveries of science, the teachings of the heart, and the revelations of the soul all assure us that no human being is ever beyond redemption. The possibility of renewal exists so long as life exists. How to support that possibility in others and in ourselves is the ultimate question.”

Gabor Maté, *In the Realm of Hungry Ghosts: Close Encounters with Addiction*

### MULTIMEDIA

TED Talk *Ernesto Sirolli: Want to Help Someone? Shut up and Listen!*

17 minutes

<https://www.youtube.com/watch?v=10Su8LUjNsU&feature=youtu.be>

TEDxRC2 *Alberto Cairo: There are no scraps of men*

19 minutes

[https://www.ted.com/talks/alberto\\_cairo\\_there\\_are\\_no\\_scraps\\_of\\_men?language=en](https://www.ted.com/talks/alberto_cairo_there_are_no_scraps_of_men?language=en)

*Brenè Brown on Empathy*

3 minutes

<https://www.youtube.com/watch?v=1Ewgu369Jw&feature=youtu.be>

TEDxCSU *Understanding PTSD's Effects on Brain, Body, and Emotions* Janet Seahorn

19 minutes

<https://www.youtube.com/watch?v=BEHDQeIRTgs>

TED Talk *The Secret to Living Longer May be Your Social Life*

[https://www.ted.com/talks/susan\\_pinker\\_the\\_secret\\_to\\_living\\_longer\\_may\\_be\\_your\\_social\\_life?language=en](https://www.ted.com/talks/susan_pinker_the_secret_to_living_longer_may_be_your_social_life?language=en)

“Without dignity, identity is erased.”

— Laura Hillenbrand, *Unbroken: A World War II Story of Survival, Resilience and Redemption*

## TOOLS AND RESOURCES

*PEARR Tool: Trauma-Informed Approach to Victim Assistance in Health Care Settings About*  
<https://www.dignityhealth.org/-/media/cm/media/documents/PDFs/PEARRToolm15NoField2019.ashx?la=en&hash=F14648F8505CF79BAA9B62B87B6C584802673D3A>

> How to use the PEARR Tool: <https://www.dignityhealth.org/hello-humankindness/human-trafficking/victim-centered-and-trauma-informed/using-the-pearr-tool>

*Recovery Stories: Tonier*

<https://www.youtube.com/watch?v=mFPAq7Bszac>

*The Future of Healing: Shifting From Trauma-Informed Care to Healing Centered Engagement Level*

<https://medium.com/@ginwright/the-future-of-healing-shifting-from-trauma-informed-care-to-healing-centered-engagement-634f557ce69c>

### TOOLKIT

BC Provincial

Mental Health and Substance Use  
Planning Council.

Trauma-Informed Practice Guide (2013)

[http://bccewh.bc.ca/wp-content/uploads/2012/05/2013\\_TIP-Guide.pdf](http://bccewh.bc.ca/wp-content/uploads/2012/05/2013_TIP-Guide.pdf)

Trauma-Informed Toolkit (PDF)

[https://trauma-informed.ca/wp-content/uploads/2013/10/Trauma-informed\\_Toolkit.pdf](https://trauma-informed.ca/wp-content/uploads/2013/10/Trauma-informed_Toolkit.pdf)



## ESSAYS AND ARTICLES

*Dignity is Delicate (2018)*

Remy Debes

<https://aeon.co/essays/human-dignity-is-an-ideal-with-remarkably-shallow-roots>

*The Respect Deficit: Economic inequality is an Urgent Problem. Deeper Still is Our Loss of Mutual Respect, the Foundation of a Fair Society (2018)*

Richard V. Reeves

<https://www.brookings.edu/blog/up-front/2018/08/09/the-respect-deficit/>

*Action Steps Using ACEs and Trauma-informed Care: A Resilience Model (2017)*

Laurie Leitch

<https://healthandjusticejournal.biomedcentral.com/articles/10.1186/s40352-017-0050-5>

*Adverse Childhood Experiences and Trauma Informed Care: The Future of Health Care (2016)*

Resmiye Oral et al

<https://www.nature.com/articles/pr2015197/>

*Compassion Fatigue (2018)*

Cheryl Fry

<https://makeheadway.com.au/home/compassion-fatigue/>

*Efficacy, Hope, Optimism and Resilience at Workplace - Positive Organizational Behavior (2013)*

Akshay Malik

<http://www.ijsrp.org/research-paper-1013.php?rp=P221891>

*Responding to Childhood Trauma: The Promise and Practice of Trauma-Informed Care (2006)*

Gordon R. Hodas, MD

<http://www.childrescuebill.org/VictimsOfAbuse/RespondingHodas.pdf>

*The Three Pillars of Trauma-informed Care (2008)*

Howard Bath

<https://s3-us-west-2.amazonaws.com/cxl/backup/prod/cxl/gklug-iewicz/media/507188fa-30b7-8fd4-aa5f-ca6bb629a442.pdf>

*Key Ingredients for Successful Trauma-Informed Care Implementation (2016)*

Christopher Menschner & Alexandra Maul

[http://www.chcs.org/media/ATC\\_whitepaper\\_040616.pdf](http://www.chcs.org/media/ATC_whitepaper_040616.pdf)

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.

Always remember that you are absolutely unique. Just like everyone else.”

Margaret Mead

## FURTHER REPUTABLE RESOURCES FOR SELF EXPLORATION

### **Bessel van der Kolk M.D.**

*The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma* (Book)

*Overcoming Trauma with Yoga*

5 minutes

[https://www.youtube.com/watch?v=MmKfzbHzm\\_s](https://www.youtube.com/watch?v=MmKfzbHzm_s)

### **Laura van Dernoot Lipsky**

*Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others* (Book)

Laura van Dernoot Lipsky and Connie Burk.

TED Talk *Beyond The Cliff*

19 minutes

<https://www.youtube.com/watch?v=uOzDGrcvmus>

### **Dr. Gabor Mate**

*In the Realm of Hungry Ghosts* (Book)

TED Talk *The Power of Addiction and The Addiction of Power*

19 minutes

<https://www.youtube.com/watch?v=66cYcSak6nE&vl=en>

### **Johann Hari**

*Chasing the Scream: The First and Last Days of the War on Drugs* (Book)

TED Talk *Everything you Think You Know About Addiction Is Wrong*

15 minutes

[https://www.ted.com/talks/johann\\_hari\\_everything\\_you\\_think\\_you\\_know\\_about\\_addiction\\_is\\_wrong](https://www.ted.com/talks/johann_hari_everything_you_think_you_know_about_addiction_is_wrong)

### **Dr. Bruce Perry:**

*The Boy Who Was Raised as a Dog: And Other Stories from a Child Psychiatrist's Notebook--What Traumatized Children Can Teach Us About Loss, Love, and Healing* (Book)

*The Importance of Early Childhood and Relationships*

18 minutes

<https://www.chicagoideas.com/videos/the-body-s-most-fascinating-organ-the-brain>

### **Nadine Burke Harris**

*The Deepest Well: Healing the Long-Term Effects of Childhood Adversity* (Book)

TED Talk *How Childhood Trauma Affects Health Across the Lifespan*

16 minutes

[https://www.ted.com/talks/nadine\\_burke\\_harris\\_how\\_childhood\\_trauma\\_affects\\_health\\_across\\_a\\_lifetime?language=en](https://www.ted.com/talks/nadine_burke_harris_how_childhood_trauma_affects_health_across_a_lifetime?language=en)

### **Dr. Michael Ungar**

*Change Your World: The Science of Resilience* (Book)

Resilience Research Centre at Dalhousie University Presentations

<https://www.michaelungar.com/about-michael/watch-dr-ungar/>

# tic TRAUMA INFORMED CARE COLLECTIVE

