

Be Kind to Yourself and Others

Building Resiliency

What is Trauma?

Trauma is an event, series of events, or set of circumstances experienced by an individual or a community as physically or emotionally harmful. Trauma can have lasting adverse effects on a person's ability to function and their mental, physical, social, emotional, or spiritual well-being. Trauma occurs in all populations regardless of socioeconomic status, race, ethnicity, gender and sexuality.

It is also normal to experience traumatic stress following a disturbing event. With the COVID-19 pandemic, there is a high probability any individual you encounter will have a history of trauma. According to the Centers for Disease Control and Prevention (CDC) almost 70% of American adults, have experienced trauma in their lifetime and 60% percent reported their first traumatic experience before the age of 16.

Take these everyday actions to build resilience in yourself and others.



- **Be non-judgmental.**
There is no "right" or "wrong" way to feel. People react in different ways to trauma, so avoid saying what to think, feel, or do.
- **Listen.**
Active, engaged listening is essential when giving support. Ask open-ended questions, avoid distractions, and paraphrase what you hear to check for understanding.
- **Ask "what" not "why"**
Asking why someone is acting or reacting in a particular way can make a person feel judged. Instead, ask yourself what may have happened to this person in the past. This can help you remember to be empathetic.
- **Give information, not a diagnosis.**
Unless you are a qualified behavioral health specialist talking to your patient, avoid diagnosing someone with an illness or condition. Practice active listening and direct the person to resources that may help.



What is resilience?

Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress. Now, more than ever, we need to build community resilience. Together, we need to leverage our collective power to ensure health, well-being, and equitable access - to support for ourselves, our family, community, co-workers, our patients and their families.

Resilience is not the absence of trauma. A person can be resilient and traumatized at the same time. Building resiliency is building a network of support for someone - not "fixing" someone or even the situation. You alone cannot change the systemic issues that lead to traumatic experiences such as poverty, discrimination, violence, lack of opportunity, and poor housing quality. But you can build resilience through things in your control: creating safe, secure and trusting environments where health care can be provided in a non-traumatizing and supportive manner.

Take these everyday actions

to build trust and help everyone feel safe and secure at CCH:

Ask permission

before doing anything involving or impacting a patient.

Give personal control to the patient as much as possible during assessments or procedures.

Avoid looking at the computer or a device while talking to a patient.



Sit down at eye level when talking to patients.

Explain why you are doing what you are doing.



Explain medical information in plain, easy-to-understand language.

Learn about cultural and historical roots of trauma.



Be aware of your own emotional response when you learn about a patient's personal history of trauma.

Adjust the volume and tone of your voice to suit the patient's engagement and comfort.

Offer choices

like "Would you like your IV in the left or right arm?" or "Would you like door open or closed?"

CCH Resilience Initiatives

■ Healing Hurt People (*community violence*)

Healing Hurt People - Chicago (HHP-C) serves young people injured by gun violence and other community violence on Chicago's South and Near West sides. HHP-C provides trauma-informed intensive case management, psychoeducation, and psychological care. The goal of the program is to: help survivors heal from physical and emotional wounds; support their well-being, personal healing; and ultimately break the cycle of violence.



- Learn more: <https://www.aha.org/system/files/2018-03/healing-hurt-people-stroger.pdf>
- Contact: Rev. Carol Reese, creese@cookcountyhhs.org

■ Our Resilience (*sexual assault*)

Resilience is an independent, not-for-profit organization dedicated to the healing and empowerment of sexual assault survivors through non-judgmental crisis intervention, individual and group trauma therapy, and medical and legal advocacy in the greater Chicago metropolitan area.

- Learn more: ourresilience.org
- Contact: 312-443-9603;
Available for crisis intervention M-F, 9am-5pm
- 24-hour rape crises line (external): 888-293-2080



RESILIENCE
EMPOWERING
SURVIVORS
ENDING SEXUAL
VIOLENCE

■ Hospital Crisis Intervention Program (*intimate partner and domestic violence*)

The Hospital Crisis Intervention Project (HCIP) provides free, on-site domestic violence trainings for healthcare workers and direct services to domestic violence survivors seeking medical care by offering crisis intervention, safety assessments, safety planning, counseling services, legal services, and referral to appropriate local resources.

- Contact: 312-864-1095 / After hours & 24/7 CAWC Hotline: 773-278-4566

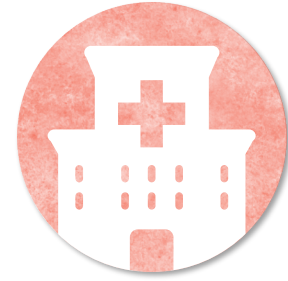


■ Substance Use Disorder/Medications for Addiction Treatment Program

As of 2019, all of CCH's adult-serving community health centers offer team-based substance use disorder (SUD) care, including medications for addiction treatment (MAT), recovery support services with certified alcohol and drug counselors, and additional behavioral and social health support internally and through partners. This is the gold standard of treatment for opioid and alcohol use disorder. In addition to being a part of the health center teams, recovery coaches are also embedded within Stroger's emergency department and Cermak health services at Cook County Department of Corrections to provide assessments, recovery support, warm handoffs, and coordinated care.

Prevent Re-Traumatization and Foster Resilience

Healthcare has at times caused traumatizing experiences for patients and staff. We can begin to address this painful history by gaining a better understanding of trauma and being less reactive, defensive, stressful and fragmented in our responses.



Additional Resources

- The **CCH Trauma Informed Approaches Task Force** is a diverse group of stakeholders from across Cook County Health (CCH) including physicians, social workers, psychologists, nurses, and public health practitioners. The goal of the Task Force is to support the implementation of trauma-informed approaches at Cook County Health. To join our mailing list, complete the form at:
<https://cookcountypublichealth.org/behavioral-health/trauma-informed-approaches-task-force/>
- The **Employee Assistance Program (EAP)** can help CCH employees balance the demands of family, work, and personal needs. The Cook County EAP is staffed by licensed, external professionals available to help at no cost. All services are confidential and can be accessed over the phone at 1-800-327-5048 or online at www.MagellanAscend.com.
- **Hope for the Day** is a non-profit movement empowering the conversation on proactive suicide prevention and mental health education. Visit HFTD.org
- **Resilient Chicago** seeks to address the challenges of health disparities, the root causes of crime and violence, while promoting engaged, prepared, and cohesive communities. Learn more by visiting:
<https://resilient.chicago.gov/download/Resilient%20Chicago.pdf>

References

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- Centers for Disease Control and Prevention. (2017). Adverse Childhood Experiences. Retrieved from <https://www.cdc.gov/violenceprevention/acestudy/>
- Substance Abuse and Mental Health Services Administration. (2014). SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. U.S. Department of Health and Human Services Publication No. (SMA) 14-4884.