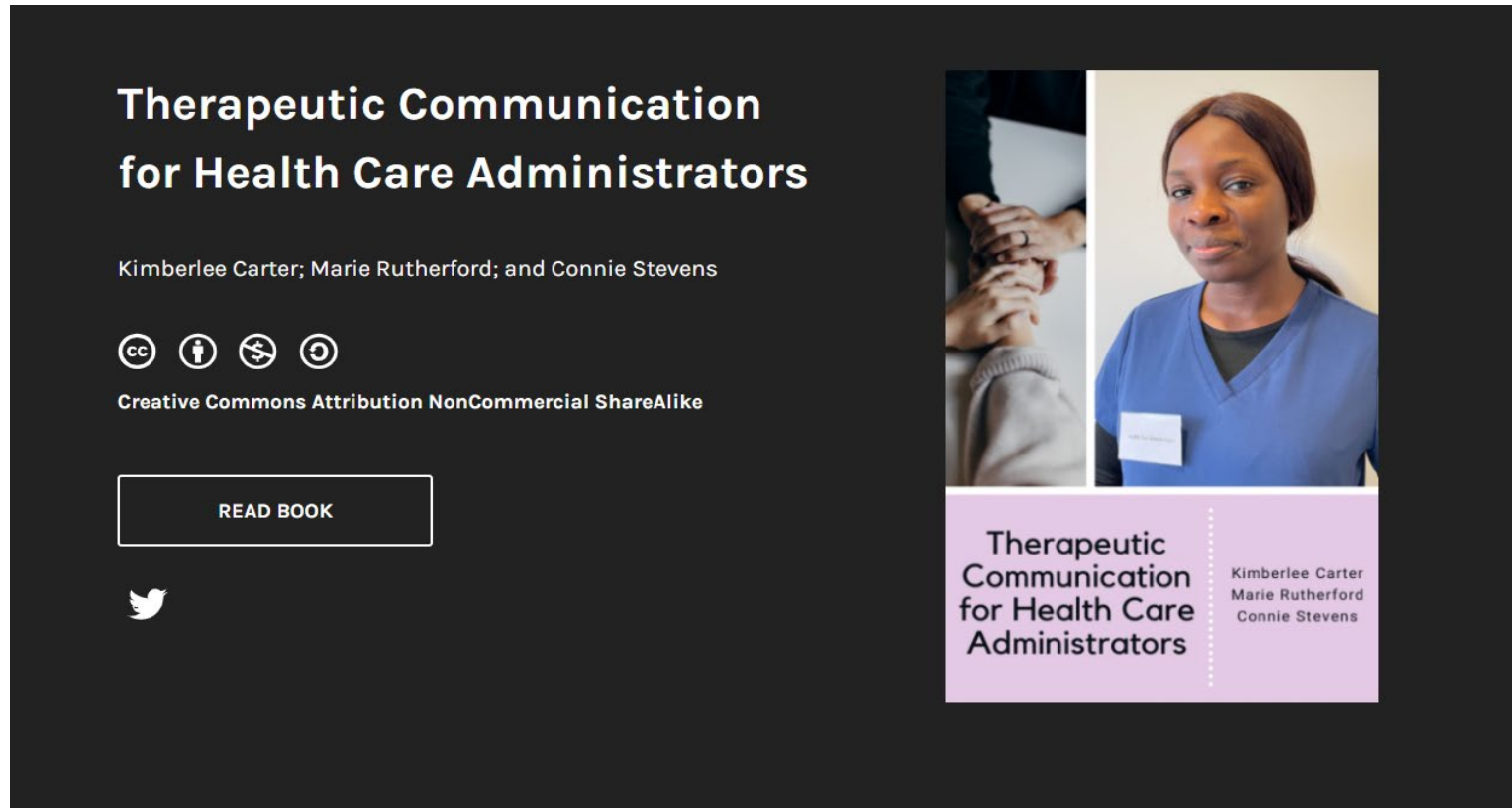


# Therapeutic Communication for HCA

## Chapter 11: Trauma-Informed Communication



# Accessibility Statement

- This PowerPoint is compatible with assistive technology
- Images have alternative-tags applied
- Complex images have long descriptions and are available in the notes section of each slide
- We welcome your feedback if you notice an area not addressed, please contact the authors listed here

# Learning Objectives

- Develop the understanding of a trauma-informed approach to communication.
- Develop a trauma-informed approach in the health care settings.
- Develop an awareness of the client's reactions or behaviours that may be related to past trauma.
- Create safe and less traumatic environments for clients who may have experienced trauma.

# Introduction: What is a Trauma-Informed Approach?

- Trauma: any experience that may cause intense physical and psychological stress reactions.
- Trauma can also affect a client's decisions or the ability to trust others, including health care professionals.
- Six principles of trauma-informed care: safety, trustworthiness and transparency; peer support; collaboration and mutuality; empowerment, voice and choice; and cultural issues (Trauma-Informed Care, 2021).

# Understanding Trauma

- Types of trauma:
  - Acute
  - Chronic
  - Complex
  - Historical
- The health care administrator must be informed in the practice of trauma-informed communication.

# Why is Utilizing a Trauma-Informed Approach Essential for the Health Care Administrator?

The awareness and application of the trauma-informed approach increase reliability in all interactions and it can prevent retraumatizing the client.

# Creating a Safe environment for all Clients to Communicate Without Fear of Judgement

- **Emotional safety** means that one feels accepted; it is the sense that one is safe from emotional attack or harm.
- The HCA may be able to help trauma survivors feel comforted and in control while in the health care setting.

# Understanding Symptoms as Adaptations

- In trauma-informed settings, a survivor's behaviour reflects **adaptations** to a world that has not always been safe.
- Try not to fix, but understand multiple variables.
- The way the HCA communicates their reactions should not **shame** or embarrass the client.



# The Impact of Trauma on LGBTQ2S+ Youth

Watch the video:

Safe spaces, safe places: Creating welcoming and inclusive environments for traumatized LGBTQ youth. [Video]. From NTCSN, 2017.

# Trauma Informed Communication Strategies

- Do

- Speak in a normal controlled voice
- Express kindness
- Positive body language
- Ask open-ended questions
- Respect Personal Space

- Don't

- Shout or lose control
- Use your phone
- Interrupt, judge, try to fix
- Use confrontational body language
- Use Physical Touching

# Summary

In this chapter you have:

- Developed the understanding of a trauma-informed approach to communication.
- Developed a trauma-informed approach in the health care settings.
- Developed an awareness of the client's reactions or behaviours that may be related to past trauma.
- Created safe and less traumatic environments for clients who may have experienced trauma.

# References