

A Participant Focused & Driven Perspective & Theory

Working With Difficult Participants

Wally Czech
Housing First Specialist
City of Lethbridge
CAEH 2015 Montreal



CITY OF
Lethbridge



@BringLethHome



"Bringing
Lethbridge Home"

What is....

More powerful than God

More evil than the devil

The poor have it

The rich want it

&

If you eat it you will die

What is one thing...

Trauma

often occurring in childhood

**almost all homeless individuals
have in common?**



**Children suffer and are caused
pain when...**

**bad things happen to them that
shouldn't,**

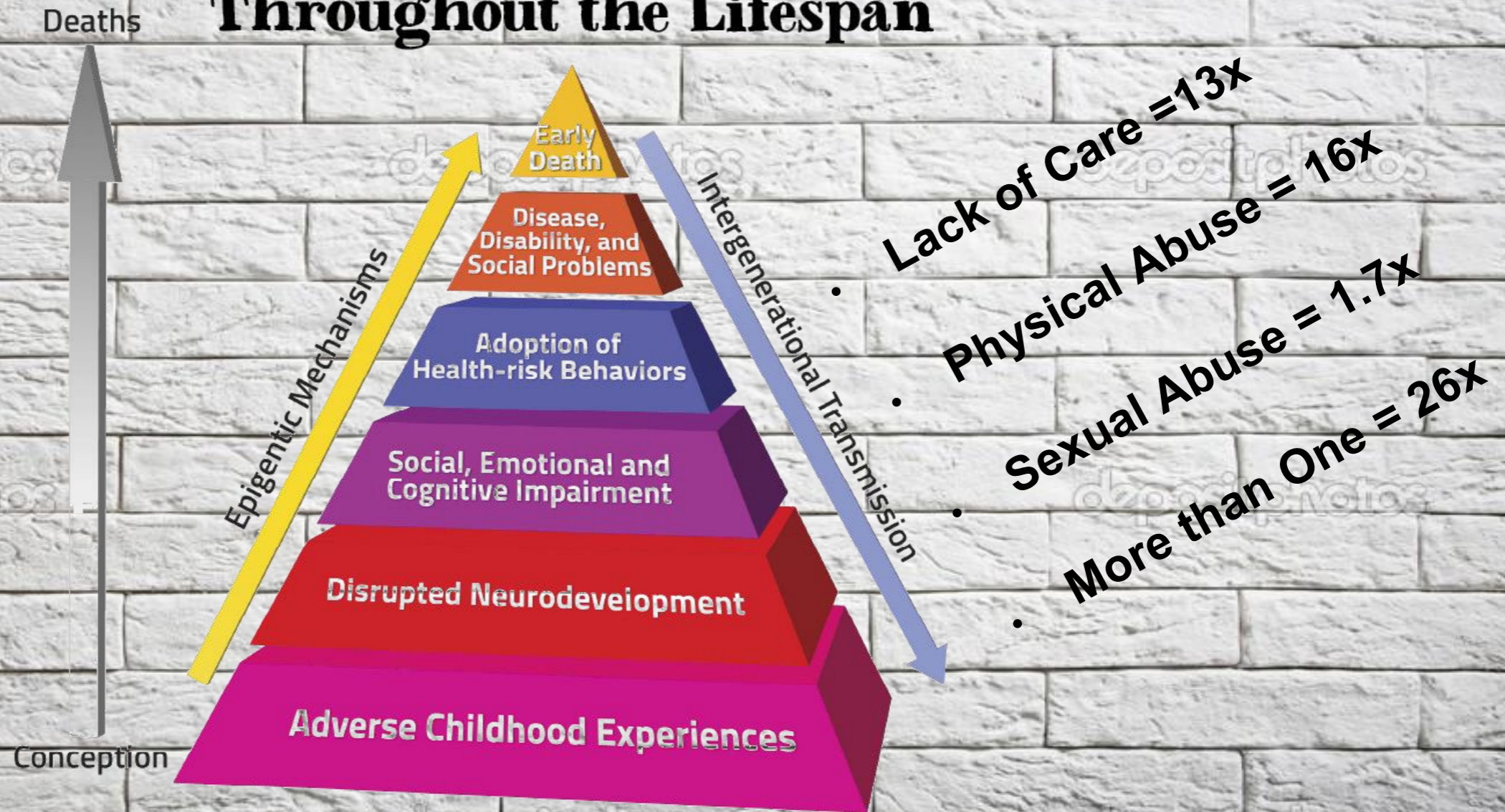
and when,

**good things that should happen,
don't.**



Childhood Trauma has been said to be,
“the single most profound health crisis in history.”

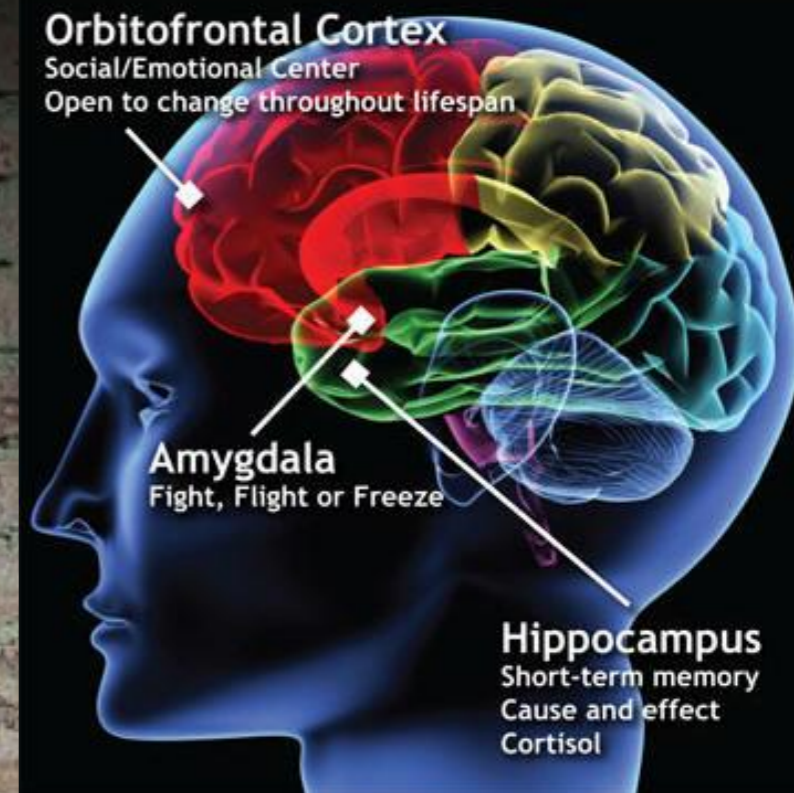
Mechanisms by which Adverse Childhood Experiences Influence Health and Well-being Throughout the Lifespan



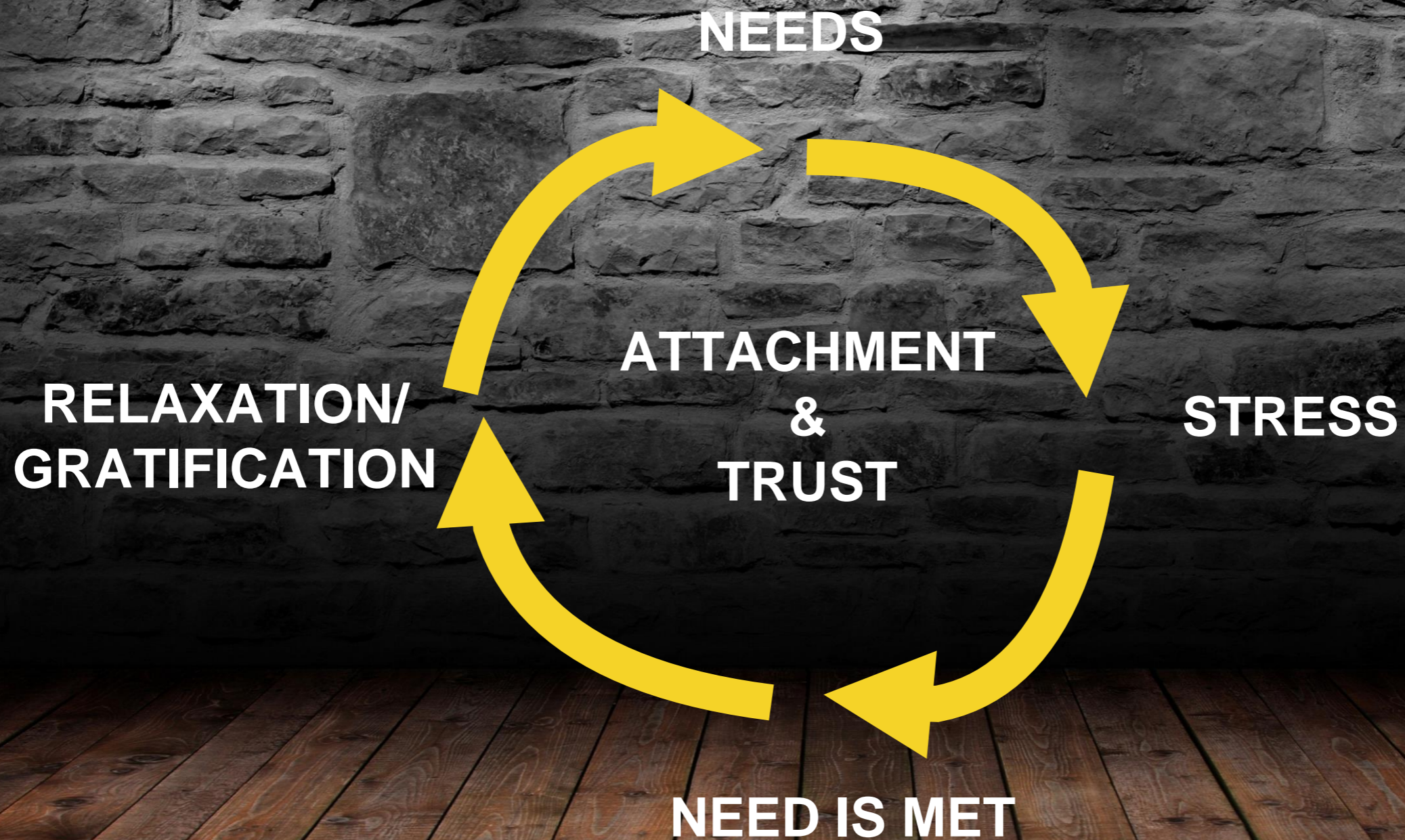
Slide Courtesy of Rob Anda, MD, MS

Traumatized Brain

1. Emotional brain shuts down to allow for survival brain to take over.
 - Fear, lack of safety (body, feelings, thoughts)
 - Fight,flight, freeze (automatic response)
2. Alarm system in brain becomes distorted.
 - Perceives danger everywhere.
3. Ability to appraise present and learn from experience is hindered.
 - Velcro for bad and teflon for good



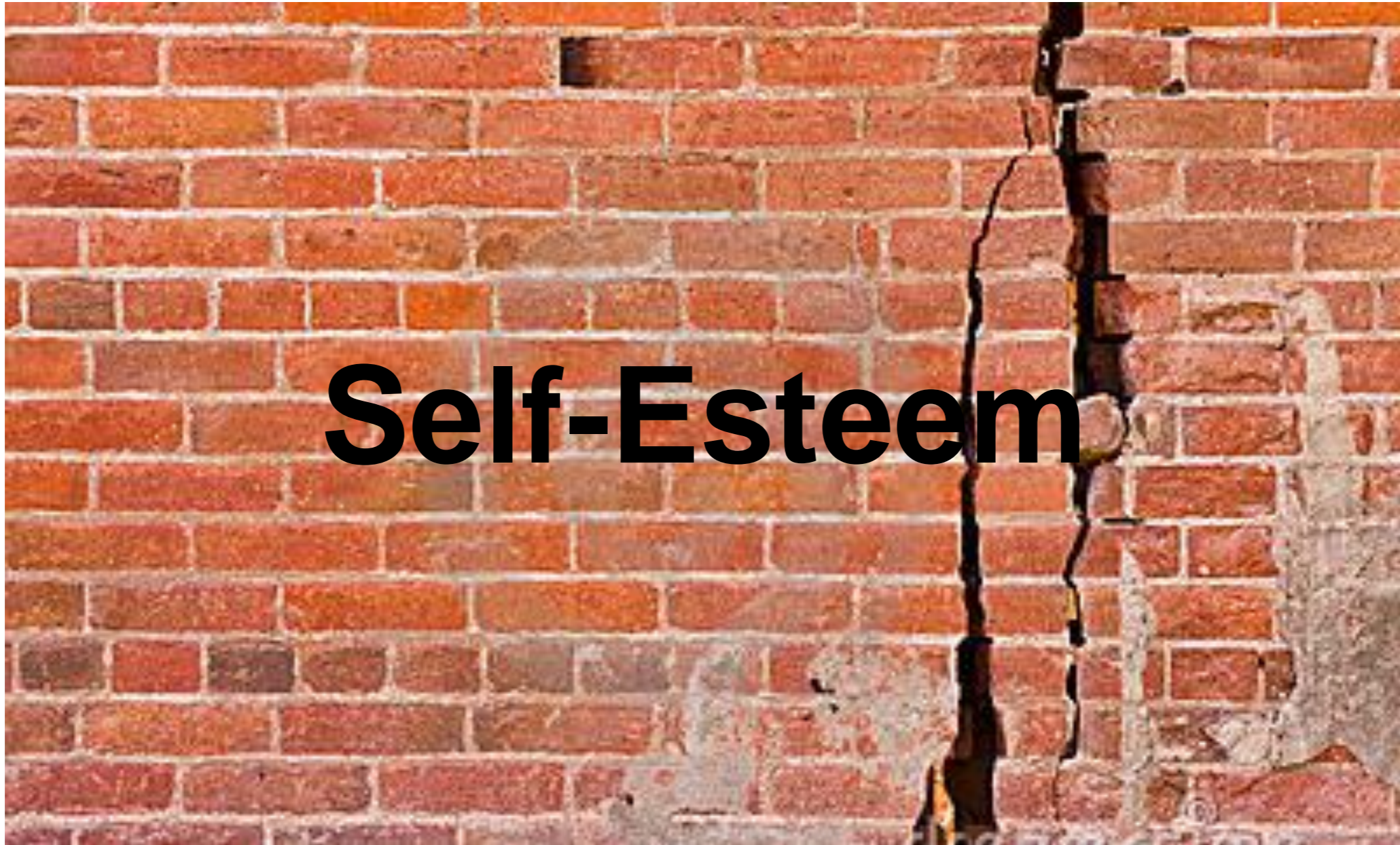
Cycle of Attachment



When The Cycle Is Broken

- Poor connection to others
- Lack of trust
- Behavioral Dysfunction
- Emotional Unrest
- Mental health disturbances





Self-Esteem

Poor attachment leads to a lack of trust AND an unfavourable view of self.

Shame

A painful emotional experience that arises when one recognizes that they have failed to meet an expectation or have violated an important social standard
(Tangney & Dearing, 2000)



- 
- **Shame can prevent people from seeking and developing relationships, or even imagining life in mainstream society.**
 - **To cope with the pain of shame and homelessness, people often engage in risk-taking behaviors that negatively effect an already deteriorating situation.**



More Shame!

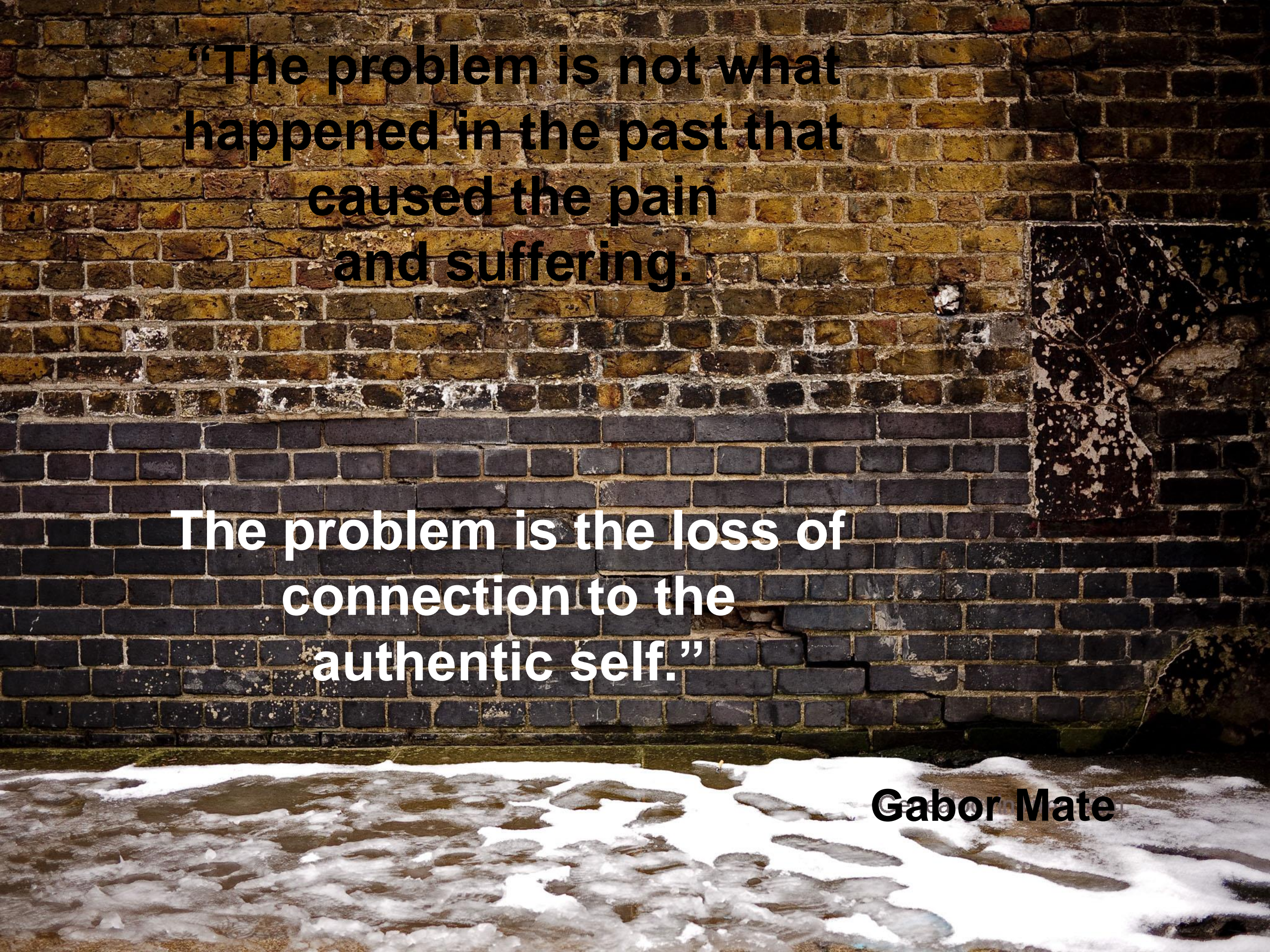
Prolonged Shame-Response Increases One's Vulnerability to:

- **Depression, Anxiety, Bi-Polar**
- **Addiction**
- **Metabolic Syndrome, Diabetes, CV**
- **PTSD**
- **Hostility**
- **Eating Disorders**
- **Self-Harm**

Shame leads to acting out,
then more shame which
reinforces a sense of
inadequacy!



**Do people with a traumatized brain
have to get better to help them?**

A photograph of a brick wall with snow on the ground. The wall is made of two types of bricks: a top section of lighter, yellowish-brown bricks and a bottom section of darker, black bricks. The ground in the foreground is covered in a layer of snow, with some dark patches visible. The text is overlaid on the wall.

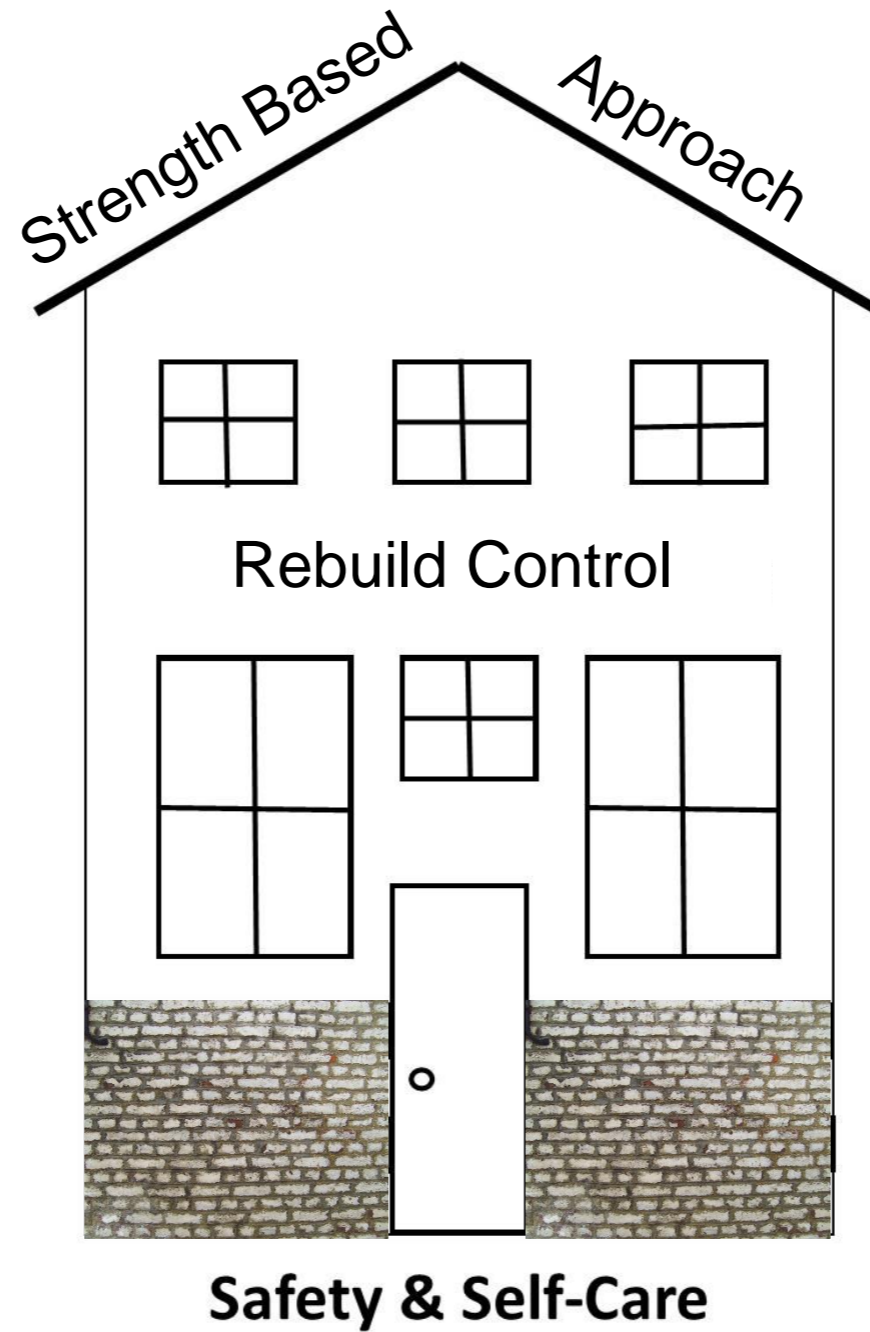
“The problem is not what happened in the past that caused the pain and suffering.

The problem is the loss of connection to the authentic self.”

Gabor Mate

The H1 Trauma Informed Care Model

Start with a solid foundation of safety and self-care.

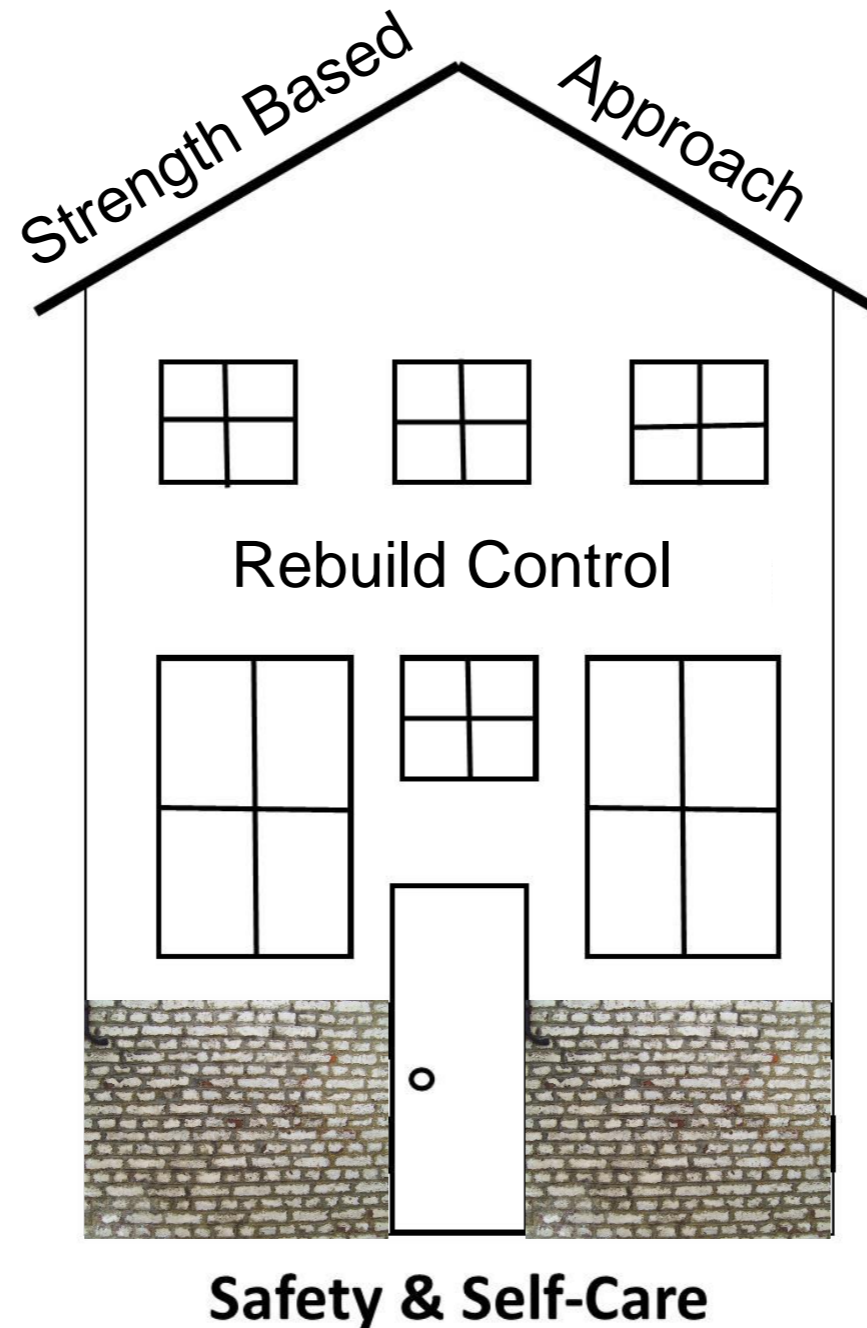


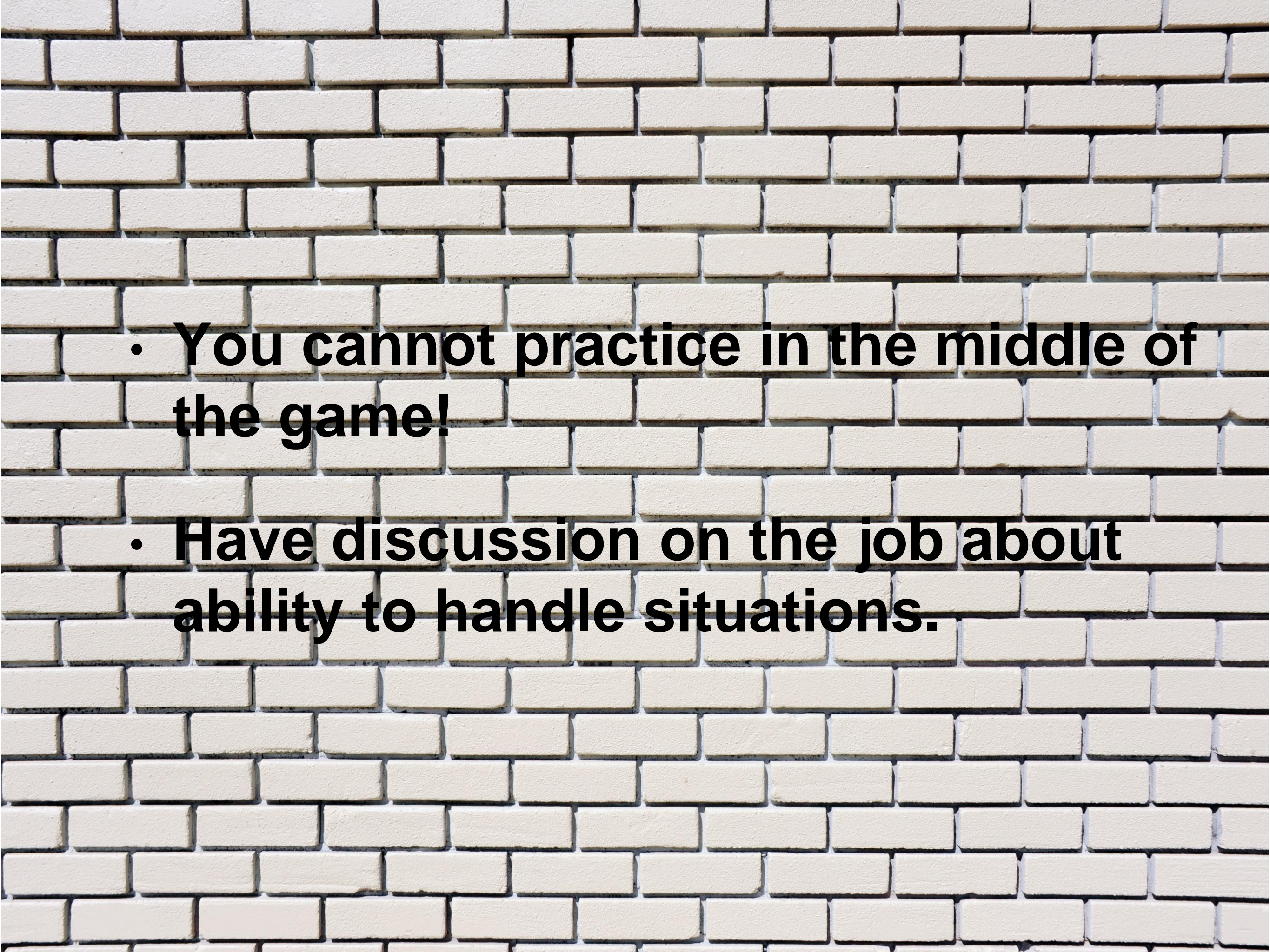
The H1 Trauma Informed Care Model

Start with a solid foundation of safety and self-care.

Trauma Awareness

- Understanding of trauma
- Altering staff perspectives
- Understand how behaviours represent adaptation to traumatic experiences
- Training, consultation, supervision
- Awareness of potentially devastating impact of trauma
- Understand vicarious trauma and self-care, and triggers for staff.



- 
- **You cannot practice in the middle of the game!**
 - **Have discussion on the job about ability to handle situations.**

The H1 Trauma Informed Care Model

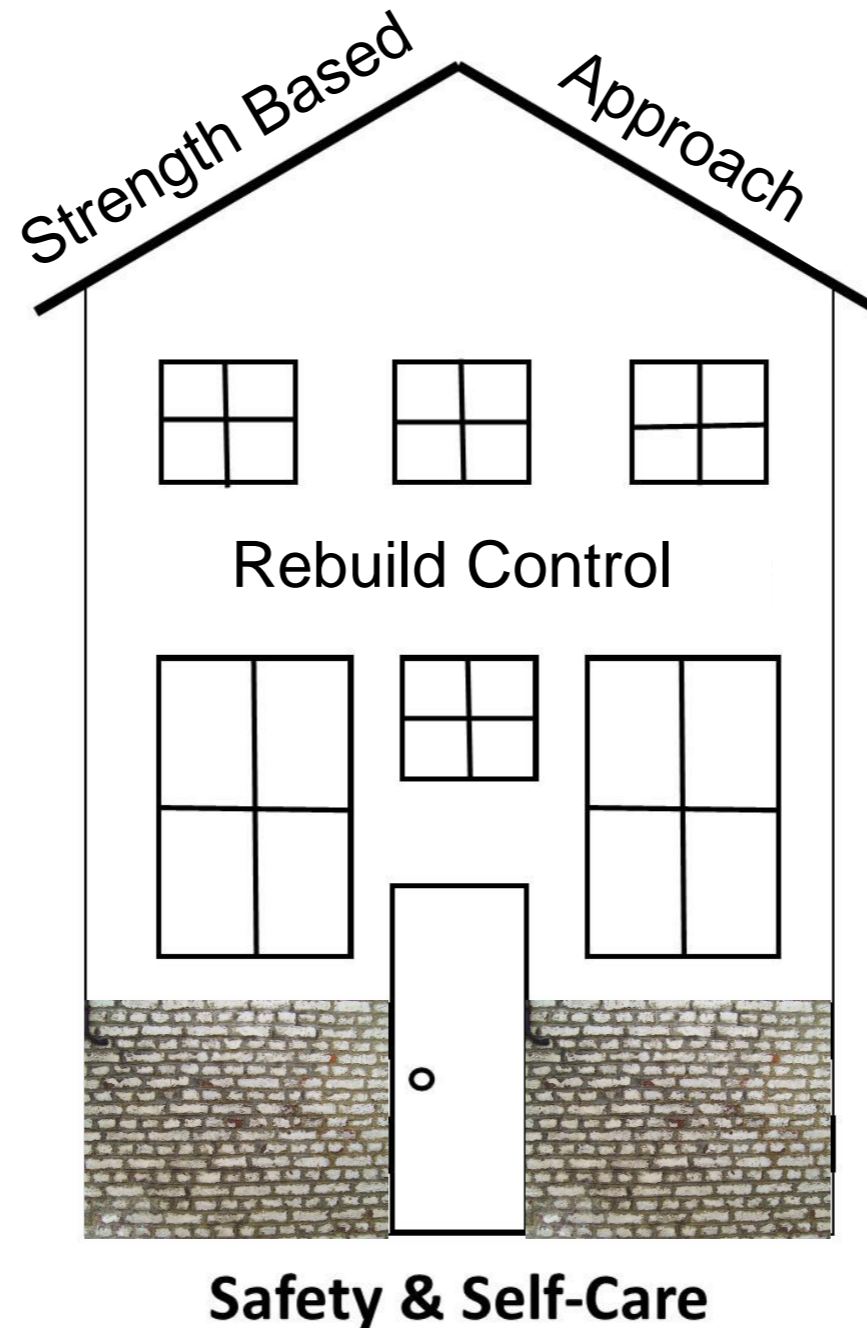
Start with a solid foundation of safety and self-care.

Trauma Awareness

- Understanding of trauma
- Altering staff perspectives
- Understand how behaviours represent adaptation to traumatic experiences
- Training, consultation, supervision
- Awareness of potentially devastating impact of trauma
- Understand vicarious trauma and self-care, and triggers for staff.

Emphasis on Safety

- Focus on the present
- Physical Safety
- Clear Roles, Boundaries
- Emotional Safety
- Exercise Self Care for Participants
- Awareness of Participant Triggers
- Have support, respect for cultural differences and diversity
- Privacy, confidentiality, mutual respect






Start slowly building relationships with the end goal being to restore their hope in themselves.

**Accept the
persons shame
rather than
normalizing or
dismissing it.**

**Use different labels in
your own mind about
the individuals
situation and life.**

A close-up photograph of a dark, textured surface, possibly a roof or a wall, with a small, glowing orange light source visible through a hole in the center. The texture is irregular and appears to be made of small, dark stones or tiles. The lighting is dramatic, with the light source creating a strong contrast against the dark background.

**Acknowledge the
strength, courage,
skills, and
determination required
to survive the
homeless life style
(Fest, 2003).**

The H1 Trauma Informed Care Model

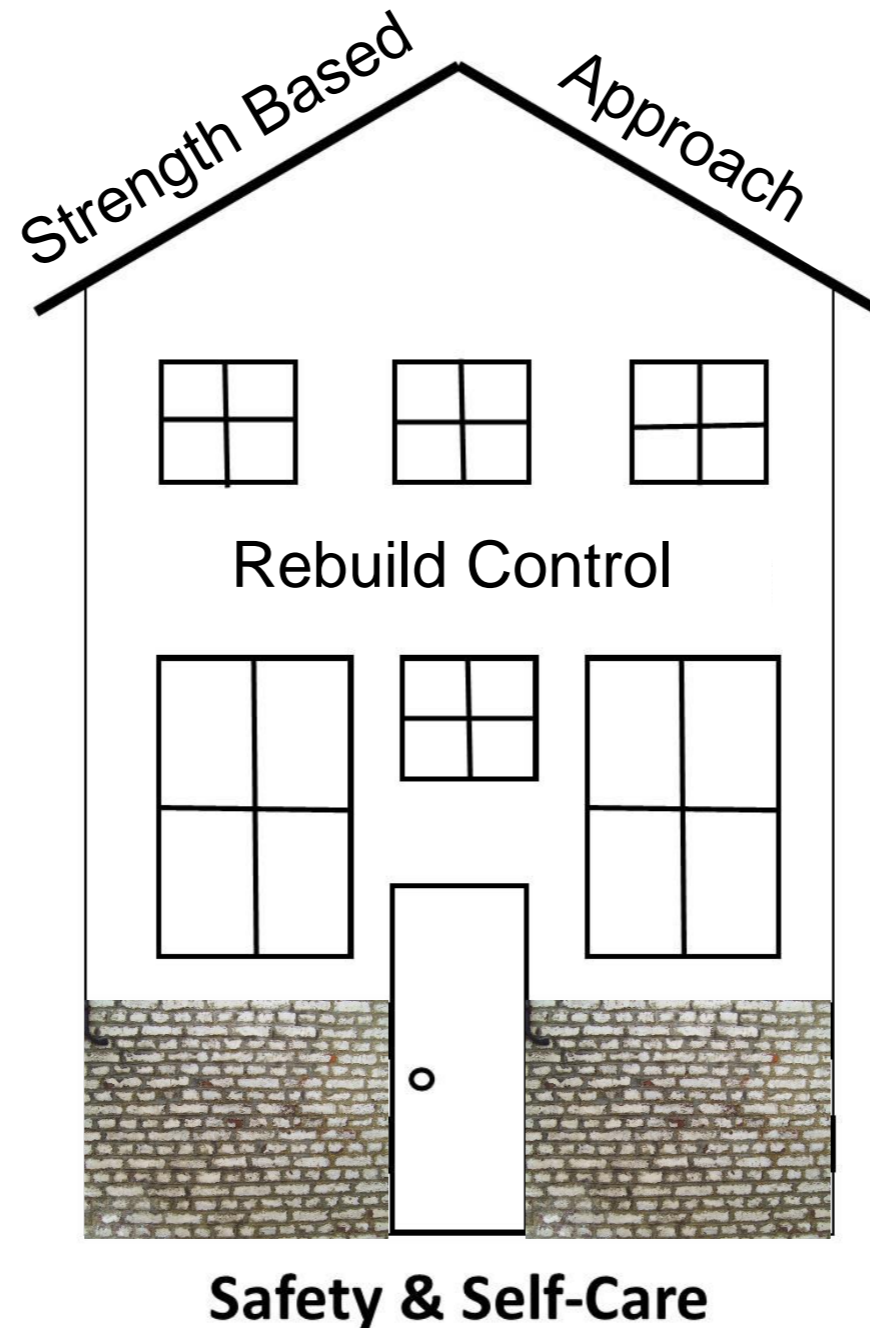
Start with a solid foundation of safety and self-care.

Trauma Awareness

- Understanding of trauma
- Altering staff perspectives
- Understand how behaviours represent adaptation to traumatic experiences
- Training, consultation, supervision
- Awareness of potentially devastating impact of trauma
- Understand vicarious trauma and self-care, and triggers for staff.

Emphasis on Safety

- Focus on the present
- Physical Safety
- Clear Roles, Boundaries
- Emotional Safety
- Exercise Self Care for Participants
- Awareness of Participant Triggers
- Meaningful Daily Activity
- Have support, respect for cultural differences and diversity
- Privacy, confidentiality, mutual respect




Rebuild Control

- Importance of choice
- Create predictable environments
- Participant driven service plan
- Participant involvement in evaluation of services.
- Incorporate artistic activity
- Meaningful social life
- Intimate connections
- Active work life if applicable
- Spirituality
- Involvement in community

A blue perforated metal surface, possibly a door or a wall, with a white smiley face drawn on it. The smiley face is composed of simple white lines and shapes, giving it a hand-drawn appearance. The background is a textured blue metal with small circular holes.

Help them to feel and be connected.

"Even perceived social support has an effect on psychological symptoms and can buffer the impact of high stress on poor people who are housed or homeless" (Toro et al., 2008)

The image shows a brick wall with a section of stone masonry on the left. The text is overlaid on the right side of the image.

"As people begin to experience identifiable accomplishments, their sense of self-efficacy increases and feelings of SHAME and powerlessness are reduced" (Wilson, Friedman & Lindy, 2002).

Resiliency

"A manifested competence in the context of significant challenges to adaptation or development" (Masten & Coatsworth, 1998; Obradovic et al., 2009)

Common Link: Caring and supportive people.

The H1 Trauma Informed Care Model

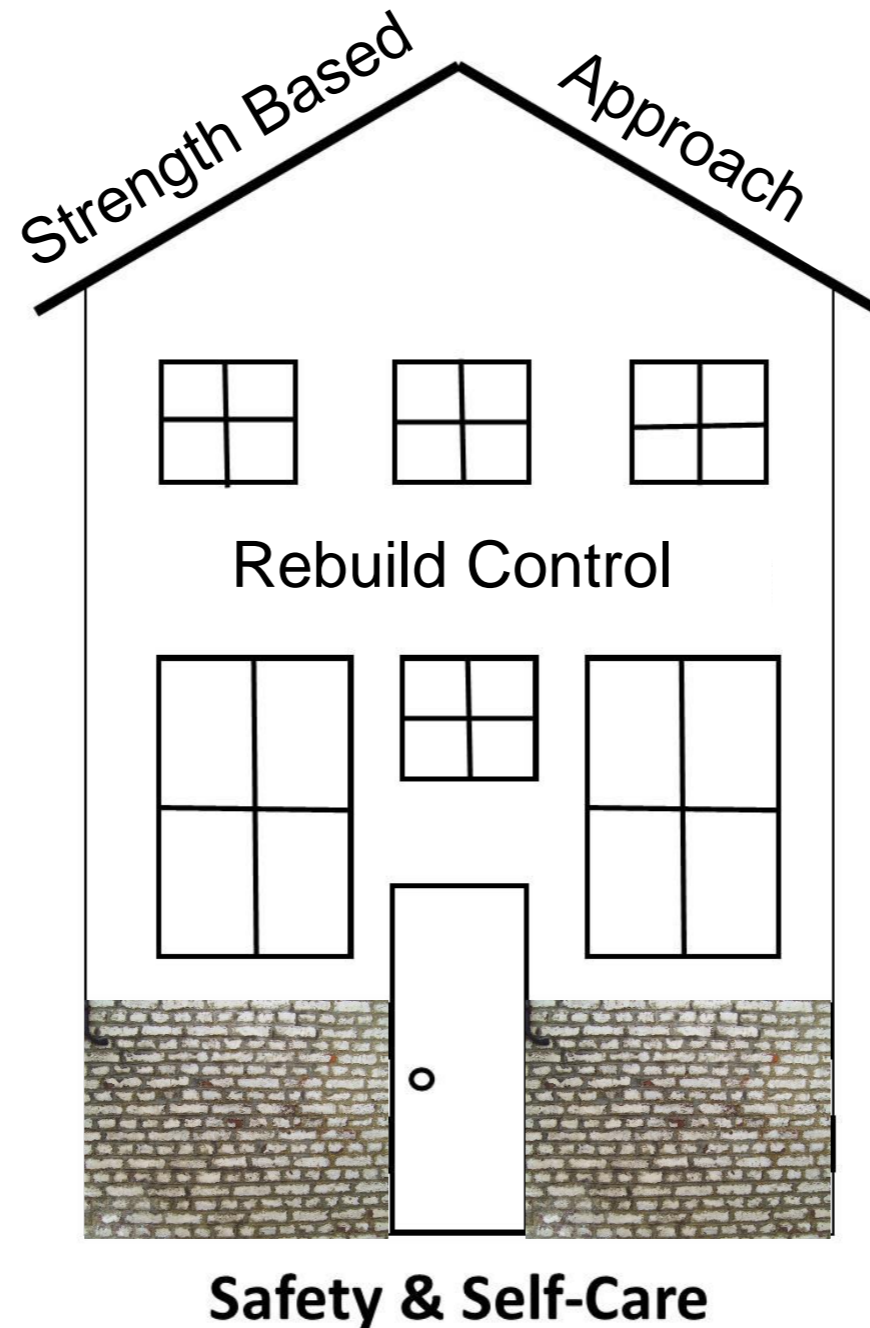
Start with a solid foundation of safety and self-care.

Trauma Awareness

- Understanding of trauma
- Altering staff perspectives
- Understand how behaviours represent adaptation to traumatic experiences
- Training, consultation, supervision
- Awareness of potentially devastating impact of trauma
- Understand vicarious trauma and self-care, and triggers for staff.

Emphasis on Safety

- Focus on the present
- Physical Safety
- Clear Roles, Boundaries
- Emotional Safety
- Exercise Self Care for Participants
- Awareness of Participant Triggers
- Meaningful Daily Activity
- Have support, respect for cultural differences and diversity
- Privacy, confidentiality, mutual respect




Rebuild Control

- Importance of choice
- Create predictable environments
- Participant driven service plan
- Participant involvement in evaluation of services.
- Incorporate artistic activity
- Meaningful social life
- Intimate connections
- Active work life if applicable
- Spirituality
- Involvement in community

Strength Based Approach

- Not deficit oriented
- Assist Participants to identify own strengths
- Assist in developing coping skills
- Focused on future
- Skills building to further develop resiliency



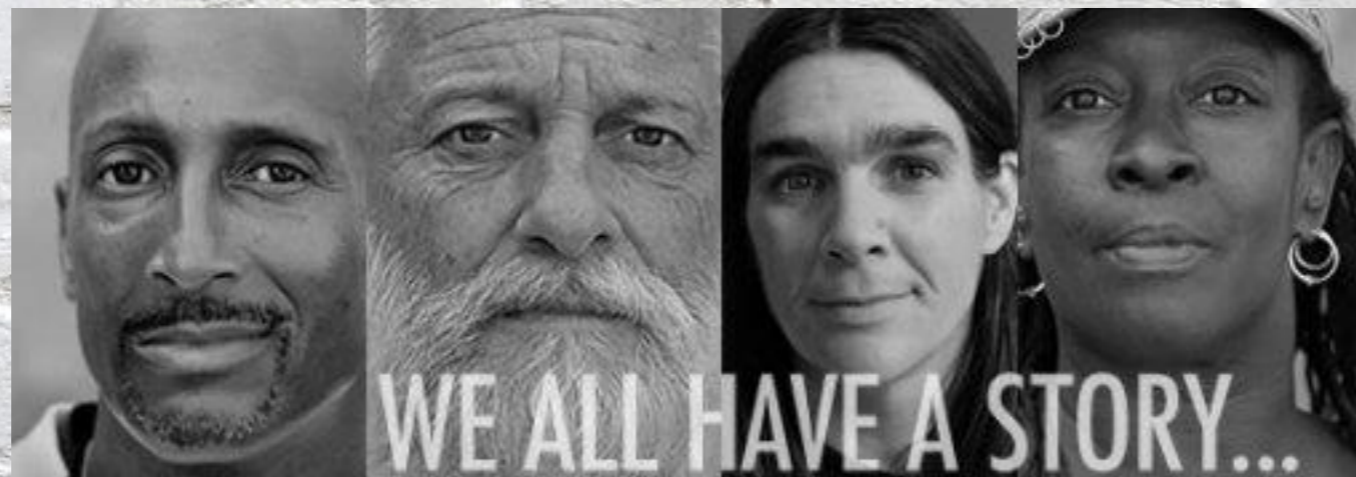
The focus of your interactions should centre on understanding their perspective and drawing upon their strengths (Levy, 1998).

Problem Focused

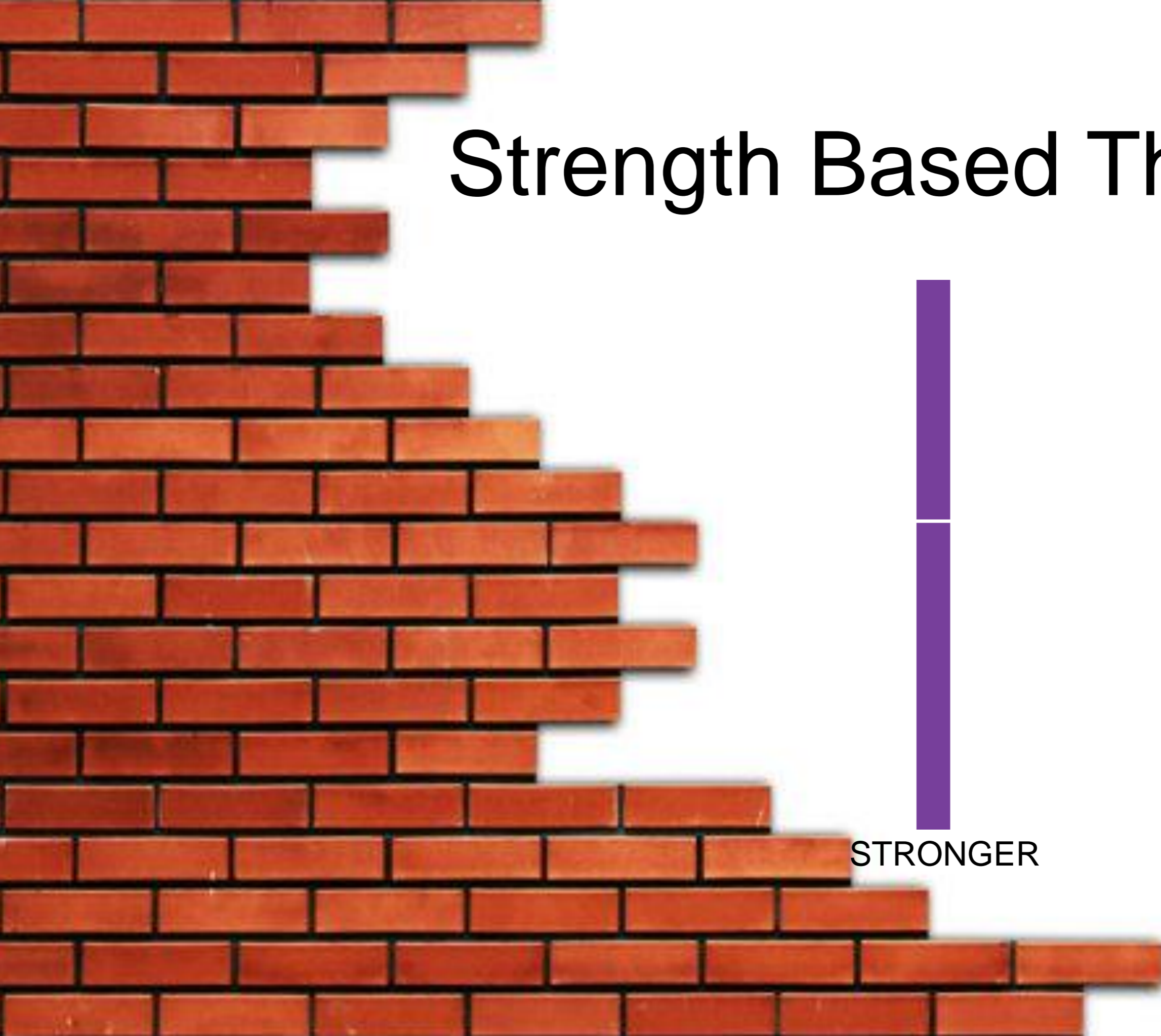
The emphasis on deficits – what a person is lacking – leads to a cycle of focusing on what is wrong followed by a reliance on experts. However, when people act as experts on resolving the problems of others, we deny those facing the problem the opportunity to participate, take control, and learn.

Strength Based

- **Combining assets within the participant along with those within the participants environment, increases the participants future optimism (Kidd, 2003).**
- **A persons perspective of reality is primary,(their story) - therefore, we need to value and start the change process with what is important to that person, not the expert (Wayne Hammond, PhD).**



Strength Based Theory



STRONGER



WEAKER

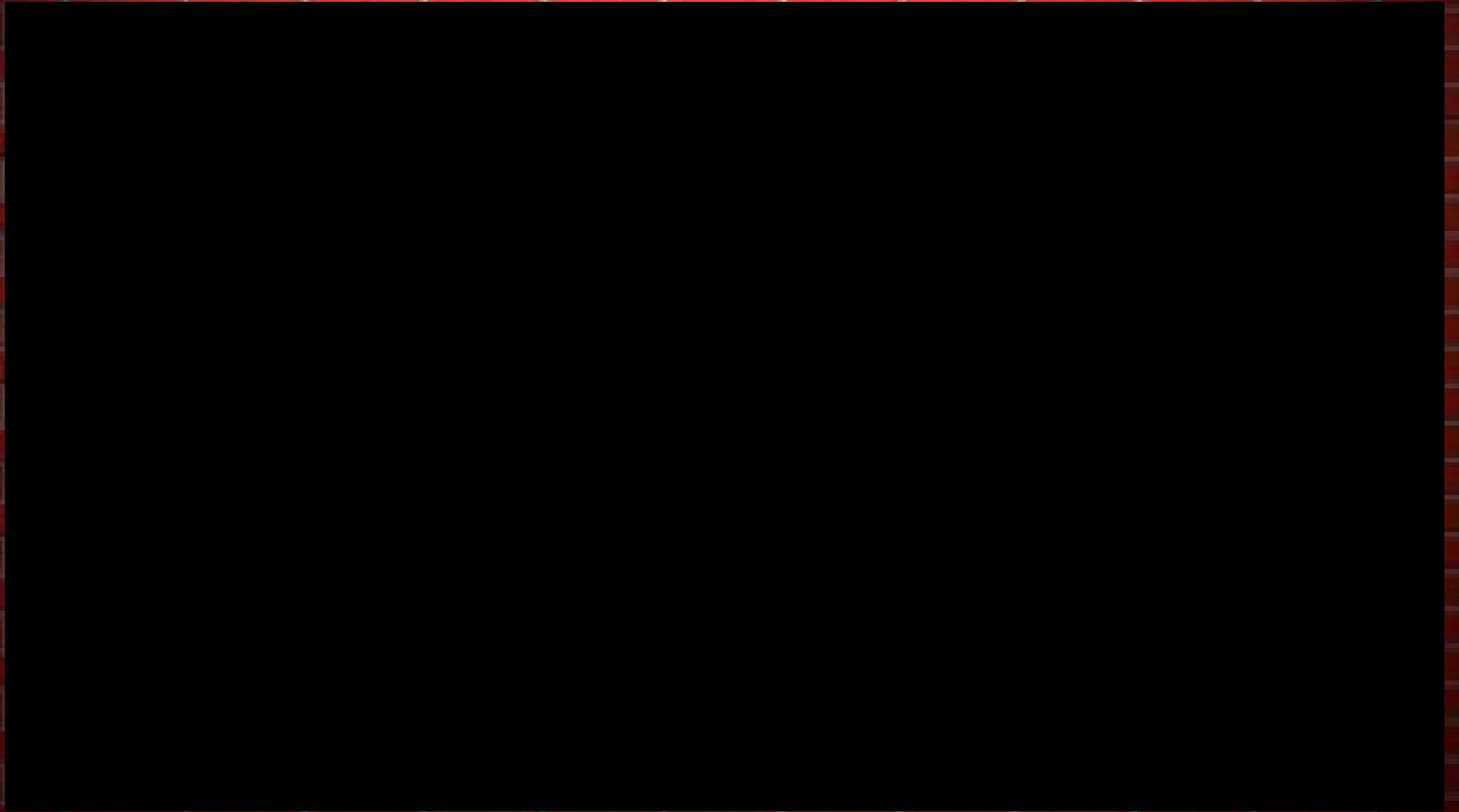
Valuable Skills

- **Multi-cultural competence**
- **Empathy**
- **Mentoring and Peer Support Programs**
- **Motivational Interviewing**
- **Assertive Engagement**
- **Stages of Change Theory**
- **Stages of Development**



PATIENCE

This process takes time, be ok with that!



***“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.”***



Reality of Change



The metaphor of a caterpillar transforming itself into beautiful butterfly may be romantic but the experience is a highly unpleasant one for the caterpillar. In the process, it goes blind, its legs fall off and its body is torn apart to allow the beautiful wings to emerge.



Christopher A. Bartlett,
Sumantra Ghoshal,
The Leaders Change Handbook

Thank You For Listening!

Questions?



ngLethHome



/in/wallyczech



wally.czech@lethbridge