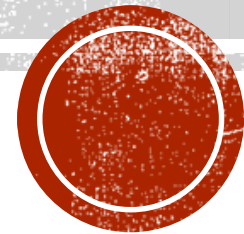


HR AND TRAUMA RESILIENT CULTURE



Rick Garriott, MBA, PHR

Senior Human Resources Manager



WHO WE ARE



Uspiritus has provided therapeutic services to vulnerable youth in Kentucky for over 160 years. As foster care in general has shifted its priority to providing its youth with a Trauma Informed Care Approach to treatment, our agency has continued to be active in leading the way for other agencies within the state. As one of 12 “backbone” agencies selected to be part of Louisville's Trauma Resilient Community (TRC) project, we intend to continue forging new paths for the vulnerable youth in our care.



WHAT WE WANT TO DO

Similar to our youth, our employees, as most humans do, have experienced their own trauma. For years we have excelled in acknowledging the trauma that our kids have experienced and have individualized their treatment to help them work through it and be successful. We now recognize that it is imperative to do the same thing for our employees. In addition to the trauma they have experienced throughout their lives, the type of work they perform day-by-day can create additional trauma in many different ways.



WHAT WE WANT TO DO



By acknowledging the trauma our employees have experienced, and may continue to experience, we can create policies and practices that are trauma sensitive to the needs of our employees and can therefore minimize contributing to previous and/or current trauma. This creates an additional layer to the trauma-informed care (TIC) approach and continues to build a strong, foundational culture for our agency, youth and staff included.



WHAT IS TRAUMA INFORMED CARE?

Trauma-informed care means treating a **whole** person, taking into account **past trauma** and the impact those events had on an individual and their methods to cope and respond to current and future situations.



Trauma can be created through adverse childhood experiences (ACEs). Trauma can also occur later in life through a variety of experiences—including trauma in the workplace and vicarious trauma from those we serve.



WHAT ARE ACES?

According to the Centers for Disease Control Adverse childhood experiences, or ACEs, are potentially traumatic events that occur in childhood (0-17 years). For example:

- experiencing violence or abuse
- witnessing violence in the home or community
- having a family member attempt or die by suicide

Also included are aspects of the child's environment that can undermine their sense of safety, stability, and bonding such as growing up in a household with:

- substance misuse
- mental health problems
- instability due to parental separation or household members being in jail or prison

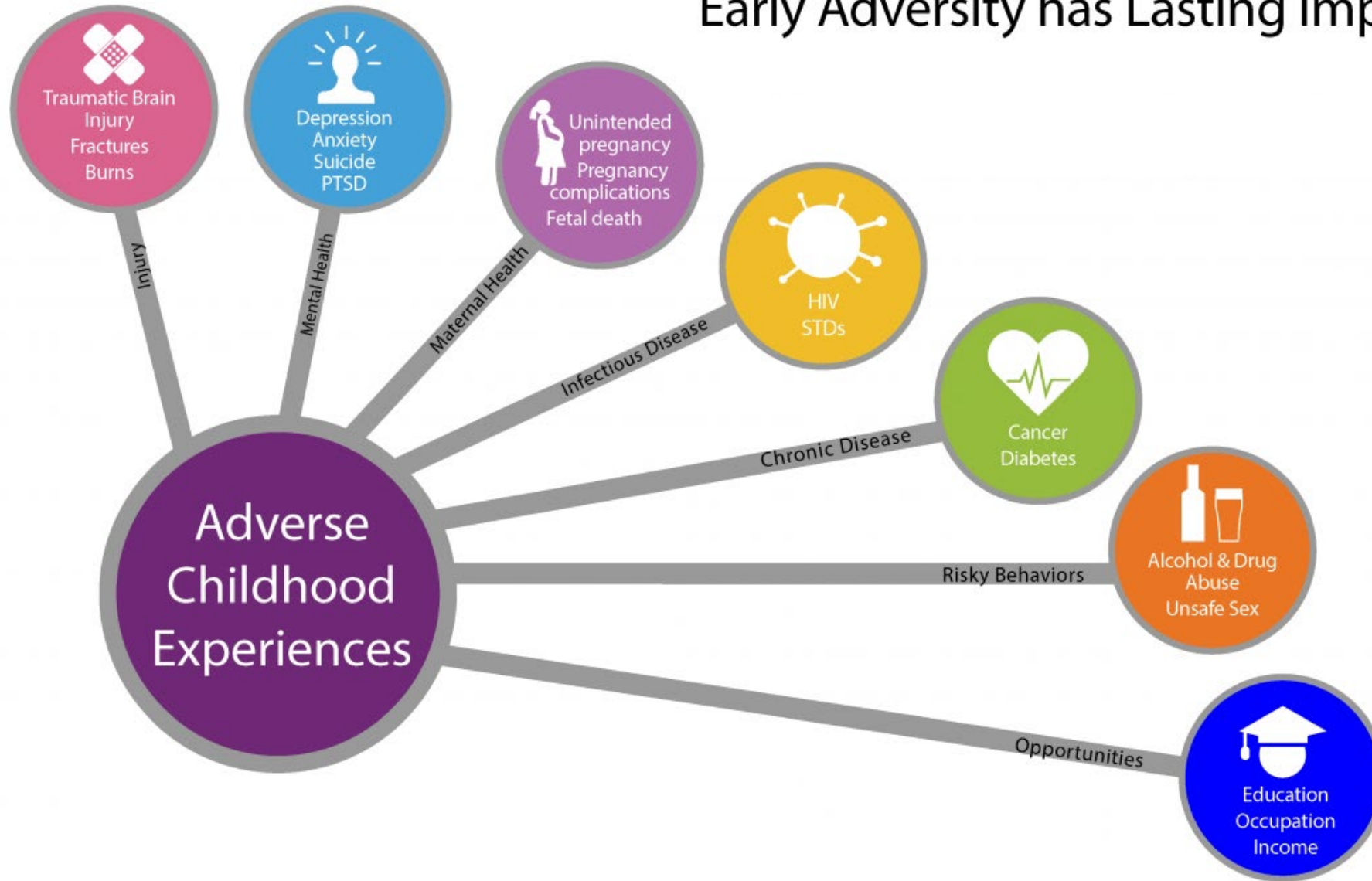


WHY ARE ACES IMPORTANT

- ACEs are closely linked to individual development and other physical and mental outcomes



Early Adversity has Lasting Impacts

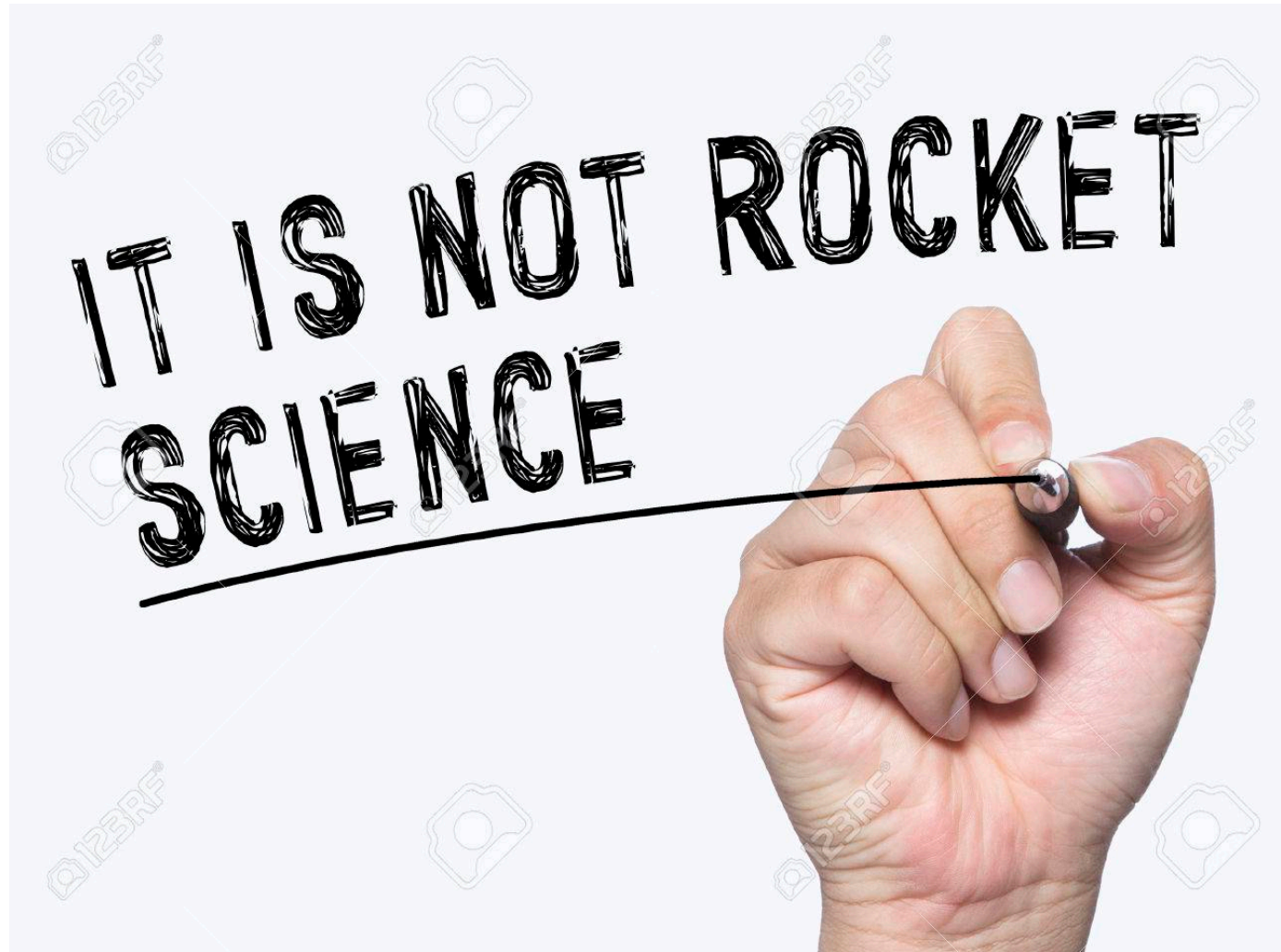


WHAT IS THE RISK OF HAVING ACES?

- 64% of adults have at least 1
- If you have one ACE, there is an 87% chance that you have two or more
- Score of 4
 - 2x likely to smoke, be diagnosed with cancer or have heart disease
 - 7x likely to be an alcoholic
 - 10x more likely to inject street drugs
 - 400% risk of emphysema or chronic bronchitis
 - 1200% more likely to attempt suicide
 - 460% increase in depression
- Score of 6+
 - Higher risk of life being shortened by 20 years



HOW DOES THIS IMPACT OUR EMPLOYEES?



HOW DOES THIS IMPACT OUR EMPLOYEES?

- Major cause of workplace absenteeism
- Increased healthcare cost
- Workplace injuries

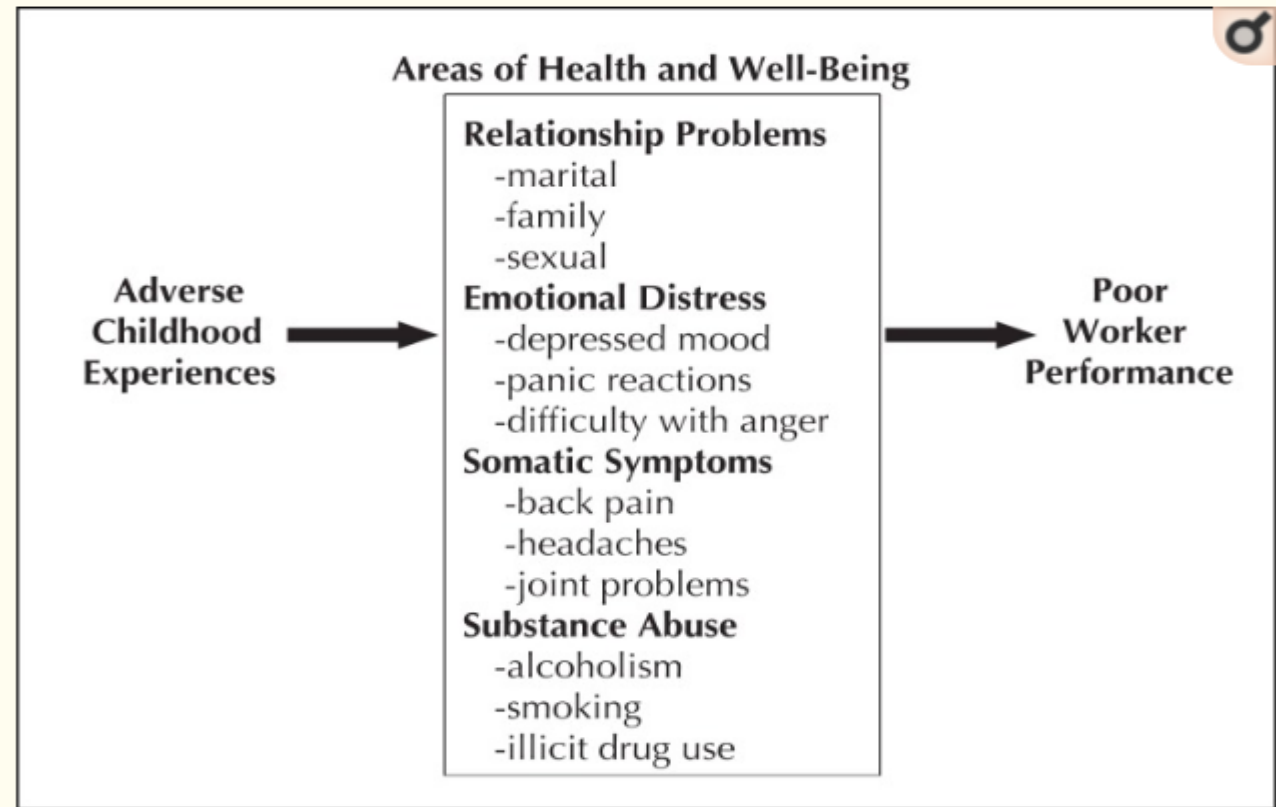


Figure 1.

Adverse childhood experiences and areas of health and well-being that may affect worker performance



HR AND TRAUMA-INFORMED CARE

7 Commitments

- Emotional Intelligence
- Social Learning
- Social Responsibility
- Non-Violence
- Open Communication
- Growth and Change
- Shared Governance



EMBEDDING TRAUMA-INFORMED CARE INTO THE AGENCY

- Embedding the 7 commitments will give ALL employees a shared knowledge of trauma and its impact.
- Gives a shared understanding of the key principles
- Provides a shared language so everyone (CEO, front line staff, maintenance finance, administrative and all of the areas) can speak in regards to trauma-informed care.
- Shared Commitments builds accountability
- Implementing shared practices creates a continuity of care regardless of who participates in an interaction with the organization
- Together, this all creates a shared culture where everyone's life experiences, and their impact, is considered in everyday interactions.



WAYS WE CAN INTEGRATE THIS INTO HUMAN RESOURCES

- Policies that consider the impact of trauma on our workers in and out of work
 - An example is our updated bereavement policy that extends traditional bereavement benefits to events related to the individuals we serve in addition to traditional family members.
- Shared governance
 - Our committees are being transitioned and created into groups that include members from across the agency who have a stake in the game. Not just members of leadership teams
- TIC for EVERY employee
 - Every employee will receive the same trauma-informed care training regardless of their role in the organization. This includes leaders, maintenance, dietary, administrative, support staff and every other person employed.
- SELF—Safety, Emotions, Loss and Future
 - Employees are taught tools to breakdown and understand the impact of events that occur in the workplace. Common tools ensure everyone works together regardless of the problem.
- Self Care
 - To provide care to others, we have to focus on caring for ourselves



WHAT'S NEXT?

Over the next 2-3 years, we will expand TIC training to ALL employees. Policies, performance management, progressive discipline and other key HR areas will be reviewed and adapted to the same concepts of TIC that we would apply to treatment of our youth.

I would hope to revisit this journey with you next year and share the exciting progress we have made and the positive impacts we have observed in our workplace.

STAY TUNED



QUESTIONS

- Feel free to contact me if you have any questions, would like to check in for updates or would like to discuss any of the information further.

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