

# TRAUMA THERAPY PROGRAM

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## ORIENTATION SESSION



# Welcome to TTP!

## A Few Word about Video Etiquette for Today's Meeting

**Please keep yourself on mute to avoid feedback noise**

**Video or Audio recordings of this session are not permitted**

**You can rename yourself on Zoom. To do this please hover over your picture box in zoom, on the right-hand corner three blue dots should appear, once you click on these blue dots a drop-down menu will appear, click rename**

**There will be a Question and Answer period at the end. Facilitators will take the time to answer all your questions. We ask that you submit all your questions to us at that point using the chat function in Zoom.**



# Introductions

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**Sushma Persaud, MSW, RSW**

Registered Social Worker, Psychotherapist

**Marlene Duarte Giles**

Registered Social Worker, Psychotherapist

# Today's Agenda: Trauma Therapy Program

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1. Trauma Therapy Program overview
2. Services offered in TTP
3. TTP policies and guidelines
4. MyHealthRecord
5. Question and Answer period
6. Note: You will find a summary of this presentation on our website  
<https://www.womenscollegehospital.ca/care-programs/mental-health/trauma-therapy-program/>

# Purpose of this Orientation Session

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- Provide you with information about the Trauma Therapy Program
- Clarify program guidelines and expectations
- Discuss what we can and cannot offer
- Guide you in deciding if this is the right program and right time for trauma therapy

# Important Guidelines

**All of our clinical services are being offered virtually only at this time due the current Covid-19 pandemic**

## Virtual Privacy and Confidentiality

Our virtual individual and groups sessions are closed and private. This means that they are only open to you and, in case of groups, to the group members as well as the facilitators from Women's College Hospital.

**It is important that you understand that by consenting to a group video visit you are aware of the following:**

- Videoconferencing may be used to communicate potentially sensitive personal health information.
- Just like any other online technology, there is always a risk that security protocols fail and a privacy breach may happen.
- Zoom is the technology that is used for the video visit and it is integrated with WCH's electronic medical record system. No personal health information is stored with Zoom, but your health information may be securely transmitted between WCH and Zoom on WCH's behalf.

# Important Guidelines

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- There may be potential delays in evaluation and treatment if the equipment and systems are not functioning as they should.
- During a virtual visit, the doctor may decide that an in-person appointment is required for a clinical examination or may direct you to visit your nearest hospital for urgent care.
- **You may change your mind any time about using video visits and this would not affect your care or treatment. It will mean that you will be waiting on our waitlist until we begin to offer in-person services which at this time is undetermined.**
- Some of your personal health information will be provided to the Ontario Telemedicine Network (OTN) for the purposes of statistics collection and so providers can be paid for the services provided.

# Important Guidelines

## Confidentiality

- We kindly ask that you respect each other's confidentiality
- Any information shared by others should not be shared outside of here
- Please don't discuss your personal trauma history with others here today

## Your personal health information

- The hospital is guided by the Personal Health Information Protection Act (PHIPA) and provincial child protection laws
- If a child is at risk or you are a risk to yourself or others, confidentiality may be breached in the interest of safety
- Other exceptions apply, which will be discussed in full in your Trauma Therapy Intake assessment

## Our two identifiers policy

- The hospital complies with regulations by asking each person for 2 identifiers including your **Health Card and another piece of identifying information** (i.e., name and date of birth) to make sure you are the person who is scheduled to receive the treatment by each health practitioner

# Introducing the TTP Team

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A team of therapists from varying professional backgrounds offers our program, often in combination with each other. You may encounter:

- Social Workers
- Social Service Workers
- Psychologists
- Psychiatrists
- Psychotherapists
- Expressive Art Therapists
- Learners in these professions

We meet weekly to discuss our work in order to provide the best possible care and to continue to improve the quality of our program.

# Trauma Therapy Program Components

## TRAUMA THERAPY PROGRAM

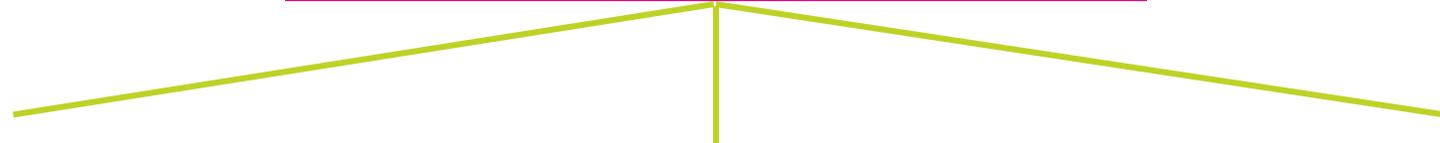
Orientation Meeting

Intake Assessment

Resourced and Resilient Group

Exit Interview

Discharge or further recommendations



Community Options

Healing Through Pathway Groups

Women Recovering from Abuse Program (WRAP)

# Underlying Principles

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We are committed to these principles:

- Respect for diversity and difference
- Empowerment
- Authenticity
- Mutuality
- Non-judgment
- Open communication



# What do we offer in our program?

- Specialized trauma-focused therapy for people who have experienced childhood interpersonal trauma
- Access to a variety of best practice interventions for treatment of trauma (Psychoeducation, CBT, Relational Therapy, Sensorimotor Psychotherapy, Internal Family Systems)
- Opportunity to do “a piece of work”
- Short-term therapy (time-limited)
- All of our stage one programming is group-based
- Individuals must begin our program with stage one programming
- We offer groups that are either:
  - All female identified
  - All-gender

# What are the Goals of Trauma Therapy?

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- To gain new skills and resources to manage the impact of childhood trauma
- To have a better understanding of your symptoms and relational patterns
- To reduce the troubling effects of childhood trauma in your present life

Psychotherapy works best for you when you are open to be observant and curious about your own process as well as willing to try some new habits and coping strategies

# Myths about Trauma Therapy

- Some people are hoping their symptoms will go away for good, trauma therapy may allow this, however in most cases it is aimed to help people better manage their symptoms
- Consistent, on time and weekly attendance is needed – it is not drop in therapy
- Trauma therapy is not about recovery of lost memories
- Healing takes time, it is a process with back and forth movement, ups and downs
- You cannot heal if you are not safe, safety is foundational to Trauma Therapy (by this we mean not currently experiencing abuse or violence in a relationship, living in safe housing and no other current safety concerns)

**Your therapist isn't the vehicle for change, you are!**

# Expectations

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- As TTP specializes in helping people who have experienced childhood trauma, it is essential that you are interested in focusing on the impact of childhood trauma, as opposed to adult trauma or systemic trauma, in your therapeutic work in TTP
- You are the instrument of your own healing, your therapist is here to help guide you
- It is important that you attend sessions regularly, and on time
- If you do not have a Family Physician, we recommend that you arrange this before beginning treatment
- The Ontario government's '*Health Care Connect*' website can be helpful for finding a family physician near you

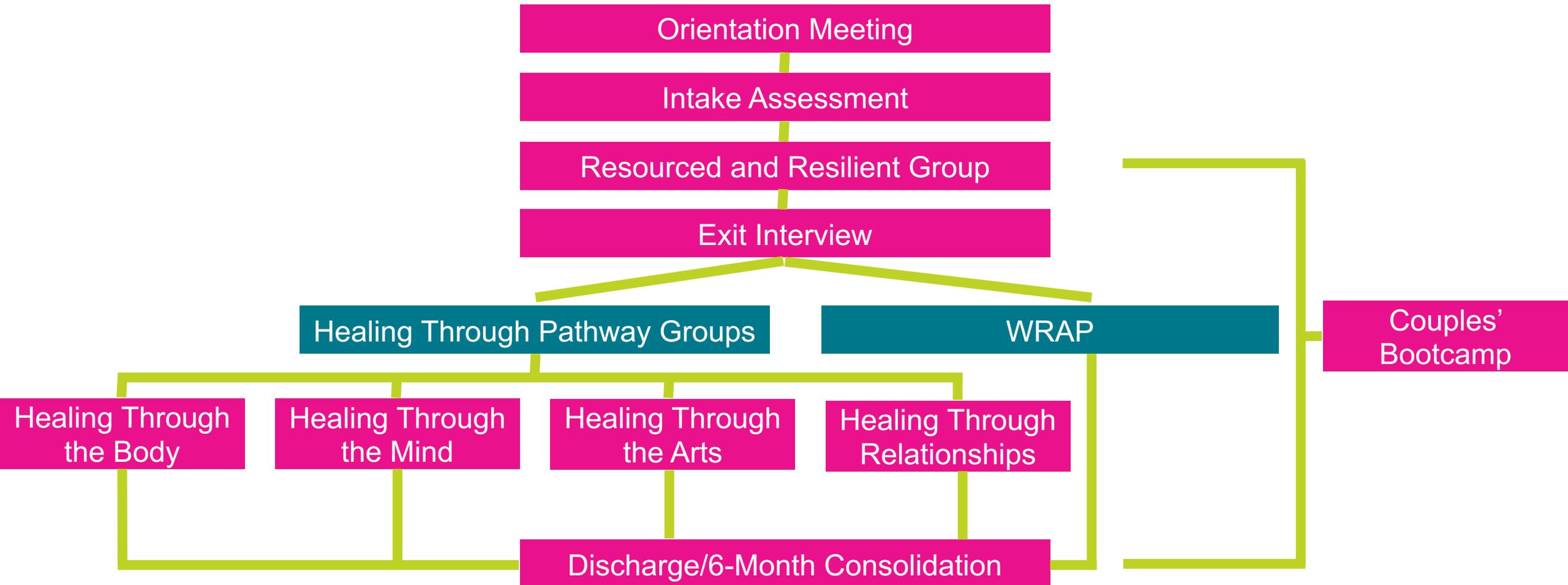
# Expectations

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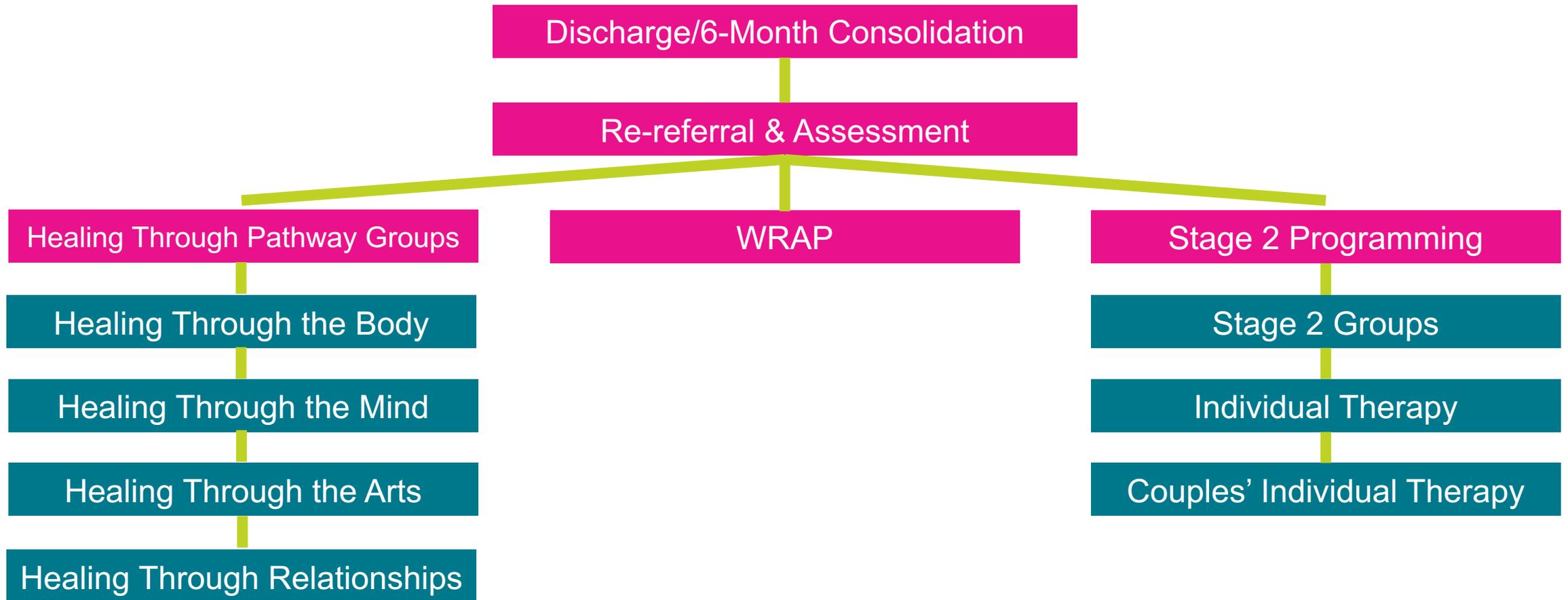
- The Women's Mental Health Program aims to reduce the effects of violence, discrimination and harassment for all our clients and our staff. Violent, harassing and discriminatory outbursts and behaviours may lead to removal from the premises and barring from our services
- We encourage those coming here for services to embrace our **values of respect** for everyone regardless of background, social location and appearance
- We **expect** you **to treat** all our staff, learners, and volunteers and each other in the way you would like to be treated



# The Trauma Therapy Program



# Re-Referral After The Consolidation Period



# Resourced & Resilient (R&R)

**R&R an 8 week group that runs once weekly for 1 hour and 45 minutes. We offer several sessions a year at various dates and times.**

## **Content Outline:**

- Stages of Trauma Therapy
- Understanding PTSD and Complex PTSD
- The Window of Tolerance Model
- Self Soothing and Relational Soothing
- Grounding and Coping Skills
- The Neurobiology of Trauma
- Fight/Flight/Freeze/Collapse Responses
- Trigger Scale Model
- Parallel Lives Model
- Introduction to Cognitive Behaviour Therapy
- Challenging Cognitive Distortions and The Inner Critic
- Working with Re-enactments
- Karpman's Triangle Model
- Understanding Boundaries

# What can I expect after completing R&R

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- An exit interview with the group facilitators to determine, in collaboration with you, what the best next step is for you
- Recommendations to either further therapy within our program or accessing other community resources with the support from our TTP Registered Social Service Worker.
- Further therapy in this program consists of a number **9-week group** healing pathway options.

# Healing Pathway Groups

**The Pathways group are all are 8 week groups that run once weekly for 1 hour and 45 minutes**

## **Healing Through the Mind**

Focuses on developing knowledge and skills from a cognitive-behavioural therapy approach to challenge trauma-based thinking patterns.

## **Healing Through the Body**

Focuses on developing awareness and skills from a sensorimotor therapy approach to support self-regulation of trauma-based body responses.

## **Healing Through the Arts**

Focuses on using art and creativity to discover and pursue themes to do with creating lives after trauma.

## **Healing Through Relationships**

Focuses on exploring and healing relationship difficulties with self and others that have been shaped by trauma.

# Completing Healing Pathway Groups

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- After completing the Resourced & Resilient group and 2 of the Healing Pathways groups, you will be discharged from our program for 6 months to work on consolidating the skills you have learned
- After 6 months, you are welcome to be re-referred to our program. At that point, we will work with you to determine next steps (Stage 1 or 2 groups or individual trauma therapy)

# Shared Values and Commitments

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- Over 20+ years, the Trauma Therapy Program (TTP) and its team members have committed to creating the best possible treatment environment and outcomes for our clients.
- We have learned through experience and have worked together (and with former clients) to establish a set of guidelines and policies for participation in TTP.
- We believe that respecting and committing to the following guidelines will facilitate an optimal treatment experience in TTP and promote the best possible treatment outcomes.
- Our commitment to you is to create environments and policies that promote safety, respect, and relational engagement.
- In return, we ask that you (as a TTP client) respect and abide by the following guidelines while in treatment within TTP...

# Shared Values and Commitments

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- While childhood trauma and adult and systemic trauma are linked, TTP programs are designed and geared towards healing work specifically related to childhood experiences of trauma.
- If you have current or ongoing adult trauma, we advise you seek support for this prior to addressing your childhood trauma.
- If you have ongoing systemic trauma that impacts your current level of safety, please discuss this with one of the clinicians.
- While we recognize that it can be difficult for individuals with childhood trauma to build and maintain trust, we also know that if TTP participants cannot form/maintain a basic therapeutic alliance with facilitators, learners, the program, or the hospital, then treatment will not be successful.
- If it is not possible for you to form/maintain a basic level of trust in the short-term therapeutic context of TTP, we would recommend that you consider long-term therapy where there will be more capacity for individualized focus on these issues.

# Shared Values and Commitments

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- We value diversity and inclusion, and function from a feminist based, anti-oppression framework at TTP.
- As such, you must agree to be respectful towards other clients, facilitators, and all WCH staff.
- Since we are a teaching hospital affiliated with various academic programs, and we consider students as part of our treatment team, you must be willing to extend this same respect to our learners.
- Any form of verbal, physical and/or emotional violence/abuse or threatening verbal, physical and/or emotional violence/abuse towards another client, facilitator, or WCH staff member will not be tolerated in the program.

# Shared Values and Commitments

In order to be able to benefit from our programming you must demonstrate a capacity to engage in the therapeutic process. If you choose to participate in our groups, where you can share your reflections and ask questions about the material, you must be willing or able to:

- Speak in treatment about personal trauma experiences from the perspective of “I”. For example, we encourage you to speak about how childhood trauma is currently impacting you in daily life. If this is difficult, we encourage you to share what gets in the way of speaking about this.
- Identify and name aloud if you are triggered (or respond to facilitators naming that you seem triggered) and engage in present-moment strategies to stabilize and manage your triggers. By doing so you will have the opportunity to learn ways to avoid re-enacting trauma patterns and practice more healing skills and strategies.
- Tolerate being slowed down and paced by facilitators for the purpose of ensuring safety and promoting healing.
- Self-reflect and be willing to accept personal accountability for any harm resulting from trauma-related patterns and coping strategies, rather than blame or externalize problems onto others (i.e., facilitators, clients, other individuals, or systems).

# Shared Values and Commitments

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Out of respect for fellow clients, staff, and the hospital, you must adhere to and respect program guidelines and policies relating to:

- Maintaining and respecting confidentiality
- Restricting phone use and recording/photography in sessions
- Attendance policies
- Other program-specific guidelines and policies that will be outlined in your specific program

Please call or message through MyChart in a timely manner if **cancelling**, or if **late** for an appointment. If lateness or frequent absences are an issue, this may lead to discharge from our program.

Hospitals and doctors are paid through OHIP, and cancellations and absences have an impact on the hospital budget and physician's direct income. In some cases you may be charged for missed sessions or sessions not cancelled with **48 hours** notice.

# Next Steps

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- By attending this session, you have now been placed on the wait list for an intake assessment
- You will be called by our administrative assistant to book an appointment when your name comes up on the waitlist
- Current estimated wait time: **10 - 12 months**
- Please attend your appointment at the appointed time or call to reschedule the appointment
- Arrive at least 20 minutes prior to the appointed time on **7th floor or at the kiosks in the main lobby**, check in with your **Health Card** and wait in the waiting area

# Final thoughts

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Please update us with current contact information so we don't lose touch with you. If after **2 attempts** we cannot get in touch with you, you will be discharged from our waitlist.

# What is myHealthRecord?

**myHealthRecord** is a customizable web application that gives patients easy access to their medical records.

## Benefits of using myHealthRecord:

- Access to virtual therapy, be able to attend groups and individual therapy sessions using MyChart
- Strengthens the patient to provider relationship through two-way communication (secure messaging)
- Gives you the ability to self-manage your own health (e.g. reviewing allergies and medications)
- Gives the opportunity to access your own health information (Test Results/Imaging/Labs)

<https://www.wchchart.ca>



# myHealthRecord Support

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## WCH Support

All patient requests can be emailed directly to:

**[myHealthRecord@wchospital.ca](mailto:myHealthRecord@wchospital.ca)**

myHR Support Line at **(416) 323 - 6205**

# Community Resources

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You can access a list of community resources on our website along with a copy of this presentation:

<https://www.womenscollegehospital.ca/care-programs/mental-health/trauma-therapy-program/>

Thank you for your time and attendance!

We look forward to working together in the future!