



Aligning what we know with what we do

***Trauma is pervasive & life-shaping; we adjust  
organizational practices to support staff &  
client's coping capacity, honor their strengths,  
and avoid re-traumatization***

If you want to go  
fast, go alone.

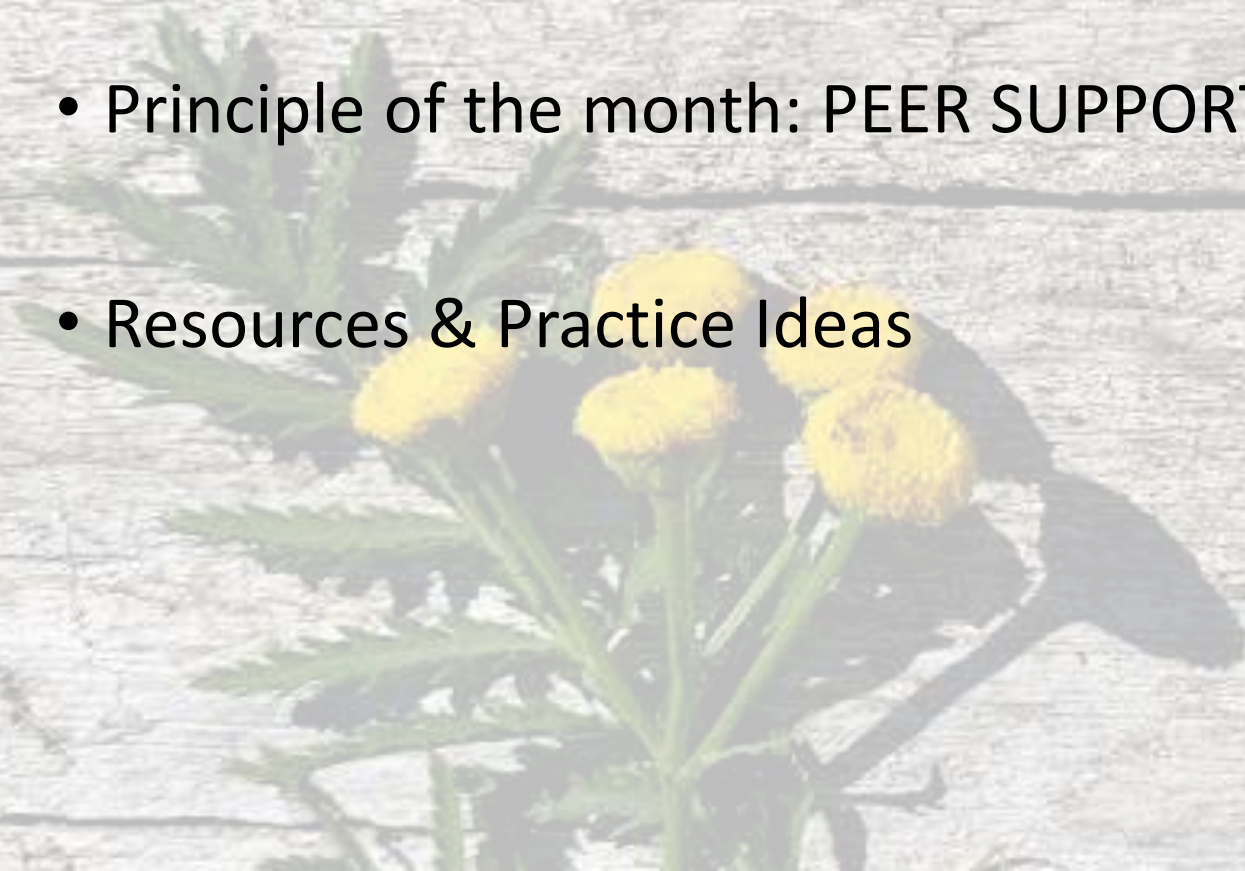
If you want to go  
far, go together.





# What we'll do today

- Check-in Activity
- Principle of the month: PEER SUPPORT
- Resources & Practice Ideas



Check in:

What words of encouragement could a loved or respected person say to you right now to sustain you in this moment?

Please share in the chat box.

*Balance in  
all things*

*You are  
strong enough  
to face it*

*Words to  
sustain*

*Breathe.  
I'm with  
you.*

*Take your  
time.*

*'Sup funny  
face?*





For more resources:  
Emergency Kit of Practices [www.capacitar.org](http://www.capacitar.org)

## SAFETY

All people associated with the organization feel safe - Physically, Emotionally, Socially & Morally  
Consistency, Predictability, Respect

## TRUST & TRANSPARENCY

Above board, straightforward communication; clear & appropriate boundaries  
Trauma-informed supervision  
Treating shared information with great care

## COLLABORATION

An emphasis on leveling power differences and valuing all voices; open communication  
Acknowledging differing sources of expertise

## EMPOWERMENT

Recognizes, encourages & builds on the strengths of everyone; healthy conflict resolution  
Boosting Resilience

## PEER SUPPORT

Being able to count on others in an open & caring way; asking for & offering help

## HUMILITY & RESPONSIVENESS

Committed to Equity; proactive about meaningful attention to cultural identities of clients and staff; inclusive of the many aspects of human identity; responsive to issues of systemic racism & injustices

# Working Definition

- A system of giving & receiving help in relationship with others with shared experience & *based on respect, shared responsibility & mutual agreement of what is helpful*
- A natural human response to shared difficulty

# Working Definition

*Trauma-informed Peer Support also means that:*

- Individuals with shared experience are integrated into the organization and viewed as integral to service delivery
- It is explicitly acknowledged and honored that people who share common experiences are best able to understand and empathize with each other



# Peer Support Is...

Free-cycle Groups  
Community-Based  
Non-Profits  
Extended Family  
Interpersonal Acts of  
Compassion  
Breastfeeding  
Support Group  
Clothing  
Swaps/Hand-me-  
downs  
Inviting the new  
colleague to lunch  
Foreign-Language  
Conversation Groups  
Washing Your Hands



# How does Peer Support “flip the script” on Trauma



Validation of personal reality

Trust can be attempted or established

Connection is possible

Gain or regain power & control

Hope found or restored

Voice found or restored

Personal boundaries encouraged

Sense of safety established or restored

"I am ok."

How else?

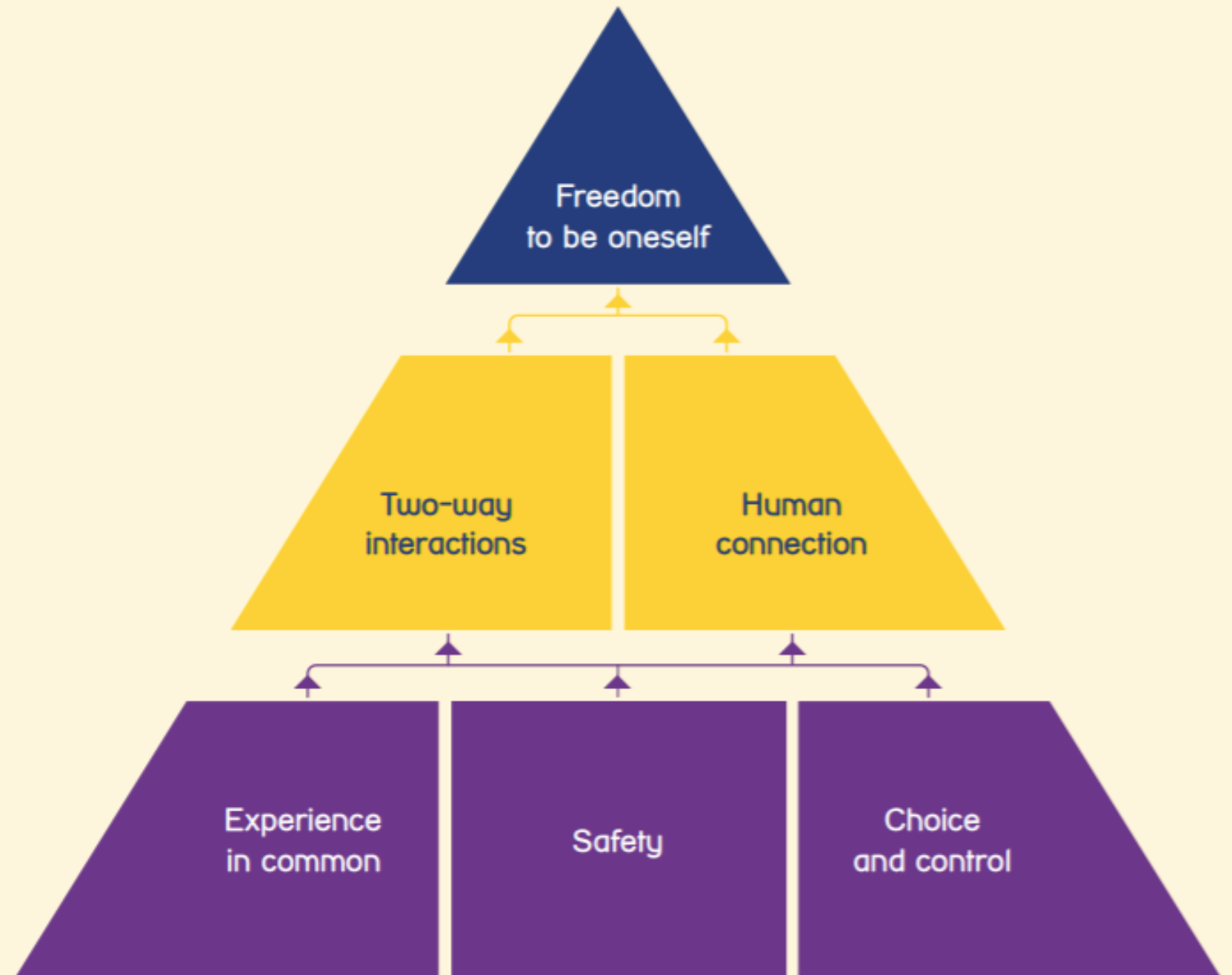




"YOU  
ARE  
NOT  
ALONE"







# Social Isolation in America

- In 1985, people indicated they had 3 close confidants
- In 2006, people indicated they had 0 (***most frequent response***) or 1 close confidants

• ***McPherson, Smith-Lovin & Brashears, 2006***

# Support & Secondary Traumatic Stress

## **Higher Levels of STS, Burnout**

- Isolation
- Poor access to Supervision
- Unsupportive work environment
- Poor Social Support
- Withdrawal from others
- Relationship Conflicts

## **Lower Levels of STS, Burnout**

- Good access to Supervision
- Supportive work environment
- Supportive social network

*Source: Adams, Mattos & Harrington, 2001.*



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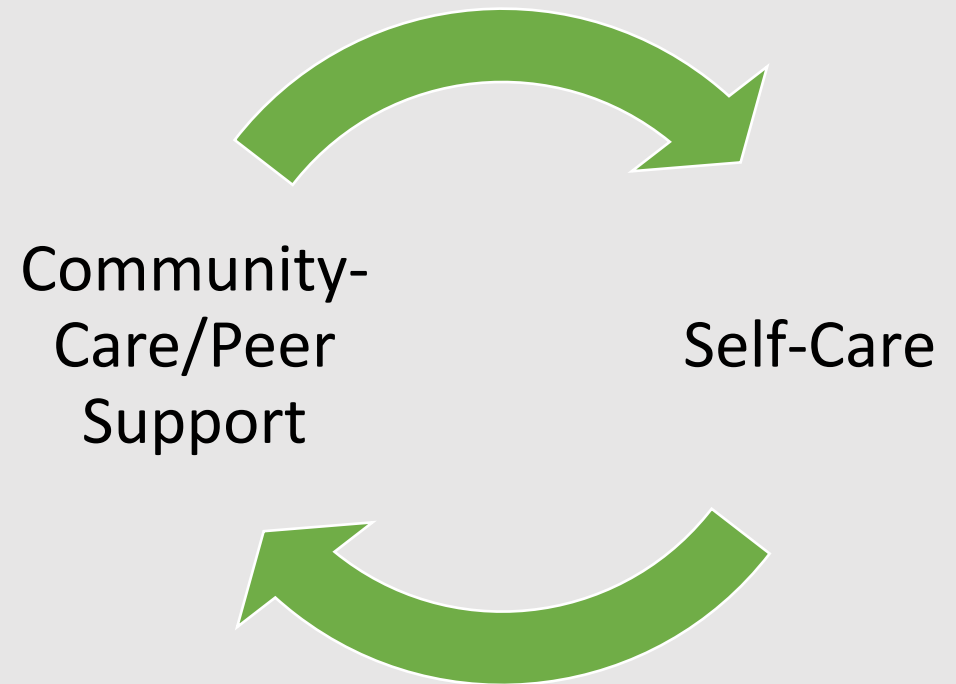


# Self-Care.....

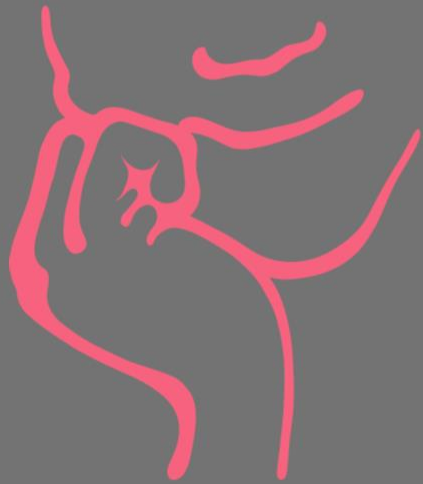
## ...at it's Worst

- Everyone is caring for themselves because no-one is caring for each other

## ....at it's best



Think  
about it



**Might “Community-Care”  
principles be better  
suited to collectivist  
communities/cultures  
than “Self-Care”  
principles?**

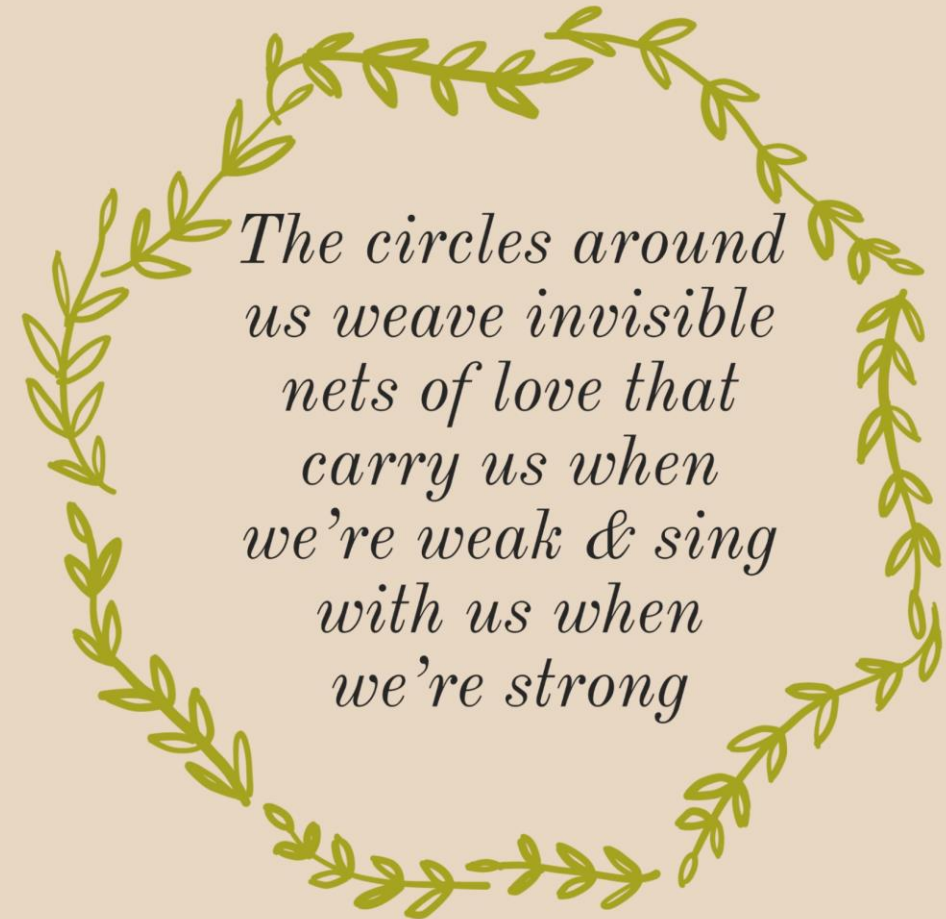
“Community Care is a better stepping stone to justice than self-care”

“Community Care...involves a commitment to reduce harm simply through being together.”

“Shouting Self-Care at people who actually need Community Care is how we fail people.”

- Nakita Valerio, Community Organizer  
Vancouver, Canada

Don't  
forget the  
*Celebration*  
side of  
mutual  
support!







*A thank-you  
email makes  
my day!*

important to you



I enjoy gardening and being outside.

I like listening to the sport on radio 5 live.

I like dancing.

Skills I'd like to share

Making window boxes.

Name

Kwame

Simple gestures that Kwame appreciates

A cup of coffee (1 sugar no milk).

If I'm doodling, it doesn't mean I'm not listening.

If I am sitting on my own with my headphones on, leave me in peace. If I'm not wearing them though I like a chat.

Add an image that's important to you

Skills, hobbies or things I like

A pair of hands is shown from the wrist up, cupped together and holding a small pile of dark, round berries, likely blueberries. The hands are positioned on the right side of the frame, with the fingers slightly curled. The background is a soft, out-of-focus light blue and white, suggesting a natural setting. The overall mood is calm and focused.

# Overview of Tools & Resources



# JOIN the movement

ACEs = Adverse Childhood Experiences

HOME

## Blog Posts



Post

Welcome to  
ACES Connection



Learn about ACES Connection & who we are.

questions for work love langua

Untitled

aces connection - Yahoo Search

Home | Trauma & Resilience W

acesconnection.com/g/alaska-aces-action

Apps

Seminar Search R...


2012 Training Insti...

National Technical...

AACRC | A Powerf...

2012 Summer Se...

Other bookmarks



# Trauma & Resilience Work in Alaska

Photography Courtesy of Laura Norton-Cruz

HOME

BLOG

RESOURCES

CALENDAR

DISCUSSIONS

SURVEYS


CHATS

JOIN

SIGN IN

ACESCONNECTION / COMMUNITIES / TRAUMA & RESILIENCE WORK IN ALASKA (AK) / HOME

## Blog Directory



Post

### About This Community

Community members, advocates, and professionals who share the goals to reduce trauma and build resilience in Alaska share information and exchange ideas related to adversity, trauma and resilience that lead to practical and community-centered solutions. By

languages\_of\_appr....pdf

My Post (39).jpg

Pink Black and Whi....jpg

My Post (38).jpg

Show all





NAMI.ORG

YA DISCUSSION GROUPS

OK2TALK

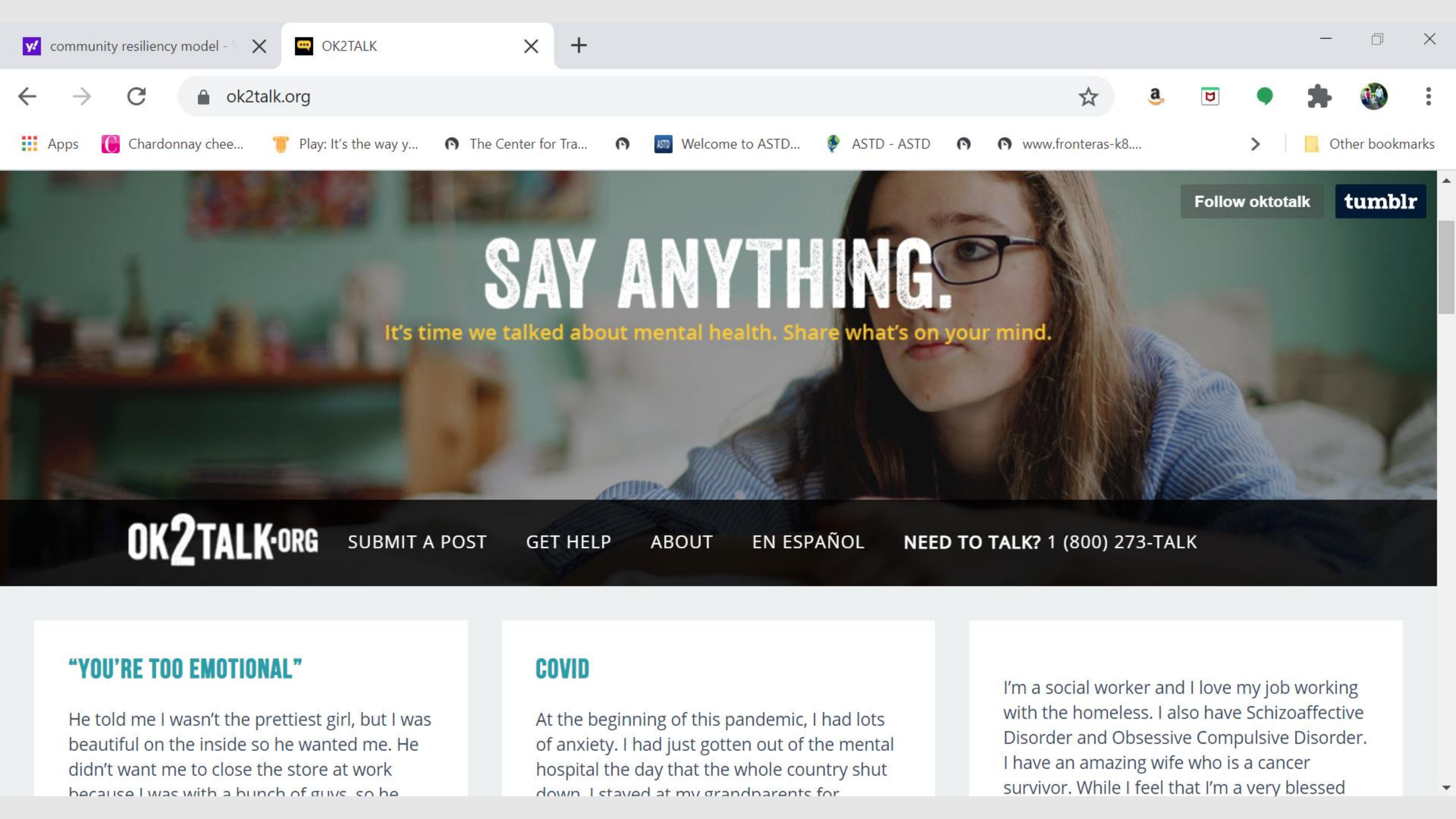
YOU ARE NOT ALONE

NAMI AIR

## Thank you

Thanks for being a part of the Strength of US community. We value your participation and have much to offer in resources and opportunities to connect with each other at [nami.org](https://nami.org). We have listed below recommended online connections that NAMI offers.

- Young adult [discussion groups](#).
- [OK2Talk](#) and [You Are Not Alone](#), two spaces for blogging and sharing your stories.
- [NAMI AIR](#), an app that allows users to anonymously share their stories and receive feedback from



Follow oktotalk

tumblr

# SAY ANYTHING.

It's time we talked about mental health. Share what's on your mind.

OK2TALK.ORG

SUBMIT A POST

GET HELP

ABOUT

EN ESPAÑOL

NEED TO TALK? 1 (800) 273-TALK

## “YOU'RE TOO EMOTIONAL”

He told me I wasn't the prettiest girl, but I was beautiful on the inside so he wanted me. He didn't want me to close the store at work because I was with a bunch of guys, so he

## COVID

At the beginning of this pandemic, I had lots of anxiety. I had just gotten out of the mental hospital the day that the whole country shut down. I stayed at my grandparents for

I'm a social worker and I love my job working with the homeless. I also have Schizoaffective Disorder and Obsessive Compulsive Disorder. I have an amazing wife who is a cancer survivor. While I feel that I'm a very blessed

[Home](#) [Our Story](#) [MHATS Stories](#) [Press](#)  
[Resources](#) [Contact Us](#)

# MHATS: Mental Health Advocacy Through Storytelling



# Mental Health Advocacy

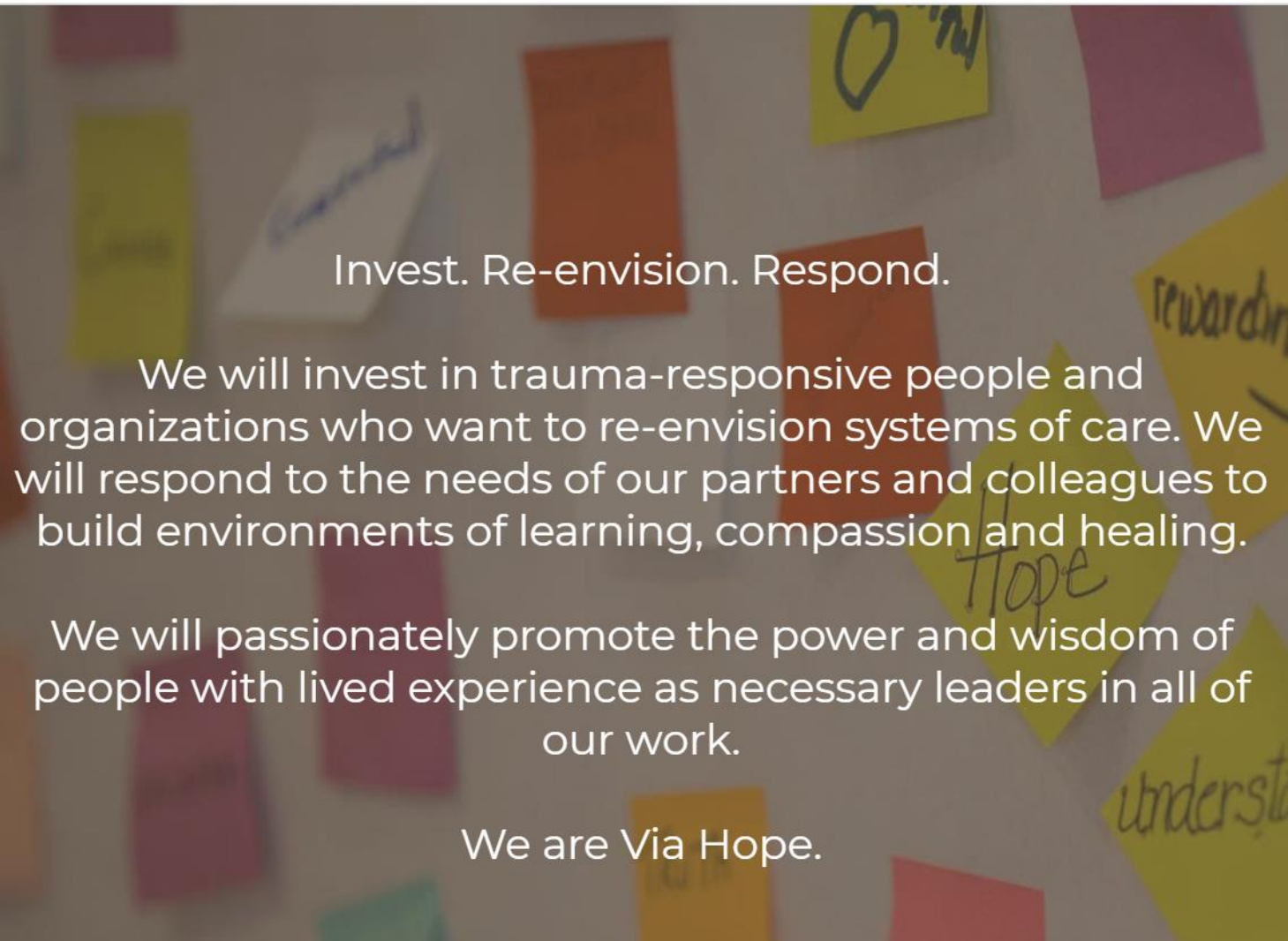
Hear stories. Tell your own. Use your voice.



# FACING FOSTER CARE IN ALASKA

HOME ABOUT RESOURCES DONATE FFCA NEWS BOARDS AND STAFF





## TOOLS & RESOURCES

| RESOURCES

### Organizational Transformation and Implementation Tools

Putting the Pieces Together: Ethics and Application in Peer Specialist Supervision

SAMHSA White Paper – Guiding Principles and Elements of Recovery Oriented Systems of Care

Advancing Effective Communication, Cultural Competence, & Patient Family-Centered Care (JCAHO)

Getting In the Driver's Seat of Your Treatment: Preparing for Your Plan (PRCH)

Peer Specialist Training Application Supplement

[View All 13 Organizational Transformation and Implementation Tools Resources](#)

### Presentations

...



# Via Hope's Peer Specialist Hiring Guidelines

## "Lived experience" with psychiatric diagnoses

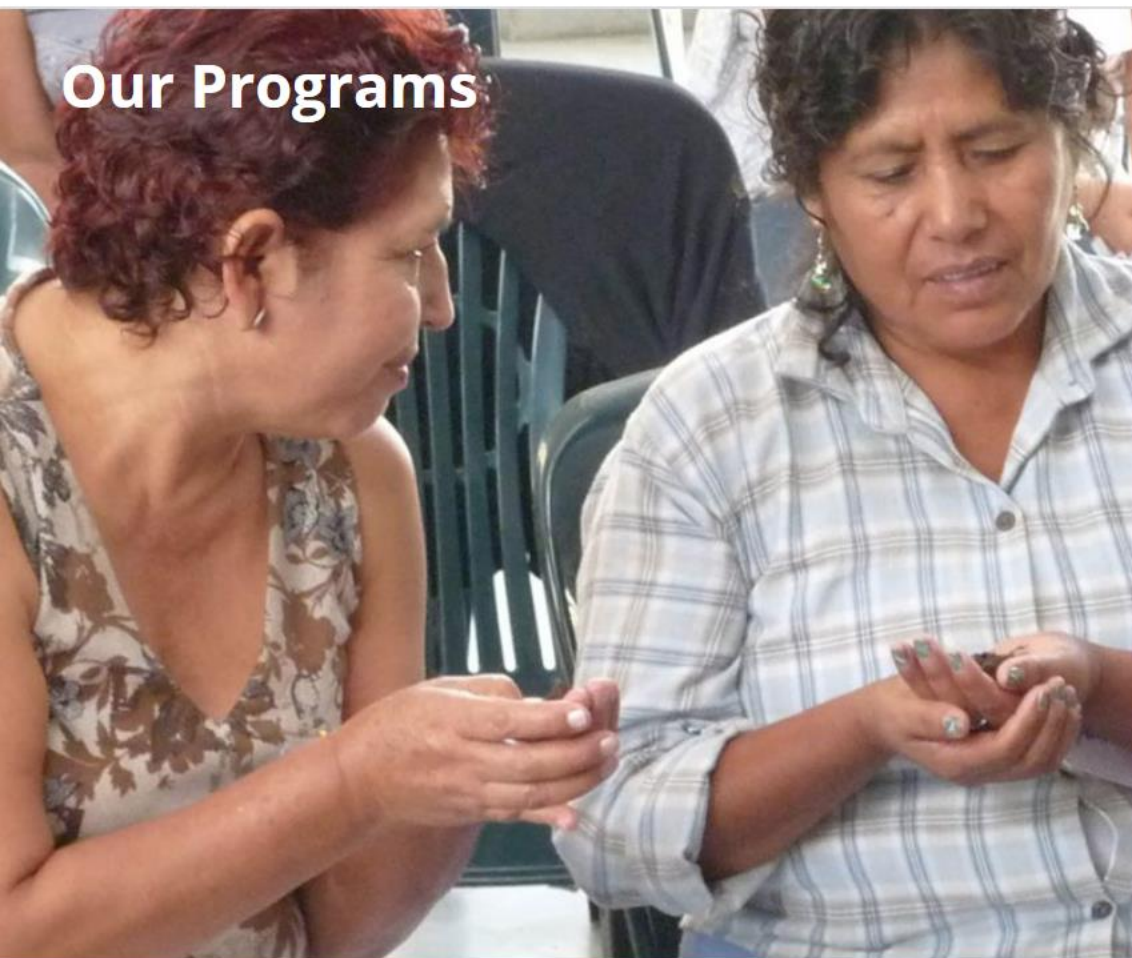
HR often has concerns about asking about a person's lived experience due to ADA prohibitions against asking about a person's disability status. The interviewer actually CAN ask about the person's history when there is a "bona fide occupational qualification (BFOQ)." But even without this exception, there are a number of ways to explore this and get other helpful information:

1. Can you tell me some ways that you might use your personal lived experience to support the people you'd be working with? *(Answer should include ideas around "inspiring hope," and around connecting with people from the place of shared experience AND the tools or strategies that the person used to move to a better place.)*
2. Tell me about your personal and professional background as it relates to this position. *(Should include something about the value of bringing "lived experience" to the job).*
3. Do you have any life experiences that would make you valuable to this program?
4. What is your experience with the public mental health system? *(In order to say, "been there, done that" the person needs more points of commonality with people using services than simply having received a diagnosis.)*
5. Do you have any experience working with people who have been diagnosed with a mental health condition? *(May bring out volunteer work or other activities not highlighted on the application or resume)*

## Evaluating Peer Skills

7. How would you define a peer specialist and how would you describe the key role or tasks of a CPS. *(Should include mutuality, sharing mutual experience, non-expert role, supporting people to become self-determining; inspire hope, etc. Should NOT be about "making people better," "counseling people" etc.)*
8. Part of the role of a peer support worker is to model recovery by sharing some of your own personal experiences. Would you be comfortable doing so?
9. What do you know about the concept of "recovery?" What is your personal knowledge of this and how did you come to this understanding? *(Answer should include mental health recovery, not just 12-step substance abuse recovery. Concept described should include values of potential for everyone to recover.)*
10. If you were working with someone who has become resigned to the idea that his or her life will always be limited because of a psychiatric condition, how would you try to support that person? *(Answer should include sharing personal experiences, sharing mutual feelings, sharing tools and NOT telling the person that, of course, it will get better or giving them advice, "well, if you'd do .... you'd have a better chance...")*
11. In many ways, the peer position role is a pioneering role. What skills will you bring to the job that will allow you to advocate for people while being in partnership with other staff members? *(Answer should include using personal story to demonstrate the experience from the perspective of using services; should also include something about respectful communication to everyone; and an excellent response would include something*

## Our Programs



## Emergency Kit, Wellness Bulletins, YouTube Videos

Capacitar has responded to global disasters developing a kit of basic practices for immediate use to help people deal with challenging situations. The kit has been translated into more than 30 languages and used around the world after tsunamis, earthquakes, floods, pandemics, in areas of ongoing conflict and for daily stress.

[Capacitar Emergency Kits available in 30 languages. Download here.](#)

[Explore and download our Wellness Bulletins.](#)

[Practice with us by viewing these Capacitar YouTube videos.](#)

## Research on Our Impact







## Capacitar Practices to Transform Anxiety and Fear Hand Mudras for Protection



*At this time of global pandemic with the Covid-19 virus and with economic insecurity around the world, Capacitar offers simple healing practices to boost the immune system, to transform feelings of anxiety and fear and to connect with inner wisdom and resources so we can reach out as persons of light to our families and communities. In each moment we have a choice: to react with negative energy and panic or to see the reality of the times choosing a positive response or action to transform the energy of the moment. For the Capacitar Emergency Kit (in 27 languages): [www.capacitar.org](http://www.capacitar.org) or for short videos of the practices see the Capacitar International YouTube channel.*

**Hand Positions for Protection** (mudras) have been used by the people of India for thousands of years to awaken positive attitudes, spiritual strength and inner wisdom. The following positions develop a sense of safety and protection when faced with external dangers, violence or disasters. They help you to deal with negative people or situations. They empower you when feeling overwhelmed by negative self-talk, stressful memories of the past or the reality of the moment.

### For Protection from External Dangers

Place your thumbs on the second joint of your ring fingers and form fists with the other fingers. Cross your right arm over the center of your chest (the heart center), with your fist at the level of the shoulder. Cross your left arm over the right forming a shield of protection from external dangers, disasters or violence. Breathe deeply into your abdomen and down into your pelvis. Feel grounded, focused and connected to your deep inner wisdom knowing how to appropriately and quickly respond to any crisis or stressful situation. When centered, you have the security and strength to handle any challenging situation.



### For Protection from Negative People or Environments

Raise your hands in front of your chest with fingers extended upward and palms facing each other



# The Community Model

## Community Resiliency Model (CRM)®

The Community Resiliency Model (CRM)® trains community members to not only help themselves but to help others within their wider social network. The primary focus of this skills-based, stabilization program is to re-set the natural balance of the nervous system.

CRM's goal is to help to create “trauma-informed” and “resiliency-focused” communities that share a common understanding of the impact of trauma and chronic stress on the nervous system and how resiliency can be restored or increased using this skills-based approach.

### UPCOMING TRAININGS:



Community Resiliency Model (CRM)® Workshop | Online (Pacific Time Zone) January 2021

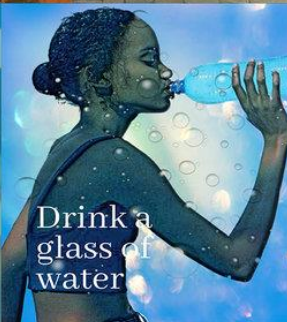
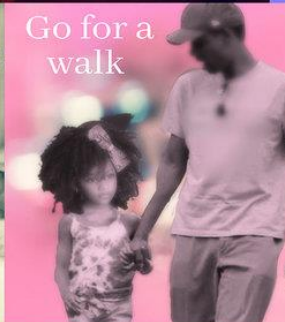
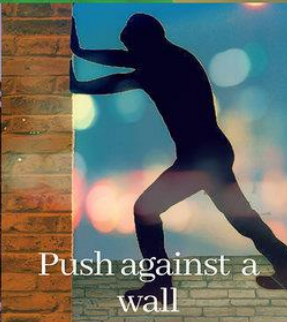
Two-part online Community Resiliency Model (CRM)® Workshop introducing you to the six (6) wellness skills of the Community Resiliency Model.  
Jan 22, 2021 – Jan 29, 2021



Online | Community Resiliency Model (CRM)® Teacher Training (Part 1)



# Help Now!



## Trauma Resiliency Model Veteran and Warrior

Healing One Step at a Time



## TRAUMA RESILIENCY MODEL WORKBOOK

Veteran and Warrior

Revised by: Elaine Miller-Karas, LCSW

From the original work by:

Elaine Miller-Karas, LCSW & Laurie Leitch, PhD

The Trauma Resiliency Model  
(TRM) teaches specific skills

To help bring you  
back to your Resilient Zone

## Trauma Resiliency Model Veteran and Warrior



sexuality, disability and migration status – may be critical to people recognising each other as peers. Crucially, people have control over how they identify themselves and who they identify as peers.

**...[I]t's comforting to know that all those people are going through the same thing, just like a little group community. [There's a] comfort of knowing that these people are feeling the same way you are.**

**When you've got racism as the base of your issue, you are more than likely going to find solutions that are race-specific or that have got a racial dimension. So that's how we end up being of a particular racial group; because the root of our problem, we believe, [is] racialisation.**

it easier to open up and help one another.

When talking with each other, knowing that someone may have been through similar problems can help people to feel empathy with each other. For some, it's liberating not having to explain themselves again and again, because in peer support other people 'get it'. Where people are able to feel empathy and mutual understanding, they are able to build trust with each other.

**I'm less isolated. I have options... I know that I'm understood tacitly because everyone's in the same boat... I can be with people without having to explain myself, or justify why I'm there.**

It's important to understand that while people accessing peer support may have had many similar experiences, these experiences will not be exactly the same. Recognising, respecting, and valuing those differences alongside the things that people have in common is important.

## Reflection questions

### Venues – being safe

- Is the venue easy to get to and find?
- Can we get there using public transport?
- Is there parking available close by?
- Who else uses the venue? Will people feel comfortable with other people in the venue?
- Is it private enough?
- Is it large enough?
- Is it free or affordable?
- Is it provided by a trusted organisation (for example, in a local mental health organisation or women's centre)?
- Is the venue accessible? For example, is there level access for people with disabilities? Are there accessible toilets?
- Is the venue staffed by people who could assist if there is a difficulty?

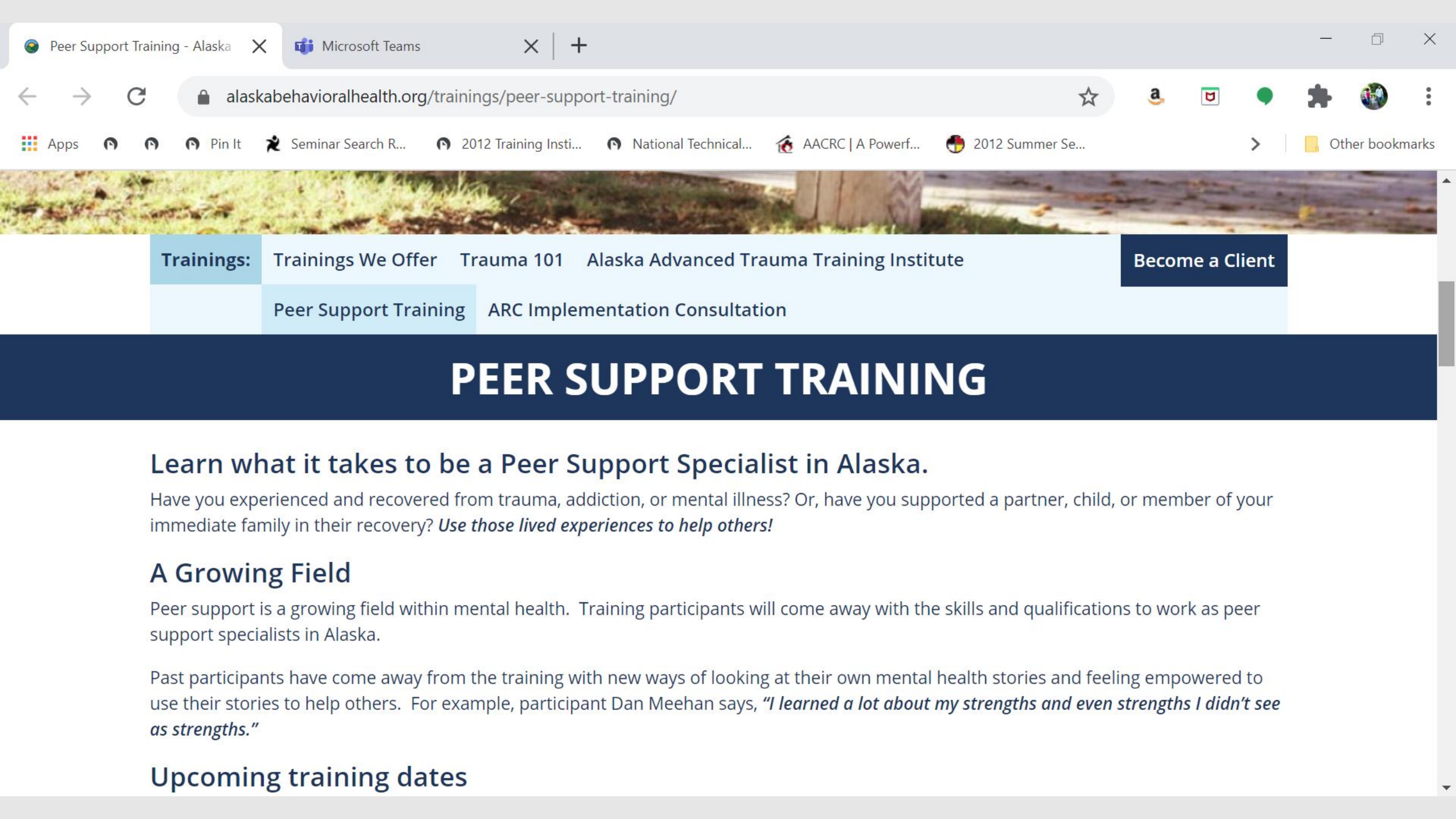
### Venues – feeling safe

- Does the venue feel welcoming?
- Does the venue feel too clinical?
- Do peers have any individual problems or issues with the venue?

- Is there space for people to take time out if they are finding things tough?

### Are there ground rules?

- Yes:
  - Who wrote them?
  - Have all current peers agreed to them, or had an opportunity to talk about them?
  - How often are they revisited?
  - What happens if someone breaks one of the ground rules?
  - Do any of the ground rules need revising? Are they all working as intended?
- No:
  - Do we want or need ground rules for our peer support?
  - What are the advantages of having or not having them?
  - Who should be involved in writing them?
  - How will we communicate our ground rules to everyone who needs to know about them?



- Trainings:
- Trainings We Offer
- Trauma 101
- Alaska Advanced Trauma Training Institute
- Become a Client
- Peer Support Training
- ARC Implementation Consultation

# PEER SUPPORT TRAINING

## Learn what it takes to be a Peer Support Specialist in Alaska.

Have you experienced and recovered from trauma, addiction, or mental illness? Or, have you supported a partner, child, or member of your immediate family in their recovery? *Use those lived experiences to help others!*

## A Growing Field

Peer support is a growing field within mental health. Training participants will come away with the skills and qualifications to work as peer support specialists in Alaska.

Past participants have come away from the training with new ways of looking at their own mental health stories and feeling empowered to use their stories to help others. For example, participant Dan Meehan says, *"I learned a lot about my strengths and even strengths I didn't see as strengths."*

## Upcoming training dates





## Training Resources Guide for Peer Support Professionals



## Peer Support Professional Training Application

**All sections of the form must be completed for the application to be accepted. The purpose of this form is to complete the screening process to begin the process to become trained as a Peer Support Professional. The purpose of its contents is to assess an applicant's readiness and skills set to be an effective PSP. Please type or print clearly.**

The information you provide in this application will be shared with designated contractors for the purpose of improving and implementing training for the Peer Community in the State of Alaska.

i.com/203485799088070



ar Search R...



2012 Training Insti...



National Technical...



AACRC | A Powerf...



2012 Summer Se...



Facilitator Spotlight

Sokhom Sorm



View Facilitator Profile >

Center of Excellence 2020 - PEERS



Upcoming

Since 2013 when the Copeland Center introduced PEERS as its first WRAP® Center of Excellence, PEERS has continued to be a leader within our grassroots community as a place where WRAP® co-facilitation thrives. Through careful



THE ARCTIC YOUTH NETWORK

The Network

For Youth

For Organizations

The Exchange

Connect With Us



# Connecting and Supporting Youth Making Change in the Arctic

The Arctic Youth Network is a youth-founded and youth-led non-profit organization supporting a global network of youth through international cooperation and capacity-building.

[For Youth →](#)[For Organizations →](#)



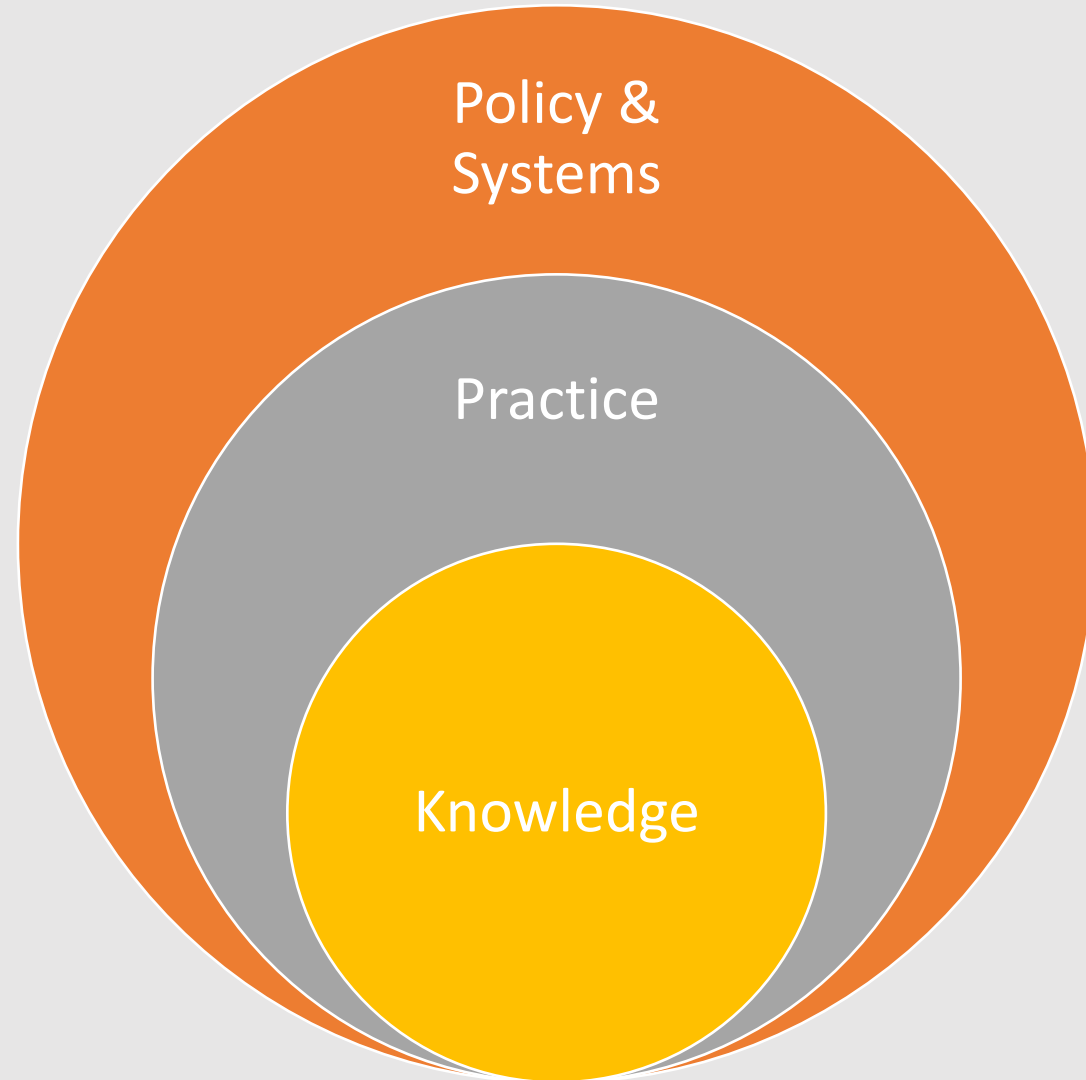
# Practice Ideas: Things to consider



- Start with the Willing
- Expect resistance
- Cost-neutral options
- Actionable Now options
- Start small & persevere w/ curiosity, hope & stamina
- A Demonstration Project
- Walking-the-talk

*“The world is changed by your example, not your opinion”* - Paulo Coelho

# Practice Ideas: Things to consider





# Practice Ideas: Things to consider



"Connection doesn't  
happen on its own.

You have to design  
your gatherings for the  
kinds of connections you  
want to create." Priya  
Parker



# Personal Practice Ideas: PEER SUPPORT



- Join ACES Connection
- Join Professional or Personal Interest Groups
- Learn, Practice & Teach Healing/Balancing Practices from Capacitar & teach them to someone you know
- Tell those close to you what makes you feel appreciated or loved
- Set an intention to make better use of your



# Team Practice Ideas: PEER SUPPORT



- Allow time to discuss issues impacting staff during team/staff meetings
- Sit in a circle when you next get together
- Take a “love languages”/ “languages of appreciation” quiz together
- Ask sensitively, appropriately & respectfully about each other’s lives
- Have a book exchange, a pot luck, an unwanted gifts exchange....
- Actively solicit ideas for the next team-building/team-retreat meeting

# Organization Practice Ideas: PEER SUPPORT



- **Ask:** Do our “wellness” initiatives center group support & healing?
- **Ask:** Are we building a “Community Care/Peer Support” culture?
- Review agency’s Trauma-Informed Assessment survey results – what jumps out as a place to start?
- Join Professional/Industry Groups/Listserve
- Consider formalizing any volunteer/peer support programs you have; ensure everyone is adequately trained and supported



**PAUSE +  
REFLECT**

**HOW WILL YOU KNOW WHEN  
THERE HAS BEEN POSITIVE  
CHANGE OR PROGRESS  
REGARDING "PEER SUPPORT"  
AT YOUR WORKPLACE?**





# Follow-up/next steps

- “PEER SUPPORT Principle” Slides to follow this Webinar  
[www.forgefacilitation.com/resources](http://www.forgefacilitation.com/resources)
- Zoom Technical Assistance/Facilitated Workshops Calls available by appointment
- Next Webinar: “HUMILITY & RESPONSIVENESS” February 2<sup>nd</sup> 10am – Noon

**... what I can do is offer myself,  
wholehearted and present,  
to walk with the people I love  
through the fear and the  
mess.**

**That's all any of us can do.  
That's what we're here for.**



**Shauna Niequist,  
american author**