



Community Care Corner

Health Center Staff Wellness Resources



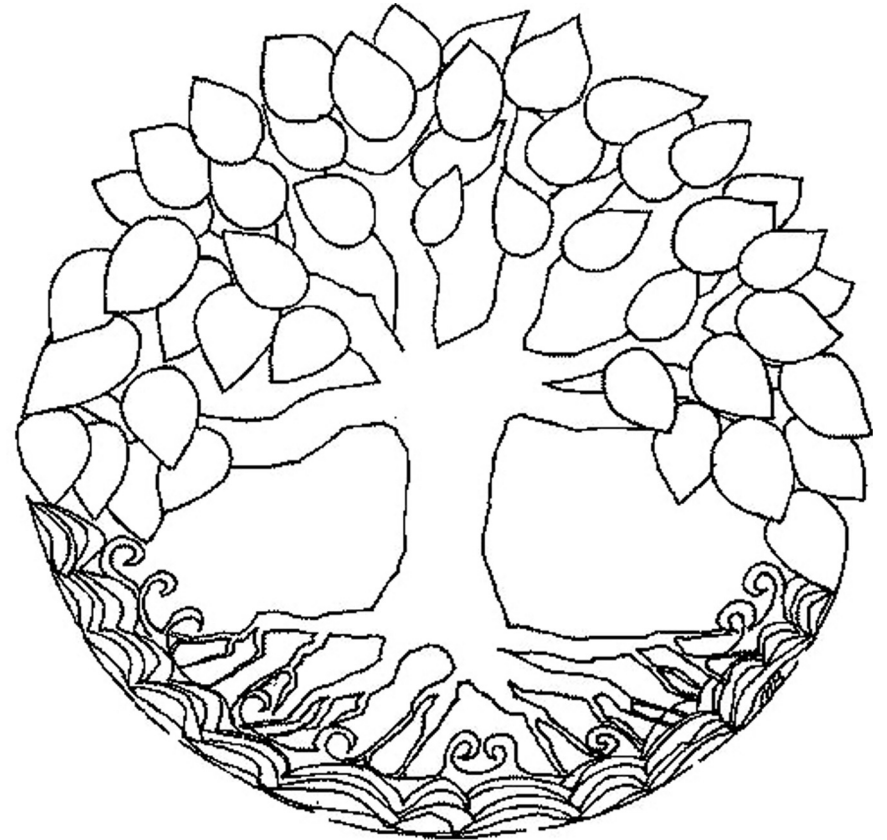
Trauma-Informed Toolbox Strategy Session: Managing the Unusual and Unbelievable

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Checking In...

- What are you noticing that you think of as *unusual*?
- What are you noticing that you think of as *unbelievable*?





“My question is: Are we making an impact?”

([van Dernoot Lipsky, 2009](#))

”

No feeling is final.

-Rainer Maria Rilke (20th-century German poet)

Individual Strategies and Considerations



Simply **observe and notice** what is happening **without judgment**



Consider: *What **is** within my control? What choices **do** I have?*



Find a North Star and stick to following it where possible

([Frenkel et al., 2022](#); [Manning, 2022](#); [Rose et al., 2021](#))

Individual Strategies and Considerations



Attend to **healthy basics** and **take good care** of yourself



Reflect on past **successes and strengths** - what can you draw on?



Consider seeking **professional support**

([Kam et al., 2021](#); [Mackintosh & Armstrong, 2020](#); [Manning, 2022](#))

Leadership/Organizational Strategies & Considerations



Be proactive about **uplifting supports available**



Honor different needs & ask others what helps – *what are things that would make you feel more seen/cared for/supported/connected?*



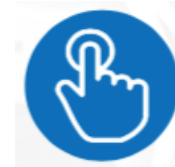
Communicate clearly, openly, and often



Safety



Trustworthiness



Choice



Collaboration



Empowerment

Leadership/Organizational Strategies & Considerations



Notice strengths/skills/capacities, delegate duties, and **trust** the team



Share progress and **celebrate wins** big and small



Provide opportunities for **peer support** and **building camaraderie**



Safety



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Choice



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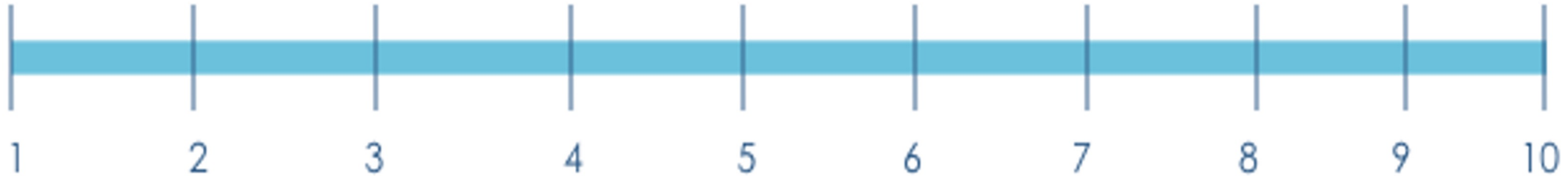
Empowerment



**...kindness
matters!**

Strive to remember and trust that we are all doing the best we can.

How well are you managing the unusual and unbelievable?



1 = not well

5 = half-way there

10 = very well

What will it take to get just one point higher on the scale?



Additional Resources on Managing the Unusual & Unbelievable

- American Hospital Association – [What it Takes to Lead Through Uncertainty and Change](#)
- CDC – [Support for Public Health Workers and Health Professionals](#)
- Clinical Advisor – COVID-19 and Moral Injury
- Healthcare Emergency Preparedness Information Gateway - [COVID 19: Concerns and Opportunities for Healthcare Leadership](#)
- Managed Health Network – [Coping in Times of Uncertainty](#)
- Mental Health Technology Transfer Center Network (SAMHSA) - [Building Resilience Among Physical and Behavioral Healthcare Providers During a Global Health Pandemic](#)
- MN Department of Health – [Ways to Address Health Care Worker Anxieties](#)
- Scripps - [Coping Tips for Health Care Workers During a Pandemic](#)

