



**Felitti and Anda,
2003**

Brains (and the entire nervous system) are also involved in the human stress response:

- The experience of threat triggers a cascade of neurophysiological changes
- These involve multiple hormones and neurotransmitters
- Heart rate and respiration increases; blood flow to muscles increases.
- alertness increases, senses are sharpened, reaction time increases.



What are your beliefs about the people you serve?

- As a visitor, how would I know about your beliefs?
- Are the group/organizational beliefs consistent with your OWN beliefs?
- How are new staff oriented to your culture?
- How are people newly admitted to your services oriented to your culture
- How do people KNOW how to be?



Self Care ...

Takes Energy and Intention

- Relationships at work
- Relationships away from work
- Pleasurable activities
- Time off
- Exercise
- Eating well
- Sleep
- Support
- Forgive yourself
- Love yourself



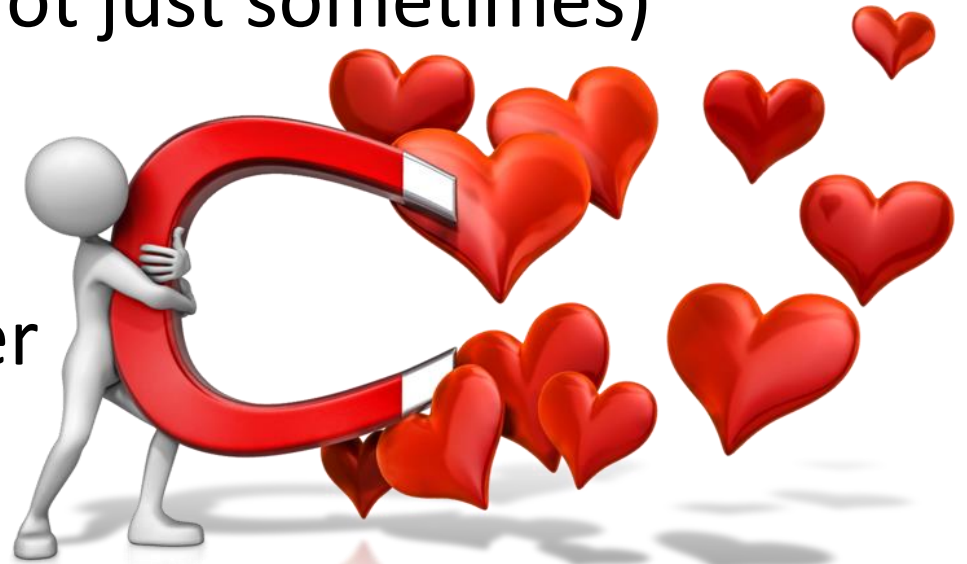
Rituals



- What is celebrated and what is mourned?
- What are your unconscious rituals?
- How do you welcome people?
- How do you say goodbye to people?
- How do you talk about the organization(s) you serve to each other?
- How do you FEEL about the organization(s) you serve? Would you want your family member to receive services there?

Staff to staff interactions

- Be mindfully kind (not just sometimes)
- Be friendly
- Be inclusive
- Empower each other
- Play together
- Talk together
- Work out differences with emotional intelligence



Physical Environments

- Have an impact on attitude, mood, and behavior
- Signal “normative” behavior
- Are the program as much as medications, routines, and therapy
- When manipulated by skilled staff become an essential aspect of the educational process
- Have a strong link between physiologic state and emotional state
- When include nature, promote increased dopamine, faster healing, and less anxiety and pain

Practical matters: How you'll know if it's working

- Everything you do should result in a better ability for emotional self-regulation – for both staff and those you are serving
- Relationships and attachment are key
- Rhythms and patterns are tools
- The WHOLE body is required for healing
- The WHOLE environment has an impact