

Spring 2023

# SHELTER SUMMIT

+ FAST TRACKS

## Fast Track – Live Meeting 1

### 3/29/23

**Coordinated Care: The Secret Sauce to Ensuring Animals and People Get the Right Care in the Right Place**

Week 1: Trauma-Informed Approach and Mitigating Bias

#### TRACK COACHES:

**LEAD COACH:** Jennifer Toussaint, Chief Animal Control Officer at the Animal Welfare League of Arlington

**CO-COACH:** Kelly Bremken, Veterinary Social Worker at Oregon Humane Society



# Getting in the Right Mindframe

A photograph of a dark-colored dog walking away from the camera on a dirt path. The path is flanked by tall grasses and plants. In the distance, a bright sunset or sunrise is visible, casting a warm, golden glow over the scene. The sky is a mix of orange and yellow, and the overall atmosphere is peaceful and serene.

**Space and Grace**

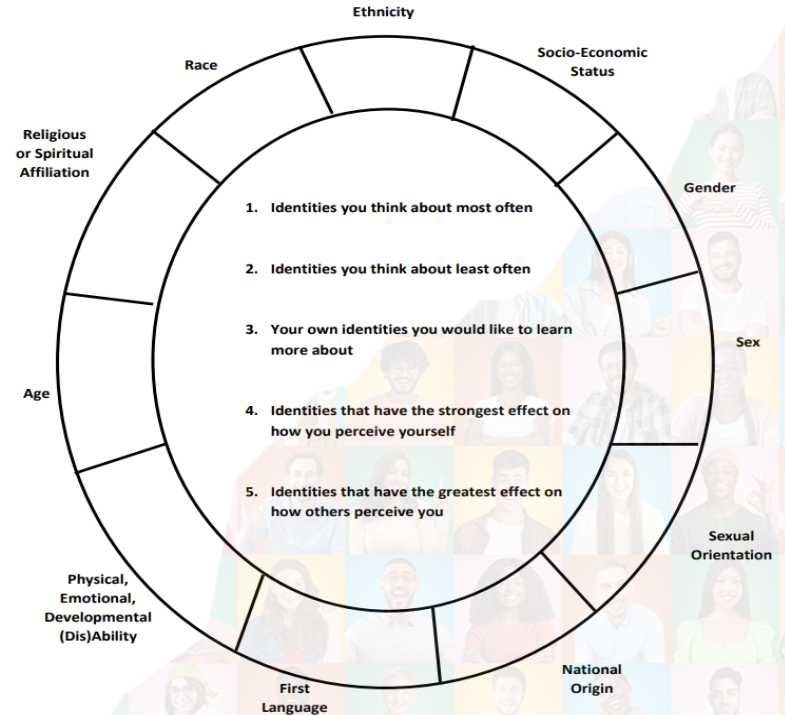
# How do you see yourself?

**Social identity** refers to the aspects of someone that are formed in **relation to the society** they belong to.

It isn't personality traits or interests that make up your identity and sense of self, it is our **environment**.

Social identities describe the **socially constructed groups** that are present in our environments (race/gender/religion, sexual orientation, etc.).

It **impacts how we see ourselves and how we see others**, and which things we are sensitive to in our environment.



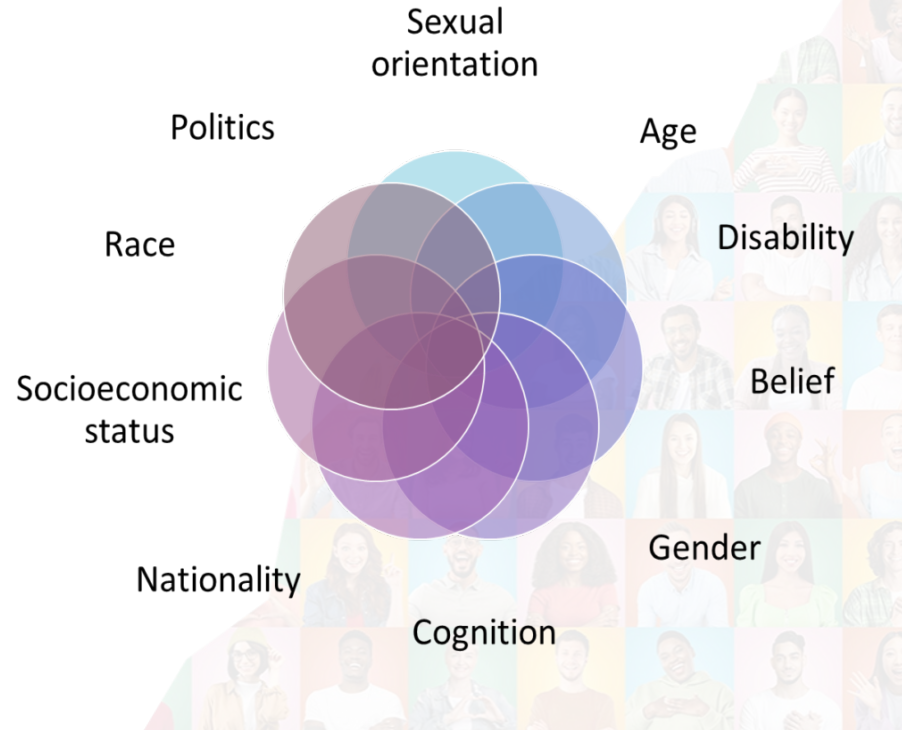


# Intersectionality

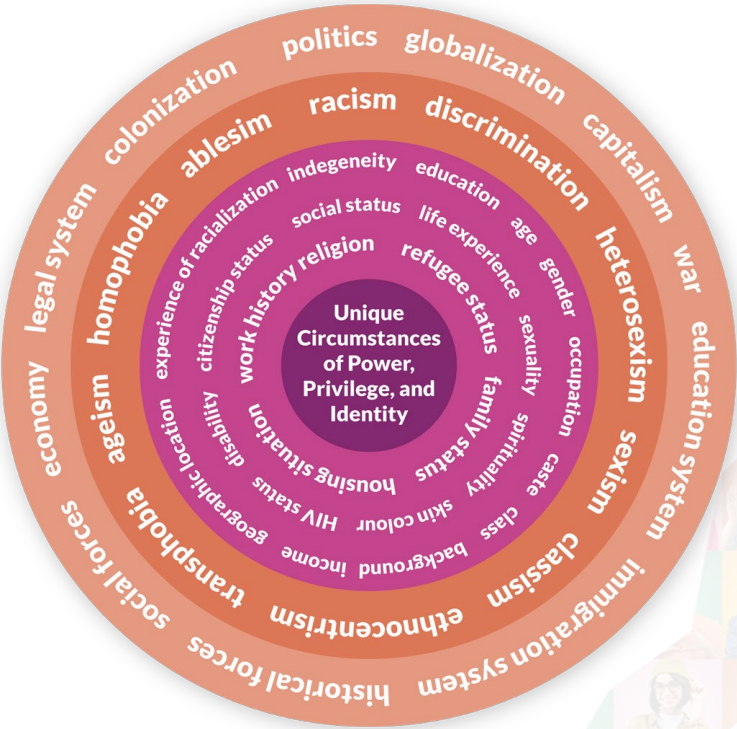
## Everything is connected.

Intersectionality is an analytical framework for understanding how parts of a person's social and political identities combine to create discrimination and privilege.

Intersectionality identifies **multiple factors of advantage and disadvantage.**



# Individual, Social, Systemic



# Explicit and Implicit BIAS



## Explicit Bias

- Expressed directly
- Aware of bias
- Operates Consciously

### Example:

“Women who are mothers are not serious about their research.”



## Implicit Bias

- Expressed indirectly
- Unaware of bias
- Operates subconsciously

### Example:

Not promoting women with families or not inviting them on research collaborations.

# Explicit and Implicit BIAS



## Explicit Bias

- Expressed directly
- Aware of bias
- Operates Consciously

### Example in Animal Welfare:

Having written procedures that prioritize adopting to single family homes.

OR

Adopters who own their homes/residences vs renters.

## Implicit Bias

- Expressed indirectly
- Unaware of bias
- Operates subconsciously

### Example in Animal Welfare:

Having all forms/signage available solely in English.

# Project Implicit

If you haven't taken any **free online implicit bias tests**, we encourage you to do so **this week before office hours**.

This shows the different “Implicit Association Tests” (IATs) offered by Project Implicit. There are no right or wrong answers.

<https://www.projectimplicit.net/>

If you've taken an implicit bias test:

**Were you surprised by anything?**



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- Hispanic IAT** *Hispanic American ('Hispanic American – European American' IAT).* This IAT requires the ability to recognize Hispanic and European American names.
- Presidents IAT** *Presidents ('Presidential Popularity' IAT).* This IAT requires the ability to recognize photos of Joseph Biden and one or more previous presidents.
- Arab-Muslim IAT** *Arab-Muslim ('Arab Muslim - Other People' IAT).* This IAT requires the ability to distinguish names that are likely to belong to Arab-Muslims versus people of other nationalities or religions.
- Native IAT** *Native American ('Native - White American' IAT).* This IAT requires the ability to recognize last names that are more likely to belong to Native Americans versus White Americans.
- Disability IAT** *Disability ('Physically Disabled – Physically Abled' IAT).* This IAT requires the ability to recognize figures representing physically disabled and physically abled people.
- Race IAT** *Race ('Black - White' IAT).* This IAT requires the ability to distinguish faces of European and African origin. It indicates that most Americans have an automatic preference for white over black.
- Religion IAT** *Religion ('Religions' IAT).* This IAT requires some familiarity with religious terms from various world religions.
- Sexuality IAT** *Sexuality ('Gay - Straight' IAT).* This IAT requires the ability to distinguish words and symbols representing gay and straight people. It often reveals an automatic preference for straight relative to gay people.
- Asian IAT** *Asian American ('Asian - European American' IAT).* This IAT requires the ability to recognize White and Asian-American faces, and images of places that are either American or Foreign in origin.
- Skin-tone IAT** *Skin-tone ('Light Skin - Dark Skin' IAT).* This IAT requires the ability to recognize light and dark-skinned faces. It often reveals an automatic preference for light-skin relative to dark-skin.
- Age IAT** *Age ('Young - Old' IAT).* This IAT requires the ability to distinguish old from young faces. This test often indicates that Americans have automatic preference for young over old.
- Gender-Science IAT** *Gender - Science.* This IAT often reveals a relative link between liberal arts and females and between science and males.
- Weapons IAT** *Weapons ('Weapons - Harmless Objects' IAT).* This IAT requires the ability to recognize White and Black faces, and images of weapons or harmless objects.
- Gender-Career IAT** *Gender - Career.* This IAT often reveals a relative link between family and females and between career and males.
- Transgender IAT** *Transgender ('Transgender People - Cisgender People' IAT).* This IAT requires the ability to distinguish photos of transgender celebrity faces from photos of cisgender celebrity faces.
- Weight IAT** *Weight ('Fat - Thin' IAT).* This IAT requires the ability to distinguish faces of people who are obese and people who are thin. It often reveals an automatic preference for thin people relative to fat people.

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# Addressing Implicit Bias

## Individual Reflection

- **Investigating** our own implicit biases begin our individual journeys towards addressing them and beginning to ensure we are not harming others
- **Understanding** when you are most at risk for perpetuating a potential implicit bias (stress, deadlines)
- This is a **journey**. It takes time, practice, and intentionality



# Addressing Implicit Bias

## Bring Awareness to Decision Making

- Institutionalize fairness and perspective taking (**individualizing**)
- Understanding that you will **never fully understand** and **involving those who are impacted** in the process is the key



# Equity Focused



Equality



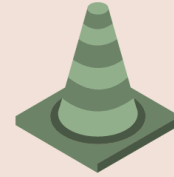
Equity

# Trauma Informed Approach

## “Helping pets by helping people”

- Trauma is a **common experience** and we acknowledge that trauma **can affect the way we respond and communicate to challenging situations.**
  - Clients
  - Staff
- Trauma informed approach isn't a checklist or a process, **it is ongoing.**
- **Six Principles** of a trauma informed approach and making changes is a long-term process but we can set short-term goals that impact our culture

## THE PRINCIPLES OF TRAUMA-INFORMED CARE:



Safety



Transparency



Peer Support



Collaboration



Empowerment



Humility & Responsiveness



# Guiding Principles of Trauma Informed Care

SAMHSA's Concept of Trauma and guidance for a Trauma-Informed Approach, 2014 <http://store.samhsa.gov/shin/content/SMA14-4884/SMA14-4884.pdf>

## Safety

Throughout the organization, staff and the people they serve feel physically and psychologically safe.

## Trustworthiness and transparency

Organizational operations and decisions are conducted with transparency and the goal of building and maintaining trust among staff, clients, and family members of those receiving services.

## Peer support and mutual self-help

These are integral to the organizational and service delivery approach and are understood as a key vehicle for building trust, establishing safety, and empowerment.

## Collaboration and mutuality

There is recognition that healing happens in relationships and in the meaningful sharing of power and decision-making. The organization recognizes that everyone has a role to play in a trauma-informed approach. One does not have to be a therapist to be therapeutic.

## Empowerment, voice, and choice

Organization aims to strengthen the staff, client, and family members's experience of choice and recognizes that every person's experience is unique and requires an individualized approach. This builds on what clients, staff, and communities have to offer, rather than responding to perceived deficits.

## Cultural, historical, and gender issues

The organization actively moves past cultural stereotypes and biases, offers culturally responsive services, leverages the healing value of traditional cultural connections, and recognizes and addresses historical trauma.



# What does this actually look like for our organizations?

A background image showing a group of people sitting in a circle, engaged in a discussion or meeting. The image is slightly blurred, focusing on the hands and arms of the participants. The people are dressed in casual business attire. The overall atmosphere is collaborative and professional.

**What are some examples of trauma-informed strategies that can be implemented at an organizational level:**

- Involve community members in the planning and development of programs that impact them.
- Educate all staff on the effects of trauma and a basic understanding of how trauma affects an individual's mind and body.
- Promote opportunities for staff development, connection, and self-care.
- Collaborate with staff on the development of organizational policies.
- Prioritize the creation of a safe, supportive environment that minimizes environmental triggers.

# Why do we care?

*“People who have experienced trauma may feel isolated, powerless, or helpless in their relationships and environments. Trauma may also cause feelings of shame, blame, fear, and guilt. And trauma can weaken a person’s ability to regulate stress, creating a heightened physiological reaction to triggers, and sensitizing them to future trauma.”*

- Jessica Dolce

How does this apply to our interactions with clients and other staff in our high stress environments?



# Breakout Rooms – 8 minutes

Share 1 client or staff interaction that in your opinion felt outsized or an overreaction from your perspective.

What might you have been missing?





# No

- ✓ Saying no with kindness, even when resources or referral options are limited:
  - ✓ “I know you’ve done the best you can, I am trying my best to help”
  - ✓ “I (this organization) doesn’t have the ability or resources to do what you need”
  - ✓ “Based on what you’ve shared, I don’t think what I can offer will help you”
  - ✓ “Can we talk about what success looks like here?”
- ✓ Transparency



Be kind,  
don't judge,  
and have respect  
for others.

# Creating Resiliency In This Work

(psst. - these things are related)

**resilient**

**/ree-zil-ee-unt/**

# Creating Resiliency In This Work

(psst. - these things are related)

*“The expectation that we can be this immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.”*

- Dr. Rachel Remen

- How does this apply to us as staff?
- How does this apply to clients as they navigate potential surrender or interactions with animal welfare?

Resiliency can be defined differently for each of us. The ability to recover from and adjust to change.

It isn't all on an individual's shoulders, our organizations have responsibilities to our organizational and personal resilience.



# Next Steps – Meetings and Office Hours

## ➤ Upcoming Live Meetings

Thursdays (and on-demand after)

- March 30th, 11 AM Pac
- April 20th, 11 AM Pac
- May 4th, 11 AM Pac
- May 18th, 11 AM Pac

## ➤ Upcoming All Welcome Office Hours

Wednesdays (and on-demand after)

- April 12th, 9 AM Pac
- April 26th, 9 AM Pac
- May 10th, 9 AM Pac
- May 24th, 9 AM Pac





# But wait...there's more.

- Want **more coaching** and help?
  - Consider applying to be in this Fast Track's "**Track Pack**"
  - [https://ucdavis.co1.qualtrics.com/jfe/form/SV\\_b9hdxtTKD20EbY](https://ucdavis.co1.qualtrics.com/jfe/form/SV_b9hdxtTKD20EbY)
- **Share info** on this Fast Track with your team (meeting registration link)
  - <https://sheltermedicine.zoom.us/meeting/register/tZUvduurrT4iE9UKIsg4WkBeNNfaDMRAcWmz>
- Check out our **other Fast Tracks** –
  - [www.sheltersummit.com](http://www.sheltersummit.com)
- Visit this Fast Track's **home base at Maddie's University** to access meeting schedules, meeting recordings, resources, slide decks, etc.
  - [https://university.maddiesfund.org/p/MMPC\\_Learniverse\\_Spring\\_2023\\_Shelter\\_Summit\\_Fast\\_Track\\_Coordinated\\_Care](https://university.maddiesfund.org/p/MMPC_Learniverse_Spring_2023_Shelter_Summit_Fast_Track_Coordinated_Care)



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