

# The Practice

**Demonstrate Respect for your Experience-** your experience is yours to own.

**Translate your meaning-** Say what you mean and mean what you say. Don't say what you think others want to hear.

**Listen to yourself-** If you choose to blend in with crowd then you give up the opportunity to stand out from the crowd.

**Give your accurate location-**Own your experience in time

**Demonstrate that you are coachable-** We need to be open to self-discover without being concerned about popular opinion or

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# Trauma- Informed Care

Trauma-informed care is a service delivery approach focused on an understanding of and responsiveness to the impact of trauma. It promotes positive outcomes by emphasizing physical, psychological, and emotional safety and enhances wellbeing by empowering **individuals to define their needs** and **goals** and make **choices** about their care and services.

Trauma-informed care is a universal framework that *any organization* can implement to **build** a culture that acknowledges and anticipates that many people we serve or interact with have histories of trauma and that the environment and interpersonal interactions within an organization can exacerbate the physical, mental, and behavioral manifestations of trauma. Trauma-informed care **REQUIRES** that **ALL** staff are trained to be aware of trauma and avoid processes and practices that may re-traumatize survivors.

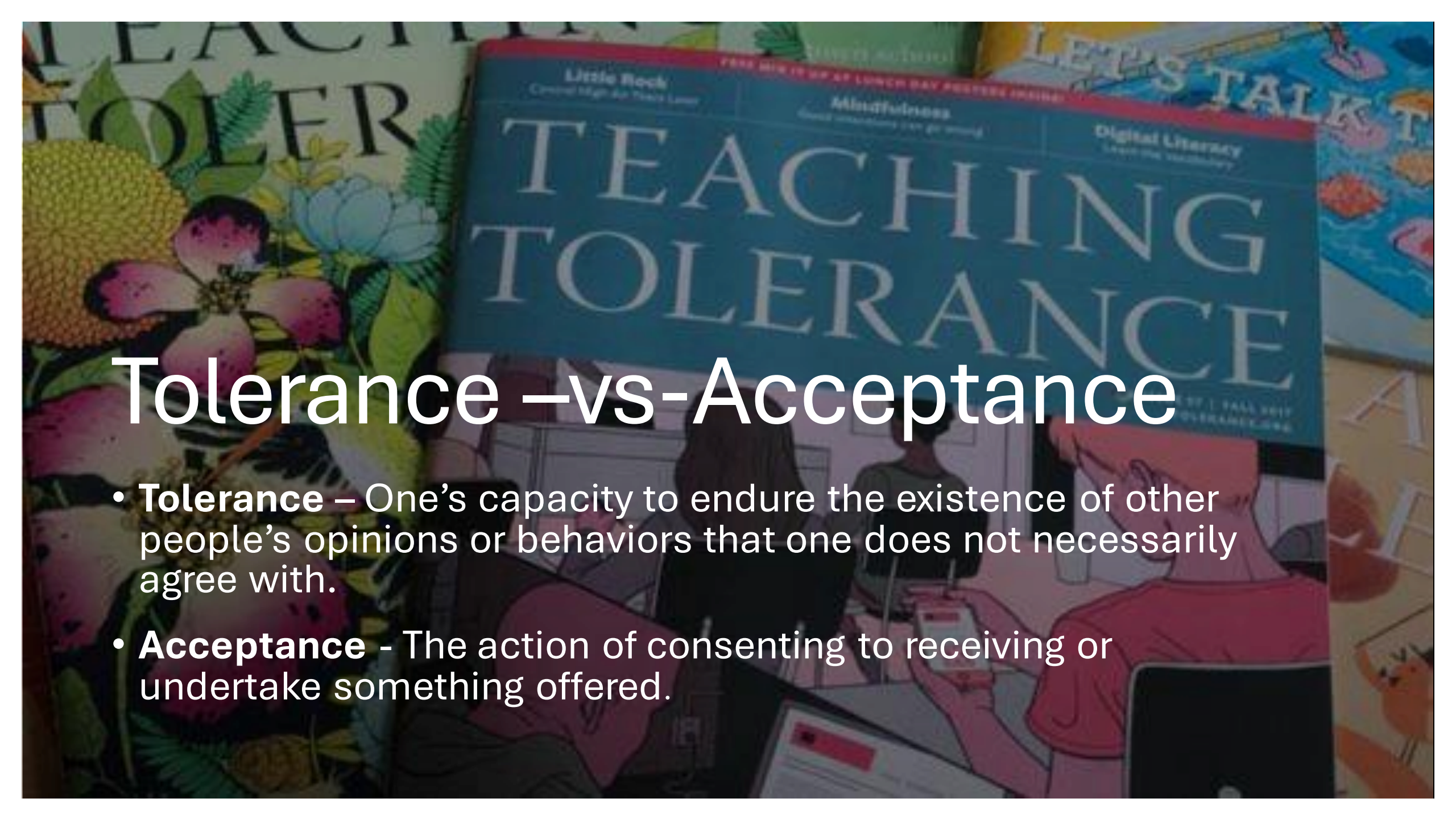


JUDGE  
LESS  
ACCEPT  
MORE



## Objective:

Understanding generational, race-based trauma, how it can affect social division, and understanding the importance of your professional role with clients.



# Tolerance –vs- Acceptance

- **Tolerance** – One’s capacity to endure the existence of other people’s opinions or behaviors that one does not necessarily agree with.
- **Acceptance** - The action of consenting to receiving or undertake something offered.



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## **Wendy E. Barrington**

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# Character and Accountability Are Not The Same

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To truly be anti-racist, we need to stop using character as a substitute for accountability. They are not the same. Accountability is a process to ensure that each action promotes equity and beneficence. Character shapes what actions are taken, including how accountability is navigated.

People wield whiteness, the normalization of white racial identity as “good,” “right” and “appropriate,” to prevent holding white people/ leaders accountable for their racist speech and behaviors.



# Whiteness Uphold White Supremacy

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Whiteness works to uphold white supremacy, a founding ideology of this country that we must continue to disrupt to truly achieve our nation's ideals.

A manifestation of whiteness is when white individuals are given “the benefit of the doubt” despite evidence of harm — when a white person's intentions or reputation is more important or centered over the impacts of that person's actions or inactions.



# The Impact of Whiteness

Structural racism is an abstract concept unless you or your family are burdened, exhausted, demoralized or harmed by it.

The policies, practices and norms of our systems and organizations synergize to uphold and reinforce whiteness, which produces hostile and inequitable environments — in our schools, our workplaces, our cities. These harmful environments hinder innovation, creativity and excellence. These environments even extinguish existence.

So, what needs to happen is to foster disruption, reconciliation, and repair.







# Center Voices

In asking and answering these questions, we need to center the voice of those most impacted by structural racism; this process itself can form the foundation and provide structure for anti-racist accountability. Supporting our leaders isn't just about providing an endorsement, it's about challenging them, and ourselves, to evolve for equity.





# Center Voices

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# Socialized In Whiteness

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We are all socialized in whiteness as a by-product of living in America. The primary purpose of whiteness is to consolidate power through the value, protection and reinforcement of white western ways of knowing and being at the expense of nonwhite racial and ethnic identities via structural racism.

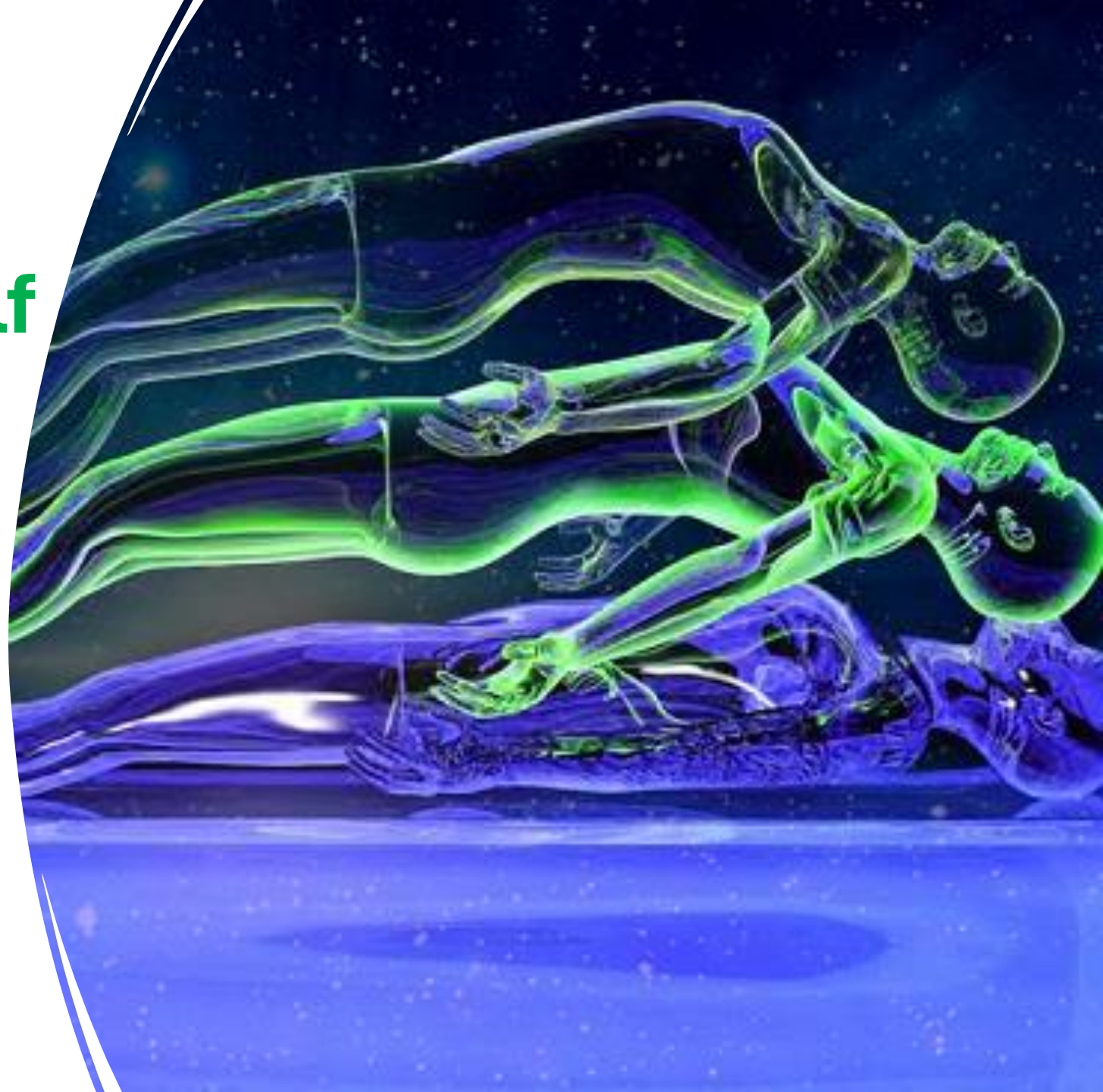


# Out of Touch With Self

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Even if you are a good, compassionate, caring person who is committed to change and want justice for all, you still can be a contributor to other people's pain due to lack of knowledge, insight, and self examination. It is easier to turn away than to engage and you have that privilege to do so. This is a calculated act.

Having privilege do not make you a bad person but it does leave gaps in our knowledge and what we don't acknowledge, we don't recognize, what we don't recognize we can't treat, and what we can't treat we can't heal.





# Gaps of Knowledge

**The gaps of knowledge is not our fault, but it is our responsibility to address it.**

**If you are in the dominate group, you were never supposed to know the truth. Being ignorant of the truth keeps things status quo. We have been lied to and continue to be lied to and even worse we began to live out these lies.**



The ultimate tragedy is not the oppression and cruelty by the bad people but the silence over that by the good people.

(Martin Luther King, Jr.)

[izquotes.com](http://izquotes.com)

# Dirty Pain –vs- Clean Pain

**Resmaa Menakem** is a psychotherapist who specializes in pain.

He states that “**dirty pain**” is the pain of avoidance, blame, and denial. It leads to cruelty, violence, or dissociation, creating more pain for others. “**Clean pain**” hurts like hell but mends and can build your capacity for growth and self empowerment.



# White Fragility

White bodies can be triggered into constriction, fear, hate, based on whatever trauma the individual has retained. This leads to feelings of white fragility.





# Reproducing Marginalization

Whiteness also intersects with, supports and reproduces other mechanisms of marginalization and exclusion like classism, sexism, heterosexism and ableism, among others, to establish and perpetuate hierarchy among white people as well.



# Classism

The importance of missing work is a world view that differs between cultural.

The therapist may feel it is a necessary requirement for the well-being of the client.

The low-income family for whom that time off work has a significant impact on their livelihood would not agree.

We must remember that this work flexibility is a middle and upper-class **luxury** that should not impact our perception of our clients

A provider's role is to be active not dominating.



# Cultural Humility

- Cultural Humility requires us to recognize and fix power imbalances in the relationship between the patient and the systems.
- The provider holds scientific knowledge, and the patient holds their own personal and cultural history.

The provider and the patient must collaborate and **learn from each other** for the best outcome





# Cultural Humility Is A Lifelong Process

- Cultural humility is a lifelong process of self-reflection, self critique and commitment to understanding and respecting different points of view. It involves engaging with others humbly, authentically and from a place of learning.
- Cultural humility is an ongoing process. The goal is to position ourselves, not as experts, but as people interested in learning.
- It requires us to be comfortable with not knowing, , and being present, genuine and curious, even when we think we know about the patients we serve.

# Asian American

- The term Asian American has been used to chronicle individuals whose origins are Southeast Asia, the Pacific Islands, or the far East.
- This group includes almost two dozens nationalities, but the majorities given this title are Chinese, Filipino, Vietnamese, Korean, or Japanese.
- Each has its own unique culture characteristics, language, and ethnicity but each have faced issues with acculturation and discrimination upon entrance into the U.S.
- Other sizable groups includes Cambodians, Pakistanis, and Laotians.
- The Chinese and Japanese started migrating to the states around 1840's.
- The Koreans entered in the early 1900's.
- Despite the long history in the states, the Asian American population is the least understood of ethnic minorities, with the primary focus and attention being given to the African Americans who arrived as slaves in 1619.



## AFRO/ASIAN CONNECTIONS IN THE LOCAL/GLOBAL SOUTH

DUKE ASIAN AMERICAN STUDIES PROGRAM INAUGURAL CONFERENCE

This conference invites scholars and activists in and outside of Asian American Studies for an open dialogue on how to envision Asian American Studies at Duke and the American South. This conference attempts to explore how a program focused on Asians in America, a diverse constituency traditionally invisible in US national culture, simultaneously faces obstacles and is particularly germane in the American South, where race has historically been hypervisible.

FEATURED SPEAKERS  
NIKHIL PAL SINGH (NYU) · MOON-HO JUNG (U WASHINGTON) · JOSEPHINE LEE (MINNESOTA) · YUKO DAY (MT. HOLYOKE) · BEN TRAN (VANDERBILT) · DONALD PEASE (DARTMOUTH) · CLAIRE KIM (IRVINE) · AND OTHER LOCAL PARTICIPANTS

STUDENT ACTIVISTS  
CHRISTINA HSU AZENE (03) · STANLEY YUAN (16) · CHRISTINE LEE (18) · HELEN YANG (19)

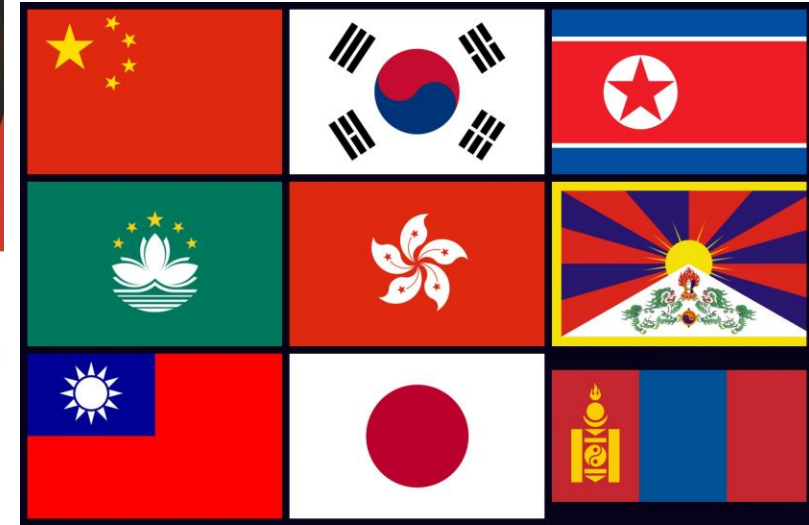


11/29 (TH) 5:00-6:30PM · 11/30 (FR) 9:00AM-6:00PM

FRANKLIN HUMANITIES INSTITUTE, AHMADIEH FAMILY LECTURE HALL

For more information, visit <https://asianamericanstudies.duke.edu/>

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# Asian Stereotypes

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Asian Americans are monolithic: not true, there are significant differences between the groups.

All Asians are foreigners: though half of the Asian American population was born elsewhere, many families have been citizens for several generations.

Asian Americans are “model minorities.”

All Asians are good students



# The Mistreatment of Asians

- The Chinese suffered the most inhumane treatment:
- Caucasians view them as an economic threat after the California Gold rush and the after the completion of the transcontinental railroad was completed.
- Chinese were denied citizenship
- Their testimony in court was considered inadmissible
- The Chinese Exclusion Act was lifted in 1943
- In 1998 President Regan signed a \$20, 000 reparation bill but no monies was paid
- In 1990 the reparation clause was removed from the federal budget by President Bush
- Koreans and Filipinos were not treated any differently until the mid-twentieth century



# Impact of Discrimination of The Asian Community

Asian American who live in America for several generations still suffer from lack of mastery of the English language

- Disgrace, isolation, and racist attitudes have all contributed to the language difficulties
- More than tourist attractions, Chinatown and Japantown in San Francisco and New York:
- Ghettos with prevalences of unemployment
- Locations with higher-than-average levels of poverty
- Places with majority health concerns
- Gripped by juvenile delinquency
- Tuberculosis and suicide rate are three times the national average
- Mass murders by juvenile members of Chinese gangs such as Tong Society are prevalent







## Purpose Centered Therapy (Japan)

Purpose-centered therapy was developed in the 1930's by Dr. Shoma Morita

While traditional therapy aims to reduce symptoms, Morita therapy works at building character to enable one to take action responsively in life, despite symptoms.

Character is determined by behavior

Dogmatic behavior patterns are replaced with flexibility, courage, and empowerment.

Theory is based on the idea that decisions become grounded in purpose rather than influenced by the fluid flow of feelings.

# Value Conflicts With American Therapist

- Asians focus on interdependence
- Appropriate social relationships
- Living in harmony with nature
- Keeping treatment short
- Perception of mental illness as a family failure



# Underused Services

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**Mental Health services are underused because:**

Low socioemotional adjustment exists in this group

Discriminatory mental health practices continue

Cultural values inhibits self-referral



# Hispanic Americans

Family traditions are an important aspect of family life, with a large circle of family and friends considered essential. With a hierarchical structure to the family, the elderly and parents (males particularly) receives special attention. The father assumes the primary role in a family. Seen as stabilizing factors, marriage and parenthood are entered into early life.





# Hispanic Families

Roles are clearly defined

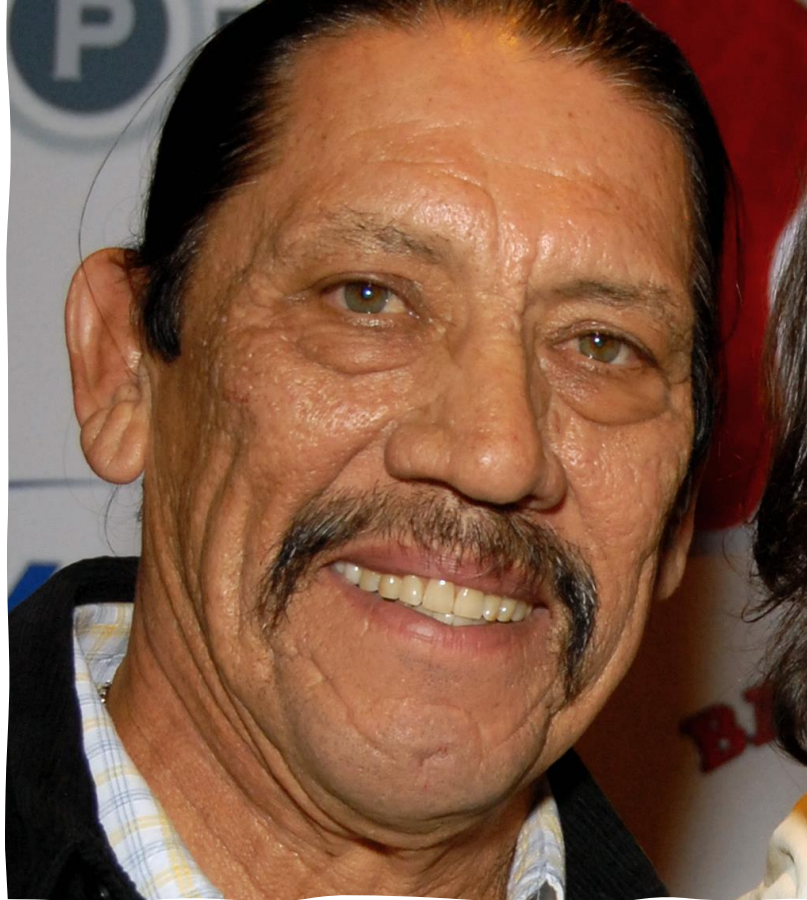
Cooperation rather than competition is stressed

Extended family included non-blood members

The Catholic Church is primary influence on Hispanic culture, with many expressing a strong belief in prayer

Being is more valued over doing; character is more important than achievement and activity.

Puerto Ricans value prestige and status within the family, whereas Caucasians values achievement in the workplace.



## Hispanic People In General:

Most are extremely driven

Adaptive functioning stressors include but not limited to **limited income, lack of food or shelter, inadequate medical attention.**

Therapy aimed at social action, lessening discrimination, and dealing with poverty is appropriate.

# Counseling Consideration

It's important to consider the psychosocial, economic, and political needs.

Pair clients with a counselor who is bilingual and bicultural, as a first choice, if not request an interpreter.

However, using an interpreter is not ideal because the interpreter language and translation skill may be inadequate, many translators lack psychiatric knowledge, and the attitude towards the counselor may forestall progress.



# Native Americans Values

**Sharing:** honor and respect are gained through sharing

**Cooperation:** Family and group takes precedence over the individual

Native Americans are taught non-interference observation rather than reactions.

Since Native Americans are more focused on the present than the future, planning and punctuality are not important.

Strong respect for elders and interrelationships connect large number of people.

Native American practice acceptance as opposed to trying to control their environment.

Such values differences produce numerous problems for the culturally divers counselor, especially on who approaches life from a non-Native American perspective.







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## Two Spirits and LGBTQ Identities

- During Native American Heritage Month. It is helpful to reflect on Two Spirit and LGBTQ identities in Native Communities, beginning during pre-colonial time.
- European Colonizers recorded seeing men married to men and women married to women.
- Christian Europeans colonizers condemned same sex relationship and gender variance as sinful and used these beliefs to further dehumanize Indigenous people.

# Sexual or Gender Orientation

- A therapist must be aware of his or her own sexual prejudices
- Sexual discrimination is hurtful and harmful
- There are few organizations that offers support for this clientele
- Adjunct services of support may be difficult to find
- The LGBTQ community is very diverse and should be treated as such
- People from this community, in many cases lead a double life. This life can become confusing especially for adolescents.
- Not being open about their lifestyle forces most LGBTQ individuals to live a closeted and protested life that may leads to depression and other anxiety disorders because they may not feel socially accepted
- These clients tend to be conflicted and demand counselors be well versed in dealing with a particular social concern.

# Aging Adults



- **Issues the counselor face:**
- **Life transition**: adapting to new life, outliving a spouse, physical disabilities, adjusting to the loss in previous responsibilities
- **Losing independence**: moving from their homes to an assisted living may lead to feeling of resentment, having their means of transportation removed, and forced to depend on others.
- **Emotional handicaps and disabilities**: depression is common in the elderly, fears of mortality, hospitalization and the cost of long-term illnesses
- Counselors who are not well trained or accustomed to working with this population may miss significant aspects of assessment or needed case management. Self determination is a vital issue for this age group and agism may preclude case planning in a way that cuts off empowerment of individuals in this age group resulting inadequate or unethical care.

# Clients with Disabilities

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Lack of patience

Use to many resources

Need special accommodations which cost more money

Special rules and regulations need to be adhered to

If the disability is not obvious the disability comes into question

Accused of faking a disability to gain special treatment

Get special treatment



**My disability is one part of who I am.**

At work, it's what people can do that matters.

**National Disability Employment Awareness Month — Celebrating 70 Years!**

 OFFICE OF DISABILITY EMPLOYMENT POLICY  
UNITED STATES DEPARTMENT OF LABOR  
[dol.gov/odep](http://dol.gov/odep)

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# Espiritismo (Latin America/Caribbean)

- Belief that good and evil spirits can affect health, luck, and other elements of human life
- Espiritismo has absorbed various practices from religious and spiritual practices endemic to Latin America and the Caribbean, especially Roman Catholicism but also African beliefs such as Voodoo.
- Goals and methods of Espiritismo are in the realm of magic and may be considered folk medicine



# African American Family Characteristics

- When working with African-American families, they will need to be told what to expect upfront.
- Trust must be established
- To build trust you may need to educate, advocate, and problem solve.
- An assessment may need to be made to determine community resources, access to those resources. Assess social economic issues like food, housing, and areas of strength.
- If the family is heavily involved with the church a trusted member of the church maybe solicited/suggested to get involved.
- Ideally, African Americans should be paired with an African American providers. The data reflects better treatment outcomes.



# Barriers to Therapy

Racism or Prejudice

Color Blindness

Unacceptance of Black power

Negative views of BLM

Being misunderstood

Not being taken seriously

Being talked “at” not talked “to”

Being mislabeled

Not being taken seriously

Not allowed to participate in their own treatment

Therapist change the narrative



# Define Family

- Family can not be understood apart from their culture, social, and political dimensions of their functioning.
- When working with people/families who do not look like you allow for them to define what family is and what value it holds.
- Do not insert your own opinion of what family is, should be, or how they should function.
- Do not attempt to assess the functionality of a family; is it functional or dysfunctional.
- Hold your judgements.





# Inquiry is . . .

## Perspective-taking

**Teaching**



**Learning**

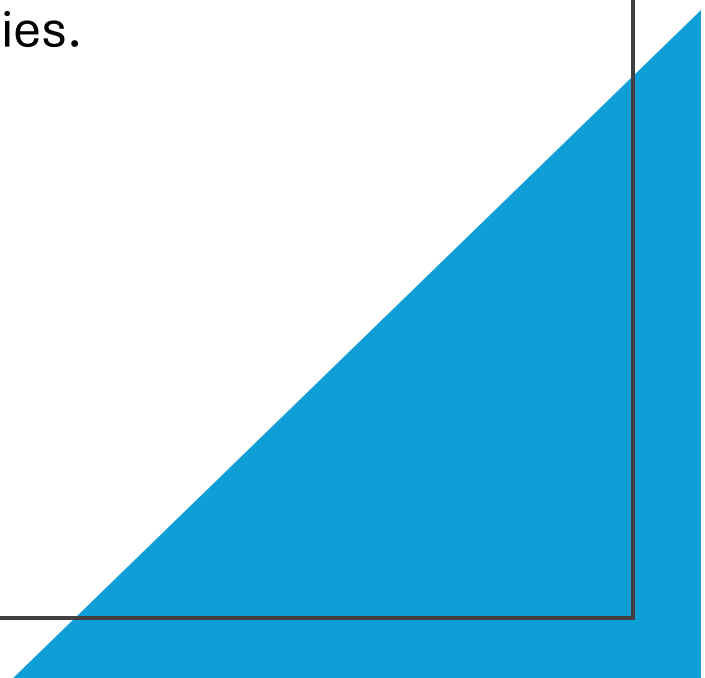
- Perspective-taking is seeing the world from a different viewpoint. It is part of human development and part of our process for learning empathy.
- Perspective-taking can include considering an experience from the point of view of a person being stereotyped.
- Consuming media about those experiences and direct interaction with people from stereotype group can help us to see and imagine different perspectives.



Intersectionality is a term that describes the way multiple systems of oppression interact in the lives of those with multiple marginalized identities.

Intersectionality looks at the relationships between multiple marginalized identities and allows us to analyze social problems more fully, shape more effective interventions and promote more inclusive advocacy amongst communities.

# Intersectionality



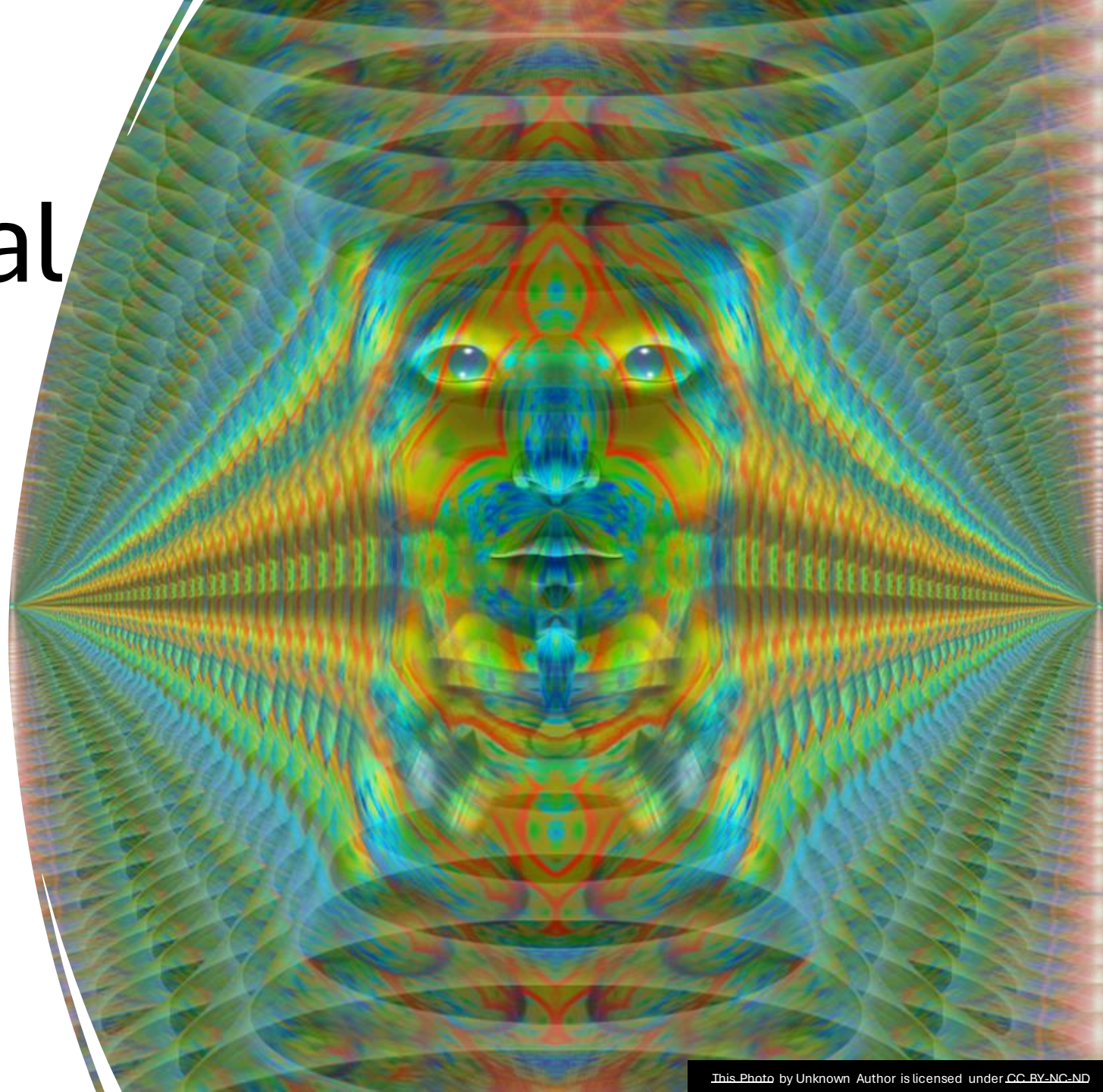
# Multi-dimensional

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Consider what you learned about intersectionality. Each of us is a complicated, multi-dimensional person with our own history.

Look at your own life, who can know more about your culture and values than you? You are the expert on yourself and your history, and what other people can know about you is inherently limited.

The same is true for our patients; they are the experts on their own lives. Cultural humility helps us to respect their expertise and acknowledge our limitations.



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# Intergroup contact

- Intergroup contact is exposure to people from groups other than your own. Research has shown that it reduces prejudice across a variety of settings when the people involved:
- Have equal group status within the situation
- Have common goals to pursue
- Show intergroup cooperation
- Have the support of authorities, laws and customs.
- Intergroup contact must be authentic and must not burden others.



# Mental Stereotypes Breakdown



- When we see people who counter commonly held stereotypes about their identity groups, we begin to realize that not everyone fits into those stereotypes.
- Research has shown that counter-stereotypical example , including pictures of people who counter the stereotype, helps break down the mental shortcuts that stereotypes provide.

# Where is the Humanity

1. Work together as collaborators to establish mutual goals. This requires being adaptive and valuing differences
2. “Healing happens in relationship” – this requires reciprocal connections, bi-directional communication, and the deliberate fostering of understanding and shared learning.
3. Be mindful of your words and language
4. Allow people to tell their own story.
5. Active communication and support of one’s capability to heal and recover
6. Ongoing training and capacity building for community and staff. Be flexible



# Trauma Informed Care

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Given the prevalence of trauma, it is crucial that we practice incorporating trauma informed care.

- Trauma informed care is an approach that focuses on **Resilience and Strength**.
- It requires being aware of, understanding, recognizing, and responding to the effects of trauma.



# Focus on Resilience, Not Disorder

**Support Self-efficacy** – perception of having control over one’s circumstances and the perception of capability to effectively carry out actions. (Bandura, 1997)

- People who feel in control of their lives may be more likely to engage in health affirming activities, seek help and practice a lifestyle that promotes health (Brown et al, 2011)
  - **Increase access to choices and more options** to increase a sense of control over life decisions
  - Workshops: stress management, problem solving, effective coping skills, self-care, affect regulation self-esteem- overall evaluation of one’s worth
  - Create **programs that promote safety and healing**
  - **Ask questions to increase self-efficacy:**
    - Tell me about a time you made changes in your life. How did you do it?
    - What personal strengths do you have that would help you succeed?
    - Who could offer you support?





# Focus on Strengths, Not Disorder

Provide Social Support– types of assistance or help received from others that promotes health and has a positive effect in times of stress. Social support bolsters resilience in stressful situations (Loseth et al, 2022)

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- a. Emotional** – *reassurance of worth, empathy and affection*
    - Support Groups - domestic violence, parenting, healthy relationships,
    - Create a safe environment - Calm, safe, empowering environment for patients and staff
    - Community building social activities with a focus on addressing isolation and the diminishing the impact of stigma and discrimination.
    - Encourage open discussion of experiences of stigma and discrimination.
  - b. Informational** – *advice, guidance, feedback*
    - Information available in appropriate languages, at appropriate reading level
    - Feedback provided in a respectful manner, asking questions, addressing concerns
  - c. Tangible** – *material, financial, resource assistance*
    - Basic needs assistance (food, hygiene products, baby supplies), transportation assistance and childcare
    - Child-friendly environment with carved out spaces for child play
  - d. Companionship** – *sense of belonging, shared social activities*





# Don't Let GO!

- As we continue to learn and grow, we will make mistakes. People will correct us, and in doing so they will help us to learn and grow further.
- One of the best things we can do is have levels of grace necessary to: **Learn** from our mistake, **Thank** those who correct us, **Accept** feedback in positive way.
- Keep in mind that you are not getting called out; you are getting called in.

An illustration of a diverse group of people with various skin tones and hairstyles sitting around a large, light-colored table. The background is a solid blue color. The title 'Wanting To Avoid Appearing Racist' is written in large white text across the top of the image.

# Wanting To Avoid Appearing Racist

- Color blindness is often espoused when people do not want to acknowledge race and when people want to avoid appearing racist. However, these sentiments deny racial identity and the realities of structural racism in society. People like this will say things like:
  - America is a melting pot
  - Race doesn't affect the way I treat you
- I believe all lives matter- in response to a discussion about police violence and BLM.

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# Mindfulness

- Mindfulness is being aware of what you are feeling in the moment. Research has shown that brief mindfulness exercises can reduce discrimination and bias behaviors. The effects are short term, however, as an ongoing practice, frequent mindfulness exercises will improve our interactions and help us to reduce our own biased behaviors.
- Overconfidence in our ability to make objective or inclusive decisions can prevent us from taking the proper steps to stop and question ourselves and our process with healthy skepticism. Therefore, we tend to cause more injuries and remain ignorant to that fact



# Self Healing Exercise

- Soothe yourself- mind, body, and heart.
- Notice your body reactions
- Accept discomfort
- Stay present in your body
- Safely discharge the energy that remains (exercise, dance, physical labor, whatever safe activity your body desires).
- Trauma healing needs to be done slowly, perceiving the bodies reactions, learning to calm or settle.



# DOMINANT ORGANIZATIONAL CULTURE



Perfectionism  
Sense of Urgency  
Defensiveness  
Quantity

Thinking there is only 1 correct way

Either/Or

Avoid Conflict

Right to Comfort

Object-Oriented

Reason

Numbers Driven

Rules

Single Issue (Fragmentation)

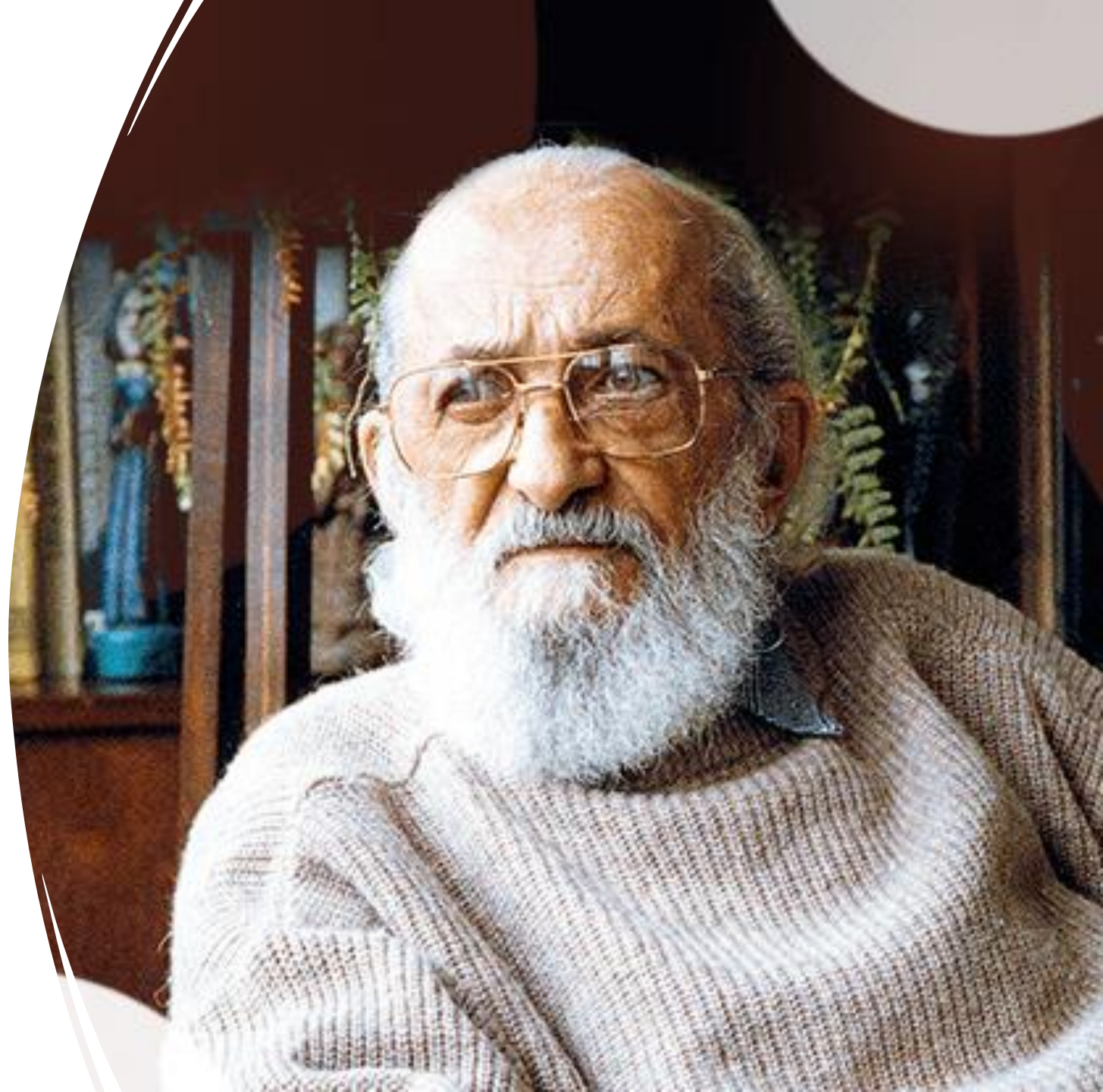
Objectivity

Individual Achievement

# Paulo Freire, Pedagogy of the oppressed

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“As the oppressors dehumanize others and violate their rights, they themselves also become dehumanized. As the oppressed, fighting to be human, take away the oppressors’ power to dominate and suppress, they restore the oppressor's humanity they had lost in the exercise of oppression”



# RELATIONAL ORGANIZATIONAL CULTURE

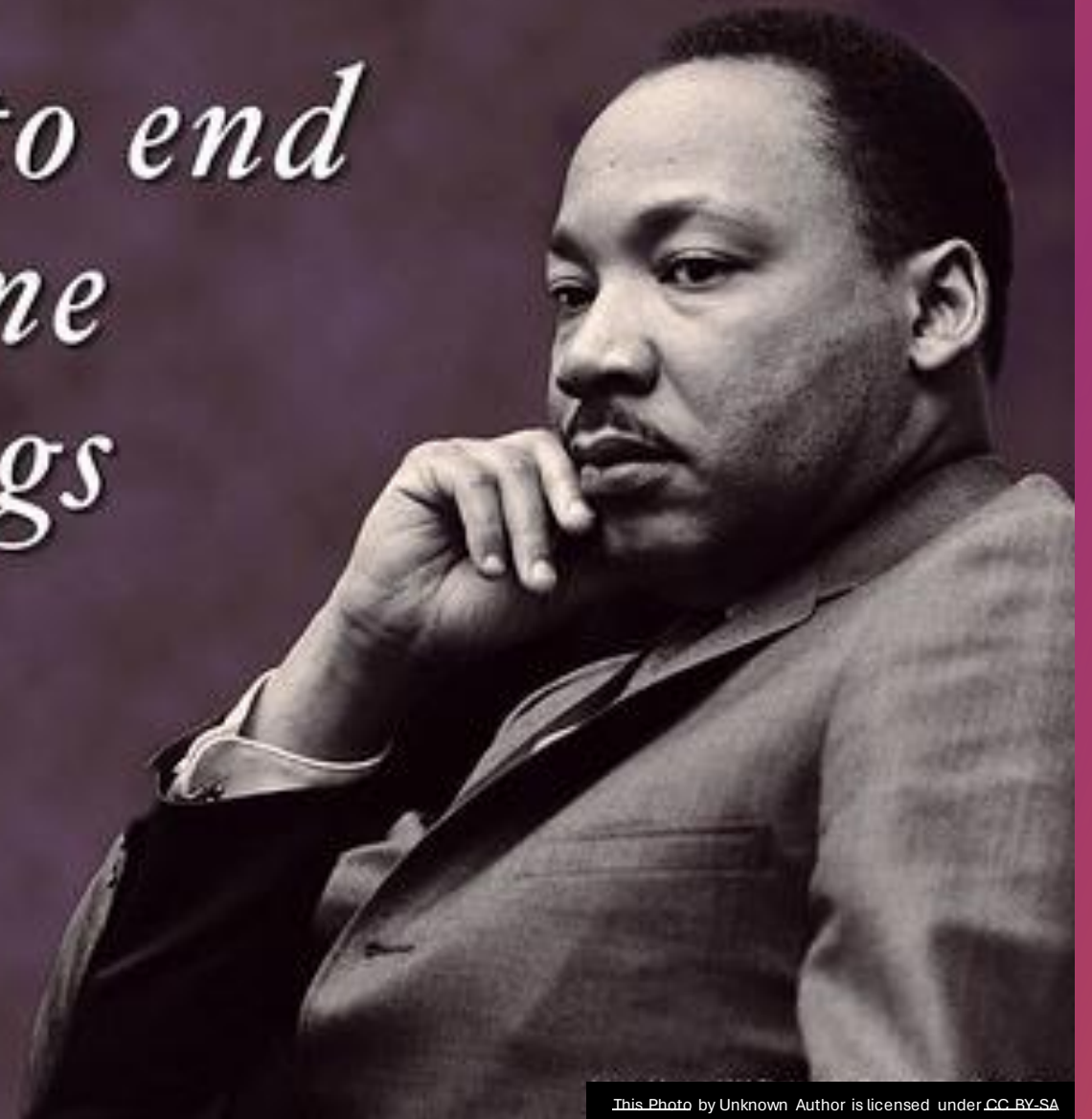


Everything is a Work in Progress  
Sustainability  
Openness  
Quality  
Identifying multiple viable paths  
Both/And  
Conflict is productive/necessary  
Discomfort is a teacher  
Relationship-Oriented  
Emotion  
Story Driven  
Creativity  
Analysis (Whole Picture)  
Everything is Subjective  
Collective Achievement



*Our lives begin to end  
the day we become  
silent about things  
that matter.*

*Martin Luther King, Jr.*



# Audre Lorde

“You do not have to be me in order for US to fight alongside each other. I do not have to be you to recognize that our wars are the same. What we must do is **commit** ourselves to some future that can include each other and to work toward that future with the particular strengths of our individual identities. And in order for us to do this, we **must allow each other our differences at the same time as we recognize our sameness.**”

