

創傷知情 全人關懷

## Trauma-Informed Care Practice from an Organizational Perspective

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# Trauma- Informed Walk Thoughts

“If there was a sense that environments were not sufficiently welcoming, calming or regulating , and in some areas could be potentially retraumatizing for individual”



# Trauma Informed and Care Practice



- TIC approaches treat people who have experienced trauma

- TIC is finding what's wrong with the children

- TIC approaches are purely conceptual

- TIC approaches are implemented by individual practitioners

- TIC is standard and "happens already"

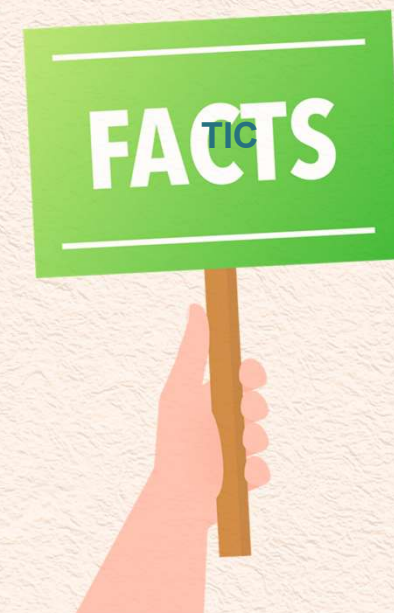
- TIC is a "Whole-systems Approach"

- TIC is concerned what's going on with the children

- TIC needs to be operationalized in practice

- Everyone can and should be in their manner

- TIC "Five Principles"



**Bottom Up . Top Down**



安全



**DO NO HARM**

It is not about asking non-clinicians to be clinicians or untrained people to make clinical decisions, but rather it is about a **“whole of society”** approach in which we all have a basic sense of **“how not to make thing worse”**



# Trauma- Informed Care & Practice in BGCA

since  
**2020**  
until now

**1392**  
BGCA  
staff

57  
sessions

**608**  
NGOs/  
Schools

13  
sessions



## Introduction to Trauma-Informed & Care Practice

*Duration: 3 hours*

- Myths vs. Facts of TIC
- The 5 Principles of TIC
- Neuroscience of Trauma and Its Impacts on Children
- Intergenerational Transmission of Trauma and
- A Three-Way Parallel Process Involving Child, Caregivers, and Professionals (Vicarious Trauma)
- Trauma and Resilience
- Organizational Guidelines for TIC Service Delivery
- Self Care Strategies and Individual Responses



28/3/2025

Copy Right @ BGCA Trauma Counselling Center 2025



Resources


Client Focus

### System

- Policies and Procedures
- Develop mechanisms to support staff to commit to introducing TIC practice
- Facilitate involvement of clients in the systems
- Education and Training
- Respect Culture, Ethnicity, Gender, Age, Sexual Orientation, Disability and Social-Economic Status
- Implement Anti-Racist Practice

### Service

- Pre Entry
- Entry
- Assessment
- Intervention
- Review
- Exit



### Staff Care & Vicarious Trauma

- A Program cannot be safe for clients unless it is simultaneously safe for staff and administrators
- Ensure the organization and its policies mitigate the risks of VT
- Ensure regular clinical supervision for counselling staff
- Foster self-care

Client Satisfaction

Continuous Improvement

Safety , Trustworthiness , Choice , Collaboration , Empowerment

Who, What, Where, How, When, What If?





同工自我關顧活動「瑜珈/靜觀」

**tufting workshop**  
新春地氈製作

**28 JANUARY SUNDAY**

日期: 2024年1月28日(星期日)  
時間: A班 9:30 - 13:30 及 B班 14:30 - 18:30  
地點: 觀塘敬業街59號敬業工廠大廈3樓D3室  
名額: 20人, 每班各10人(只限同工參加)  
費用: 全免

報名日期: 即日 至 2024年1月14日(星期日)  
報名方法: 網上報名或SCAN 右方之QR CODE  
<https://forms.office.com/r/a2a1wEK5zs>

**3 Psychoeducation (For Parent and General Public)**

• 家長

- 「我的孩子有心理創傷嗎？」  
掃描心理創傷(家長篇)  
Offline Online 1 Hour
- 打破隔閡:  
如何理解與支持缺課的青少年  
Online 1 Hour
- 懂朝孩子心 - 離異家庭  
Online 1 Hour
- 家長如何應對青少年自傷及自殺危機  
Online 1 Hour
- 家長和孩子之身心交戰工作坊  
Online 1 Hour
- 談青春期的子女的需要及  
預防網絡性侵害威脅  
Online 1 Hour
- 家長如何應對孩子面對校園欺凌  
Online 1 Hour
- 給創傷孩子的家長: 家長的自我關懷  
Offline 3 Hours

• 家長

- 給創傷孩子的家長: 親子關係篇  
Offline 2 Hours
- 給創傷孩子的家長: 情緒調節篇  
Offline 2 Hours
- 給創傷孩子的家長: 能力與強項篇  
Offline 2 Hours

**4 Self-care Workshop for Staff (員工自我關顧工作坊)**

• Self Care

- 藝術減壓工作坊  
Offline 3 Hours
- 向「焦慮」說不  
Online 1 Hour
- 自我關顧: 愛的語言系列  
Online 1 Hour
- 發現內在音樂:  
透過節奏與音樂舒緩情緒  
Offline 3 Hours
- 律動與藝術: 釋放壓力之旅  
Offline 3 Hours

BGCA 香港女童群益會  
心理創傷輔導中心

Trauma Informed Care & Practice  
Trauma Specific Courses

創傷知情  
Trauma-Informed  
Care Practice  
全人關懷

2823 8646  
<https://traumaservice.bgca.org.hk/>

BGCA 香港女童群益會  
僱員輔助計劃  
Employee Assistance Programme

9339 5901  
談話內容 絕對保密  
Conversations will be kept in strict confidence

24小時熱線  
hour Hotline

香港女童群益會員工及其直系家屬(配偶及18歲以下子女)專用  
Exclusively for the staff members and their immediate family members (spouse and their children under 18 years old) of The Boys' & Girls' Clubs Association of Hong Kong

當線路繁忙時, 會轉往台語和韓語員回聲  
When the lines are busy, calls will be directed to paging service and our counsellors will return call as soon as possible

服務形式 Form of Service  
輔導及諮詢熱線 · 面談輔導 · 臨床心理服務  
Counselling and Consultation Hotline · Face-to-face Interview · Clinical Psychological Service

輔導範圍 Counselling Area  
工作、家庭、社交及個人生活上所遇到的壓力和情緒困擾  
Work, family, social and other personal challenges encountered in daily life

28/3/2025

Staff wellbeing needs to be more integral. Support needs to be intentional, genuine, and available and accessible when needed.

A Culture of reflection, accountability and learning, and an acceptance that some mistakes will be made and learnt from.



**TIC is.....**

## **Creating Environment**

**“What’s ~~wrong~~ with you?”**

**“What’s going on with you?”**

**“What’s **Strong** with you!”**



**Taking Time to Really Listen!  
Taking Time to Share!  
Thank You !!!**



**2823 8646**



**<https://traumaservice.bgca.org.hk/>**