

FUNDAMENTALS OF PROVIDING SERVICES TO SURVIVORS OF TORTURE:

HOLISTIC CARE PLANNING

Lesson Summary

Setting the Stage



First steps of service

- Eligibility determination
- Program intake
- Assessment of needs and resources
- Explain scope of services



Consider barriers

- Reliable transportation
- Child care
- Access to interpreters



Welcome survivors

- Be warm, patient, attentive, helpful
- Creating an environment of trust/ rapport counteracts experiences of betrayal, loss of control, & confusion



Providers should:

- Explain what they are doing and why
- Be consistent
- Be reliable
- Have open and honest dialogues
- Encourage questions



Include considerations of:

- History/politics of home country/region
- Survivor's:
 - Personal life history
 - Culture
 - Spiritual practices and values
 - Community (past and present)
 - Affiliations with family/clan/ethnicity



Four areas of service to meet needs

- Legal services
- Medical services
- Mental health services
- Social services

Assessment

A process to capture a picture of a survivor's strengths & areas of vulnerability.



Include Survivor's Resources

- Personal
- Interpersonal
- Spiritual
- Community
- Indigenous healing
- Resilience



Who to involve

- Mental health professionals
- Medical professionals
- Social workers
- Case managers
- Legal professionals
- Religious leaders and organizations
- Cultural healers, leaders, and peers



Benefits of Holistic Care Planning

- Avoid duplication of services & leverage your own resources
- Survivors are prepared for challenges of meeting future needs
- Community becomes aware of existence of torture survivors & learns something of their special resiliency, concerns, & needs



Care Plan

- Is a map for healing that should include shared understanding of:
 - Problems
 - Goals
 - What success looks like
 - What resources and methods to be used
- Survivor should participate in creation of plan, and review & approve
- Outcome goals should be specific, achievable, & measurable
- Modify/update plan on regular intervals (i.e. every six months) as goals met, new problems emerge, new resources secured

Care Plan



Interdisciplinary team should:

- Maintain on-going communication
- Clarify roles & determine responsibilities
- Respect divergent professional perspectives
- Share the same broad understanding or "snapshot" of the client at a given time