Developing and Implementing a Trauma- and Violence-Informed Approach in Digital Media Literacy Education

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INTRODUCTIONS

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About MediaSmarts

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Overview and Objectives

- Gain an understanding of a trauma- and violence-informed approach to digital media literacy education and program facilitation.

- Consider ways to incorporate a trauma- and violence-informed approach in programs and facilitation practices.

- Identify practical tools in trauma-informed facilitation for before, during, and after program facilitation.

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Moving On:

Digital Empowerment and Literacy Skills for Survivors

- Four-year intervention research project
- Goal: to adapt, deliver, and evaluate digital media literacy resources for survivors of family violence and practitioners in the VAW sector

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Moving On:

Digital Empowerment and Literacy Skills for Survivors

- Trauma- and Violence-Informed Approach
- Address Complex Online Harms Through Digital Media Literacy Education
- Collaborative and Sustainable Interventions at Individual, Community, and Systems Levels

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Resilience through DigitalSmarts

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Facilitation Materials

Facilitation Guide

Handbook on Trauma-Informed Digital Media Literacy

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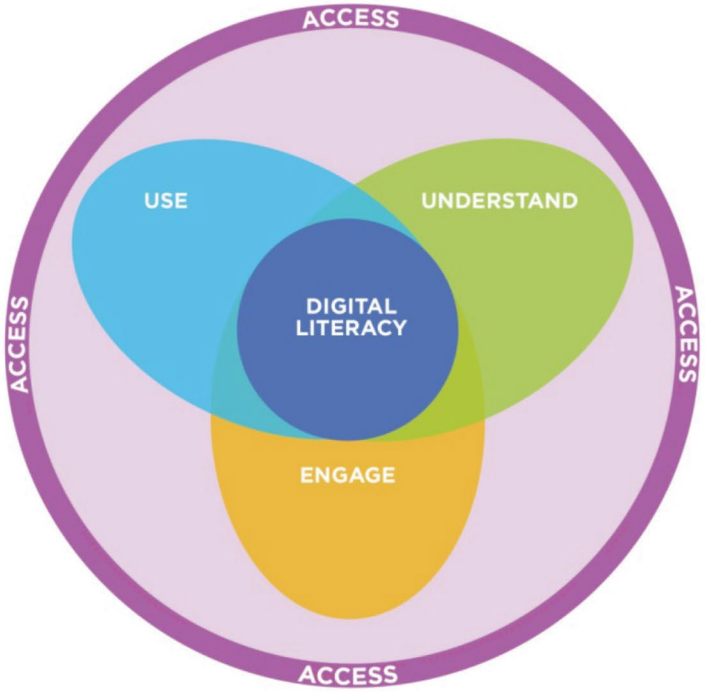
Digital Media Literacy

Involves not just ***access*** to technology, but also how to ***use***, ***understand***, and ***engage*** with it.



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Technology-Facilitated Violence And Abuse

A form of abuse or controlling behaviour involving the use of technology to coerce, stalk, surveil, or harass another person

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Trauma

An event or circumstance resulting in physical, emotional, and/or life-threatening harm.

Trauma also includes the lasting adverse effects that this event or circumstance has on an individual's physical, mental, emotional, social and spiritual health and well-being

Re-traumatization

The re-activation of trauma symptoms through thoughts, memories, or feelings related to a past trauma experience.

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Trauma- and Violence-Informed Approach

- Recognizes widespread impacts, signs, and symptoms of trauma and understands potential paths for recovery; fully integrates knowledge about trauma into policies, procedures, and practices; and seeks to actively resist re-traumatization
  —SAMHSA, 2014
- Implementing a trauma- and violence-informed approach is a continuous process and not an outcome
- We welcome comments, suggestions, feedback or promising practices on trauma-informed approaches

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Handbook content

- Background information
- Six foundation principles for a trauma-informed approach
- Promising practices in implementing these six principles
- Considerations for remote/virtual facilitation
- Tip sheet

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KEY PRINCIPLES

of a trauma and violence-informed approach

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Based on SAMHSA 2014

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Safety

Participants and facilitators should feel physically, emotionally and psychologically safe

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Safety in the workshop design

- Multiple breaks (especially after potentially difficult discussions)
- Inclusive and empowering language
- Statements of fact
- Suggesting signals to indicate when participants need a break

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Safety: Promising Practices

For facilitators:

- Try to maintain awareness of your own emotions
- Have two facilitators per workshop to support breaks and instances where one-on-one attention may be needed
- Identify and utilize available resources and supports before, during, or after workshops
- Refer to tip sheet at the end of the handbook

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Safety: Promising Practices

For participants:

- Explain key concepts
- Consider the way a physical space is set up
- Look for signs of re-traumatization
- Prepare to potentially implement de-escalation techniques
- Debrief

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Trust and Transparency

- built through being honest and clear about processes and operations during workshops
- allows participants to feel in-control and empowered while discussing potentially difficult topics

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Trust And Transparency: Promising Practices

- Confirm participants understand the workshop purpose and agenda
- Set expectations and boundaries at the start
- Check in regularly, allow for breaks when needed
- Communicate when you need to adjust the agenda

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Peer Support & Collaboration

Key to establishing safety, well-being, and resilience because participants are often more empowered by collective rather than individual efforts

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Peer Support & Collaboration: Promising Practices

- Allow space and time for building relationships
- Allow participants to first assess and express their needs
- Collaborate with participants to make decisions where possible

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Empowering Participants

Encouraging participants' strengths and honouring their experiences, choices, and contributions

Especially important because of the feelings of powerlessness and lack of control associated with trauma and abuse

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Empowering Participants: Promising Practices

- Allow participants to make choices
- Affirm and validate participation
- Ask questions that encourage resiliency

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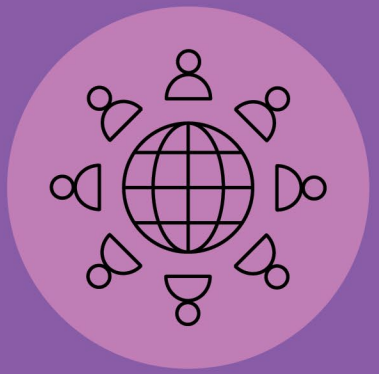
Considering Intersectionality And Cultural Humility

A trauma-informed approach acknowledges, respects, and is responsive to participants' identities and the intersections within those identities



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Intersectionality & Cultural Humility In The Workshop Design

This program is shaped by MediaSmarts' work with a diverse network of partners and advisors who serve a diverse group of survivors

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Considering Intersectionality & Cultural Humility: Promising Practices

- Maintain awareness of identities, their intersections, and how they may impact participants' trauma and participation
- Be respectful and open to different cultural approaches and ways of knowing
- Avoid assumptions and generalizations of different identities
- Use inclusive language and approaches

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Remote Facilitation: Challenges

- Barriers created by not sharing the same physical space (e.g. protecting participants privacy)
- Participants may join from spaces in which they experienced trauma
- Screen fatigue

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Remote Facilitation: Promising Practices

- Confirm participants are in a safe and comfortable space
- As much as possible, ensure online privacy and safety
- Make use of online features that can enable safety and well-being
- Consider body language and environment

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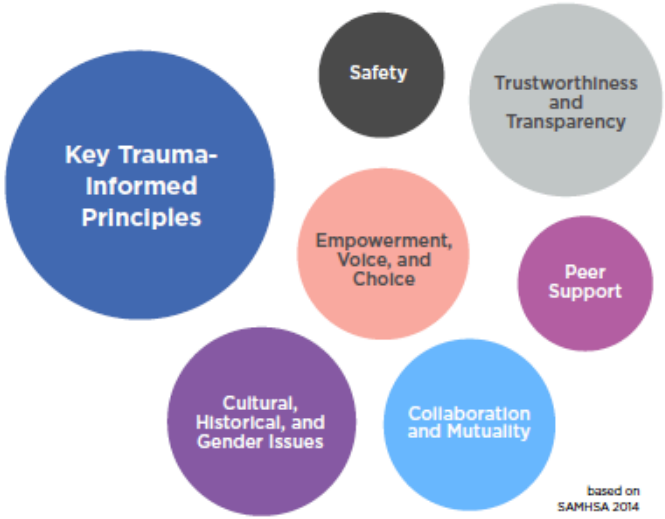
Tip Sheet: Summary of Promising Practices

Key Definitions:

Digital Media Literacy: the ability to access, use, understand, and engage with media in all forms confidently and critically.

Technology-Facilitated Violence and Abuse: a form of abuse or controlling behaviour involving the use of technology to coerce, stalk, surveil or harass another person.

Trauma-Informed Approaches: understand and are sensitive to the histories of trauma that people carry and encourage environments of well-being and safety rather than practices that may inadvertently re-traumatize.



based on SAMHSA 2014

Recommended Practices

Safety

- Confirm that participants understand key concepts including trauma and abuse.
- Establish access to supports.
- Look for signs of triggers and re-traumatization.
- Review de-escalation techniques.
- Set up the space with safety in mind.
- Allow more time for debriefs if needed.

Trustworthiness and Transparency

- Confirm participants understand the workshop purpose and agenda.
- Set expectations and boundaries.
- Check in regularly, allow for breaks when needed.
- Be honest and transparent including when you don't know something.

Peer Support and Collaboration

- Allow space and time for building relationships.
- Allow participants to first assess and express their needs.
- Collaborate with participants to make decisions where possible.

Empowerment

- Allow participants to make choices.
- Affirm and validate participation.
- Ask questions that encourage resilience such as: "What thoughts or actions give you hope?"

Cultural Humility

- Maintain awareness of identities, their intersections and how they may impact participants' trauma and participation.
- Be respectful and open to different cultural approaches and ways of knowing.
- Avoid assumptions and generalizations of different identities.
- Use inclusive language and approaches.

Remote Facilitation

- Confirm participants are in a safe space and can protect their online safety and privacy.
- Make use of online features such as registration and breakout rooms to promote participant safety.
- Consider how your body language and environment may come across to participants.
- Debrief and send follow-up email with workshop materials, resources, and supports.

Resources for Further Information

- SAMHSA on Trauma and Violence and Trauma- and Violence-Informed Principles
- Tech Safety Canada
- Implementing Trauma- and Violence-Informed Care: A Handbook
- Trauma-Informed Self-Assessment for Facilitators

RESILIENCE THROUGH DIGITALSMARTS

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Introductory workshops

- Intended for participants with most limited skills
- Focus on fundamental skills in **Access** and **Use** categories
- Little overlap

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Advanced workshops

- Intended for active Internet users
- Cover more advanced **Use** skills and introduce **Understand** and **Engage** skills
- Some overlap with Introductory workshops and each other

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Workshop format

Each workshop follows the same structure:

- Overview
- Content topics
- Quizzes
- Hands-On Activities
- Troubleshooting
- Vocabulary review
- Questions
- Follow-up: video and practice sheet

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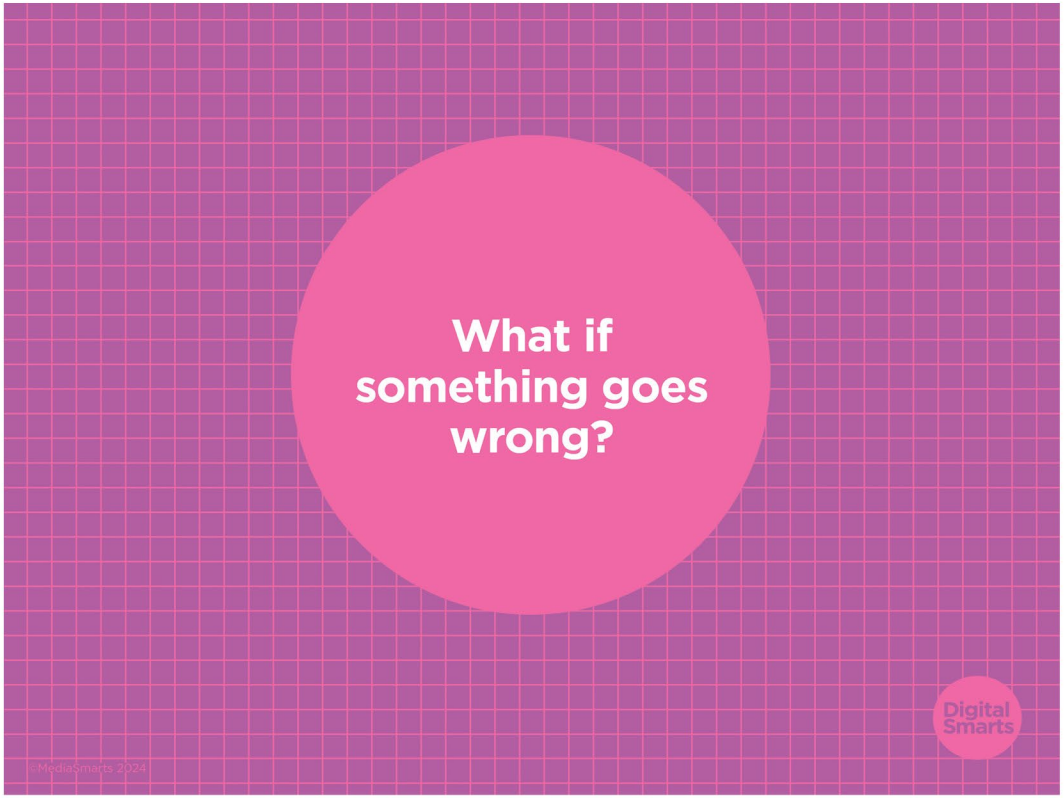

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OS

Program that lets your device run other programs

App

A program that runs on a phone or tablet

Browser

An APP or PROGRAM that lets you visit WEBSITES

Link

Leads from one website to another

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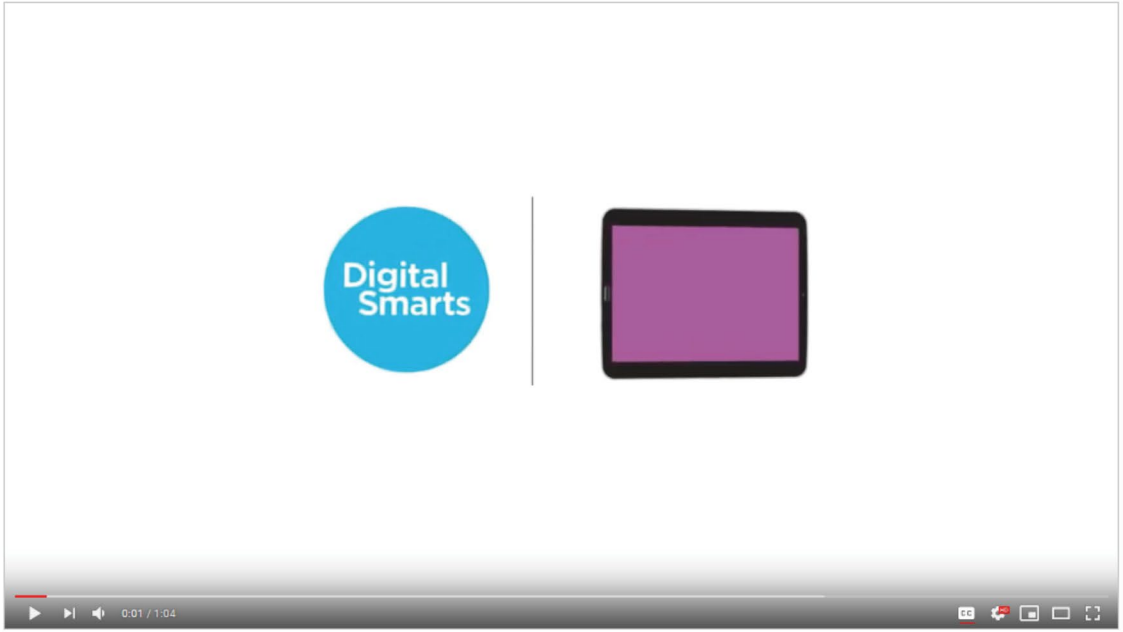

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DIGITAL STORYTELLING

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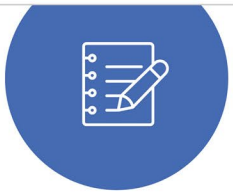

During this workshop, you will:

- Learn what a digital story is
- Learn the benefits of digital storytelling
- Explore different approaches to digital storytelling
- Identify what makes a good digital story
- Plan, script and record a digital story
- Think about publishing your story

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NEXT STEPS

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Thank you

for attending!

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