



TRAUMATOLOGY INSTITUTE

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Justice System Trauma: Correction Facility Support Worker Certificate (CFSW)

Course Outline

Become Trauma Informed Today



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Course Outline

TI-501 – Justice System Trauma: Correction Facility Support Worker Certificate

Course Description:

Correctional Facilities are challenging places to work. With up to 70% +/- of the inmate population having experienced a trauma first-hand, Trauma Informed skills training is essential. Working with trauma survivors in high stress/high demand situations can lead to extreme reactions where fight or flight triggers lead to dangerous incidents.

Recognizing the impact of trauma in the corrections system will be a powerful tool.

The purpose of this program is to provide an enhanced ability to manage correctional facility job stressors, harness our best skills when working with potentially traumatized incarcerated populations, build a toolkit of CFSW approaches in the JST Certificate stream and understand how to manage our own reactions and warning signs. The chief learning objective is to expand upon the professional's existing knowledge and expertise in Correction Facility Support Work while learning about the target service provision group, gain job enhancement skills, and manage personal reactions in high demand field of correction facility support positions.

In this course we cover job mandate; training needs; job stressors; front line fatigue/compassion fatigue; identifying key features of those we serve; hazards of Correctional Facilities Service Work; enhancing skills in Correction Facilities Service Work; face-to-face duties; de-escalating difficult interactions; communication strategies; Resident approach strategies; community & workplace evaluation; coping with difficult outcomes; follow-up strategies; prevention & resiliency skills and brief look at supervision strategies.

Who Would Benefit From Participation:

- Justice system administrators, management, and support staff
- All Correction Facility Workers as well as support staff who work within the Justice system
- Mental health teams and health care professionals

Learning Objectives:

- Recognize the mandate of working with a traumatized Resident
- Learn about what it takes to prepare oneself for the responsibility of care for residents
- Although this is not therapy– Correction Facilities Service Workers are in Frontline service role and will be exposed to challenging interactions with residents
- Illustrating the experience of Front Line Fatigue (aka. similarities between this and Compassion Fatigue/PTSD)
- Recognizing job stressors: early warning signs and the impact on the body
- Learning Frontline Fatigue Prevention & Resiliency strategies
- Seeing yourself in your Resident – over-identification. The risky business of compassion
- Residents: Who are they and what will you be facing? Knowing your target audience.
- Working with Residents with PTSD or other mental health struggles.
- Recognizing Warning Signs for Residents at Risk
- How symptoms help us understand what services to offer the Resident
- Developing Practice Skills for Enhancing Correction Facilities Service Work
- What it takes to be a Skilled Correction Facilities Service Work



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- Handing Face to Face duties with Care
- De-escalating a difficult Resident contact
- Strategies for enhancing communication
- Skilled interventions for approaching Residents
- Follow-up with Residents. Protocols to consider
- Working with special populations and casework
- Become familiar with the TI Community & Workplace Evaluation Kit
- Community Resource Template
- Brief look at Supervision Strategies

Course Evaluation:

Students are required to complete all training components in order to successfully complete this program.

Required Course Reading:

Justice System Trauma: Correction Facility Support Worker (Manual for Course TI-501).

TI-501 – Justice System Trauma: Correction Facility Support Worker Certificate

Title	
Unit I – Training & Learning Goals – Introduction Schedule Overview Traumatology Institute Training Philosophy	
Unit II – Orienting to your task Your job mandate Training Needs – getting prepared for your responsibilities When is counselling NOT counselling	
Unit III – Frontline Fatigue (aka Compassion Fatigue & Resiliency) Learning about Frontline Fatigue and being Intentional Managing Work Strain Telling the Story Recall & Resolve Connection with Others Resiliency & Prevention Other Models Unit III: Appendix A: Frontline Fatigue Symptoms Unit III: Appendix B: Case Studies -- Profiles Unit III: Appendix C: Key Signals of Frontline Fatigue/Burnout	
Unit IV – Knowing your Youth Group – Trauma & Related Trouble Who ends up in a Custody Setting? Trauma Informed Care vs. Non-Informed Self-Harm Evaluation Duty to Warn Symptoms help us understand what services Youth require	
Unit V – Practice Skills for Enhancing Youth Justice Care Being a Skilled Youth Justice Care Worker Interactive Duties with Youth in Custody Communication Strategies Interaction protocols that work T.I. Approach: Contact De-Escalation Special Populations & Case Work	
Unit VI – Community & Workplace Evaluation Kit Needs Assessment Form Trauma Response Checklist <ul style="list-style-type: none"> ▪ Scoring Key Lessons Learned <ul style="list-style-type: none"> ▪ Peer Support Protocols to keep you and the team on track 	
References	