

Counseling in a Way That Fosters Resiliency

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Why does this matter?

- Newborn hearing screening and early identification/intervention has significantly improved outcomes in children who are born deaf/hard of hearing
 - Language/Cognition/***Social-emotional***
- Social-emotional development is very much driven by language and cognition AND ***parental (protective) factors***



Why does this matter?

- Many pediatric facilities/early intervention providers practice “family centered care” recognizing that family support is crucial to achieving positive outcomes
- **Audiologists** are usually the first provider to deliver the news to a parent that his/her child is deaf/hearing of hearing
 - We have huge responsibility to break the news in a way that is compassionate, family focused, and POSITIVE.



Fact: Audiologists are generally underprepared to counsel families

- Seminars in Hearing Feb 2018 issue is entirely devoted to the subject of counseling in audiology
 - Graduate school programs/training have come a long way
 - Future directions include more training of instructors and ways to better evaluate counseling skills
- Look to other disciplines, particularly social work
 - How can we as audiologists stop becoming just fixers
 - Look beyond our diagnostic and technology skills/solutions



Social Work

Definition: work carried out by trained personnel with the aim of alleviating the conditions of those in need of help or welfare

- Social justice
- Strengths based approach
- Person-in-environment model
- Trauma/Abuse

Audiologist Counseling Tool Box



Resiliency

Protective Factors

Trauma Informed Care

Protective Factors



Protective Factor: Social-Emotional Learning (SEL) Competency Clusters*



*Collaborative for Academic, Social, and Emotional Learning (CASEL) www.casel.org

Protective Factor: Resiliency/well being

- Parent-to-Parent Support for Parents with Children who are Deaf or Hard of Hearing: A Conceptual Framework (Henderson, Johnson, & Moodie (2014))
- This article proposes a conceptual framework of parent-to-parent support based upon extensive literature review. Components include:
 - well-being: parent, family and child;
 - knowledge: advocacy, system navigation & education;
 - empowerment: confidence and competence.

Learning Parents (child recently identified) and Supporting Parents (lived experience) are described as related to mutuality and connectedness.

Protective Factor: Implications for parent support

WHAT

- Parents need support to understand SEL building blocks
- Parents need to be empowered to implement parenting strategies that naturally instill SEL building blocks in their children
- Parents need help to recognize behaviors that suggest attachment and emotional problems

HOW

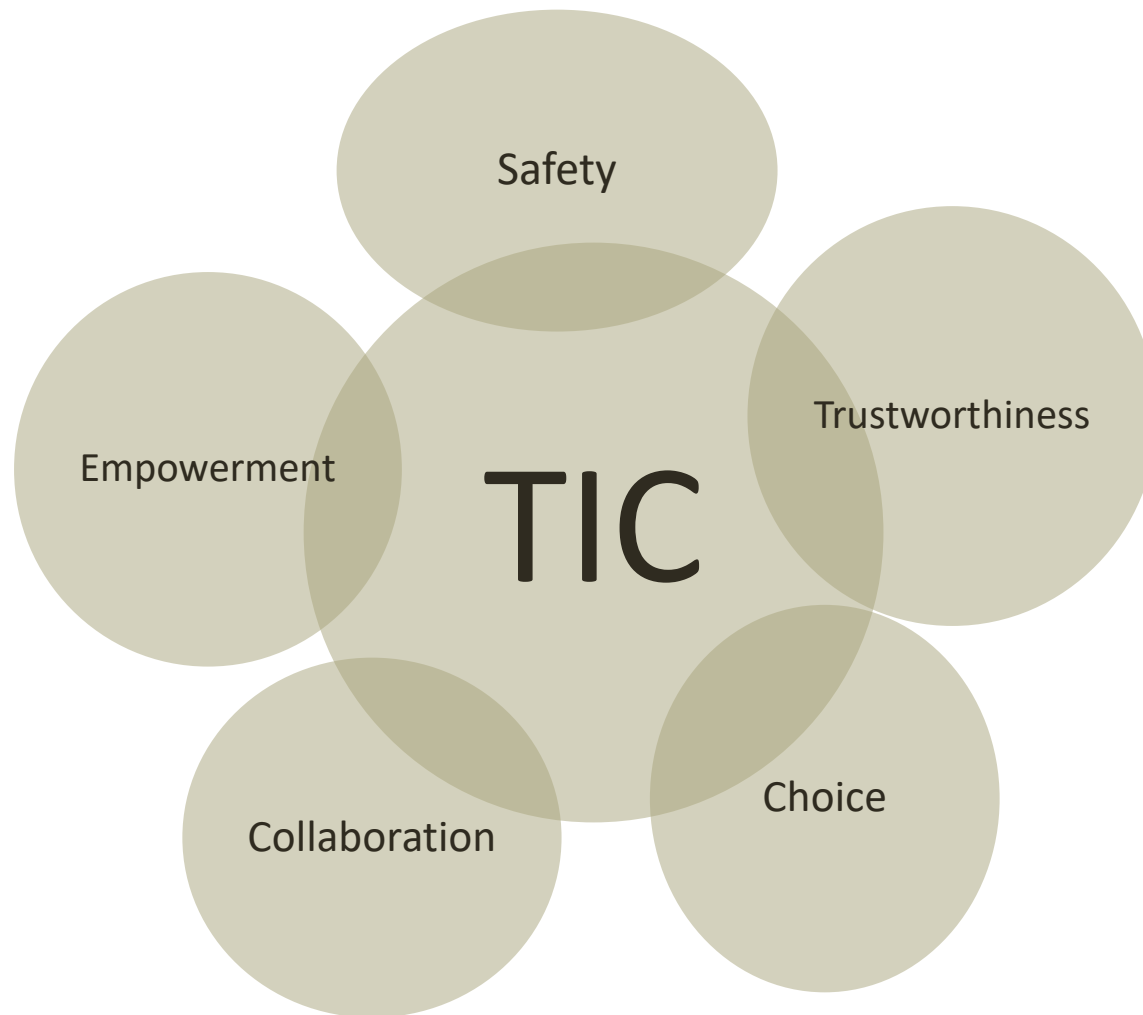
- Parents want professionals to provide full and accurate information to understand all sides
- Parents want to talk with other parents to learn their experiences
- Parents want to meet and learn from deaf and hard of hearing people with a variety of life experiences

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Trauma Informed Care (TIC)

- TIC is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of **trauma**.
- Strengths based service delivery approach
- Treatment of whole family
- Recognize that parents come to us with previous trauma and we might be re-traumatizing when delivering the news
- Consideration that not only we as providers become Trauma Informed, but help implement principles of TIC in clinic setting and in strengthening relationship with early intervention, medical home, parent support network and educators.

5 Guiding Principles for TIC



Trauma Informed Audiologist

A Trauma Informed audiologist sets the stage for a positive relationship *with* parents and the child AND can help foster a healthy relationship *between* parents and their child.

- Provides an emotionally and physically **safe** place to complete testing and to discuss results (private, quiet and without interruption)
- Immediately establishes **trust** by being warm and communicating openly throughout appointment
- TI audiologists do not say “I’m sorry, but....”.
- TI audiologists give space for parents to feel a variety of emotions and encourage normalization of said emotions.

Trauma Informed Audiologist

- TI audiologists don't dictate, but rather discuss **choices**, whether it's centered around technology, communication, early intervention, etc.
- TI audiologists **collaborate** quickly and effectively. He or she will have built good relationships with early intervention, parental support groups and other community providers.
- TI audiologists will not fix, but rather **empower** and arm parents with resources that help them feel in control of their journey of raising a child who is deaf or heard of hearing
- TI audiologists recognize they might be the first person to tell a parent his or her child is "different". We set the tone for the journey. **We have an obligation to make it a positive one!**

References

CASA. <http://www.casaforchildren.org/>.

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The Trauma Informed Care Project

<http://www.traumainformedcareproject.org>.