

The Trauma-informed Pantry

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Power Up Your Pantry

Power Up Your Pantry is a University of Missouri program intended for food pantries and other hunger relief groups looking for ways to enhance their current operations and better meet the needs of the people they serve.

Connect with us!

Website: foodsecurity.missouri.edu/power-up/

Facebook: <https://www.facebook.com/powerupyourpantry/>



Power Up Your Pantry

- Power Up Your Pantry *Guide Sheets*
- Power Up Your Pantry *Lunchbox Learning*
 - Webinars/online sessions
- For groups in SE, Central, and NE...
 - Power Up Your Pantry *Connection*
 - One-on-one technical assistance
 - Power Up Your Pantry *Meet-ups*
 - Regional meetings starting in mid 2019





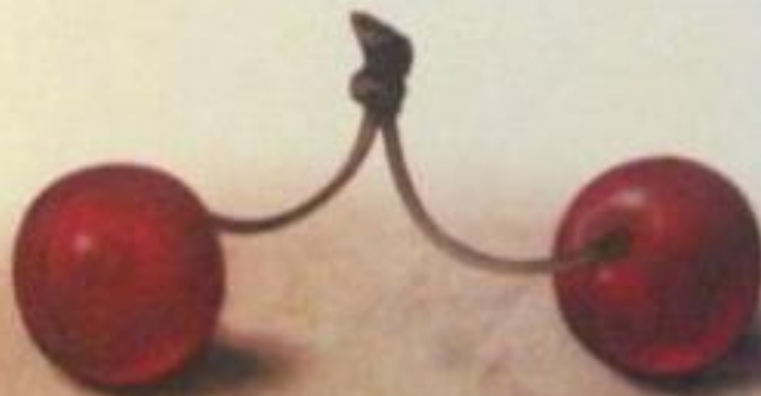
THE TRAUMA-INFORMED PANTRY

Eric Maly
Director of Programs

WEBINAR GOALS

1. DEFINE WHAT IT MEANS TO BE A TRAUMA-INFORMED ORGANIZATION
2. DISCUSS THE VARIOUS FORMS OF TRAUMA THAT AN INDIVIDUAL MIGHT BRING TO YOUR PANTRY
3. COMMUNICATION BEST PRACTICES
4. COMMON MISTAKES IN MEETING BASIC NEEDS

A
GENERAL
THEORY OF
LOVE



THOMAS LEWIS, M.D.

FARI AMINI, M.D. RICHARD LANNON, M.D.

TRAUMA-INFORMED ORGANIZATIONS

A Trauma-Informed organization is one that seeks to improve the quality of services it offers by integrating an understanding of the impact of trauma and violence into the organization's policies, procedures, and interactions with the individuals utilizing the services.



TRAUMA-INFORMED ORGANIZATIONS REQUIRE:

- 1) Establishment and maintenance of an open dialogue among service providers, service recipients and service systems, such that protocols for access to services are developed and enhanced.

TRAUMA-INFORMED ORGANIZATIONS REQUIRE:

2) Awareness of current knowledge, theory, and treatment models from a variety of diverse knowledge bases, including professional knowledge and the experience of people being served.

TRAUMA-INFORMED ORGANIZATIONS REQUIRE:

3) Identification of the components of a comprehensive, continuous, integrated system of care that are NOT in place. One important component of this is access to peer support.

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**HOW DO THESE CHARACTERISTICS
APPLY TO A PANTRY?**

1. OPEN DIALOGUE

- Pantries and others wanting to solve hunger talk to each other, and talk to the people served.
- The Power Up Your Pantry series is a great example of having open dialogue between service providers and discussing best practices

2. EXPANDING KNOWLEDGE

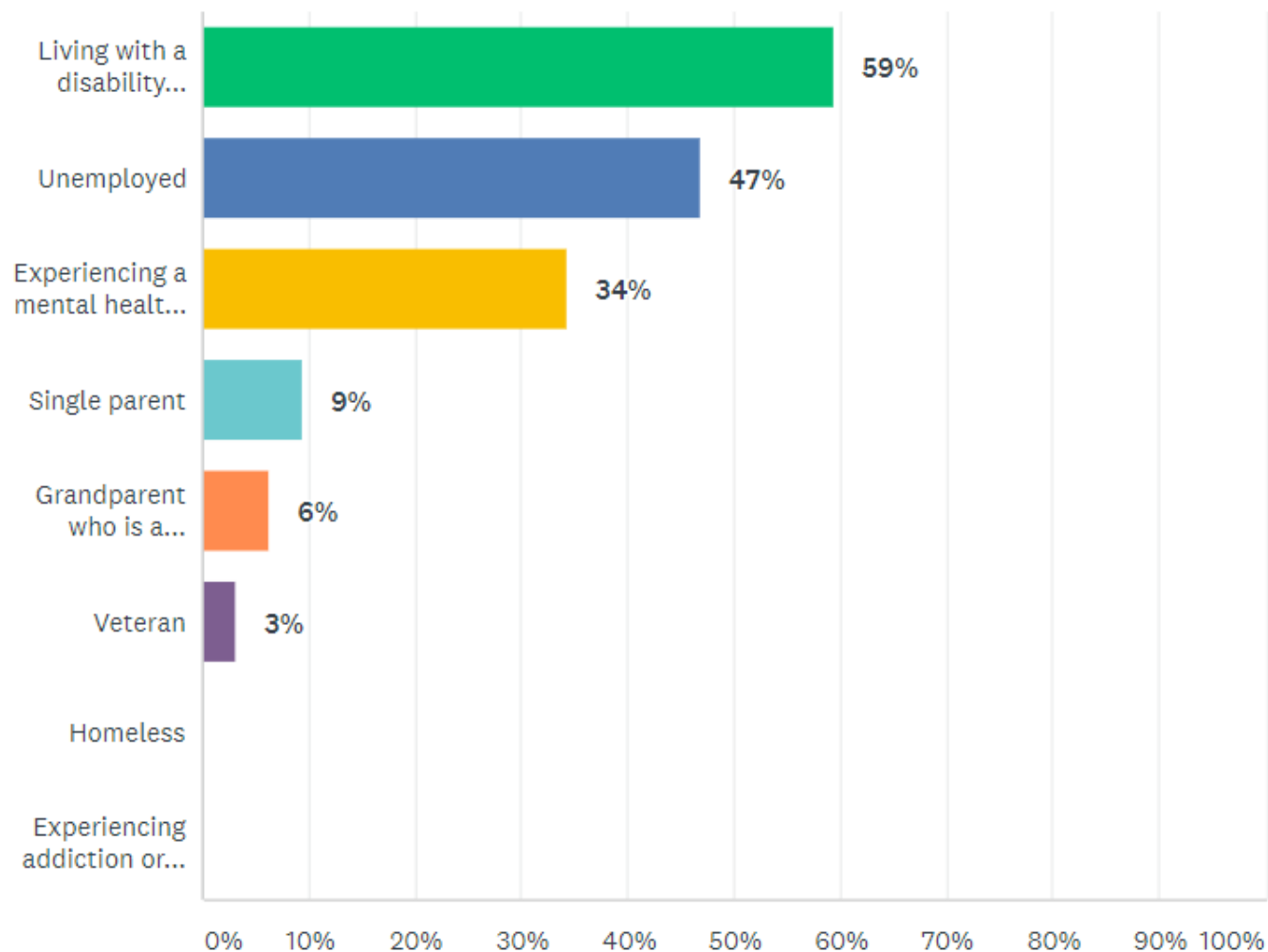
- Understanding root causes of poverty and food insecurity.
- Building awareness around the effects of having to make trade-offs will help explain behavior you might see at your site.
- Understanding how unhealthy coping strategies develop, and approaching these in a non-judgmental way.

3. KNOWING WHAT'S MISSING

- Asking individuals in your pantry what can be done better.
- Customers are the experts of their own experience. On a day to day basis, pantry managers might not see some of the gaps that individuals and families do.
- Example: Listen For Good Survey

Do any of the following descriptions currently apply to you? (Optional. Select all that apply.)

Answered: 32 Skipped: 12



EXAMPLES OF PAST TRAUMA

Food Insecurity

Verbal / Physical Abuse

Exposure to Community Violence

Homelessness

Sexual Assault

Domestic Violence

COMMUNICATION BEST PRACTICES

1. It's not what you say but how you say it.
2. Body language should be non confrontational, open body stance.
3. Facial expression should show interest and not suspicion.
4. Listen, don't lecture.

SOME COMMON MISTAKES MEETING BASIC NEEDS

1. Inadvertent Patronization
2. Assuming the worst in individuals
3. Using language that further divides those receiving food and those who serve it.
4. Lack of training to staff and volunteers.
5. The myth of meritocracy.
6. Unwillingness to adapt to changes.
7. Forgetting to celebrate shorter lines.

Thank you!

EMALY@SHAREFOODBRINGHOPE.ORG

Upcoming Webinars

- **Wednesday, May 1 – Volunteer Engagement** with Chase Wyckwood, Volunteer Engagement Coordinator, Food Bank for Central and Northeast Missouri
- **This summer – Two-part series on Communications**

Thank you for joining us!

GET INVOLVED



LIKE "POWER UP YOUR PANTRY" ON FACEBOOK.



DOWNLOAD "POWER UP YOUR PANTRY" GUIDE SHEETS
FOR FREE AT: [FOODSECURITY.MISSOURI.EDU/POWER-UP/](https://foodsecurity.missouri.edu/power-up/)



CONTACT US FOR QUESTIONS OR INPUT. WE APPRECIATE
THE FEEDBACK!

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