

VOL. III

Support Manual for Survivors of Trafficking in Persons

SHAME, ANGER, AND TRAUMA CARE

ADVANCED GUIDELINES
FOR SURVIVOR SUPPORT



FOCUS ON ONLINE SCAM OPERATIONS
& FORCED CRIMINALITY

ASIA FREEDOM
NETWORK

In collaboration with

RISE
FOUNDATION ASIA

Global Alms Inc.

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Foreword

Survivors of forced criminality face unique challenges that require specialised care. Unlike other trafficking survivors, those coerced into criminal activities often grapple with a dual identity—seen by society as both victims and perpetrators. This complex psychological burden makes it particularly difficult for them to view themselves as survivors deserving of help. It also amplifies the trauma they carry, rooted not just in the exploitation they endured but also in the actions they were forced to take.

Adding to this complexity is the misconception of the “perfect victim.” Many survivors may not fit the traditional narrative. Some had minor criminal records before their trafficking experience; others may have initially entered the fraudulent industry willingly, lured by false promises of quick earnings. As the violent and coercive nature of their situations became clear, they were trapped in exploitation. Despite their past actions, their experiences of coercion make them no less worthy of care. In fact, their unique circumstances often require more urgent and focused support.

This manual challenges the notion of what a “worthy” survivor looks like, emphasising that all survivors deserve dignity, healing, and reintegration, regardless of their past. Caregivers and communities must adopt best practices that drop preconceived ideas and focus instead on survivors’ current needs. The trauma, shame and anger these survivors experience are deep and often unprocessed, which if left untreated, can have delayed and far-reaching effects, not only on the survivors themselves but also on the wider community.

To ensure effective reintegration, this manual outlines a comprehensive approach, focusing on long-term, sustainable solutions that go beyond initial aftercare. It addresses survivors’ mental health, fosters economic stability, and promotes community support, fulfilling both protection and prevention. By addressing the deeper layers of trauma and the societal stigma that often accompanies survivors of forced criminality, this manual aims to help them rebuild their lives with dignity and security.

Ultimately, the need for this manual is rooted in the urgency to provide survivors with the holistic, specialized care they require to truly heal. It is a **guide for practitioners, communities, and caregivers** to understand the complexities of forced criminality cases and to respond with empathy, respect, and a commitment to sustained, meaningful support. By focusing on survivors’ present needs rather than their past actions, we can ensure that no one is left behind.

Acknowledgements

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This manual was developed through the collaborative efforts of dedicated professionals committed to advancing survivor care and community reintegration for those affected by human trafficking and forced criminality.

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Foreward.....2

Introduction.....5

What is Delayed Vulnerability?..... 7

1.1 Delayed Vulnerability in Survivors : The Need for Long-Term Support..... 7

1.2 Understanding Delayed Vulnerability.....7

1.3 Key Factors Contributing to Delayed Vulnerability.....7

1.4 The Need for Long-Term, Sustainable Solutions..... 8

Shame-Informed Care..... 11

2.1 What is Shame?..... 11

2.2 How Shame Manifests in Survivors..... 11

2.3 Principles for Addressing Shame..... 12

2.4 Strategies for Implementing Shame-Informed Care.....13

2.5 Best Practices & Follow-up Needs..... 13

2.6 Follow-Up Actions..... 14

Trauma-Informed Care..... 15

3.1 Principles of Trauma-Informed Care..... 15

3.2 Symptoms of Trauma..... 16

3.3 Strategies for Trauma-Informed Care..... 16

3.4 Best Practices & Follow-ups for Support Teams..... 17

Anger Management Toolkit for Survivors..... 18

4.1 Understanding Anger in Trauma Survivors..... 18

4.2 Strategies for Anger Management..... 18

4.3 Best Practices for Support Teams..... 20

Trigger Checklist for Survivors..... 22

Types of Triggers..... 22

5.2 Environmental Triggers..... 22

5.3 Social Triggers..... 23

5.4 Emotional Triggers..... 25

5.5 Physical Triggers..... 26

5.6 Mental Triggers..... 26

5.7 Implementation Notes..... 27

5.8 Steps to Use the Trigger Checklist..... 28

Introduction

Volume III provides in-depth training notes focused on three critical areas of survivor care: shame, anger, and trauma. Each of these elements plays a significant role in a survivor's recovery journey and requires specific approaches to ensure effective support. While the primary manual outlines the foundational aspects of survivor reintegration, this guide offers advanced strategies to address these deeper emotional and psychological needs.

Survivors of forced criminality often experience profound shame, intense anger, and deep-seated trauma, each of which can hinder their reintegration if not properly managed. This manual equips caregivers, community leaders, and support teams with practical tools to identify, understand, and address these complex emotions. It emphasizes the importance of a trauma-sensitive approach, providing detailed guidelines for building trust, promoting emotional safety, and empowering survivors to heal holistically.

This Volume is designed to be both a training resource and a practical reference, offering step-by-step techniques to enhance skills in delivering shame and trauma-informed care as well as anger management.

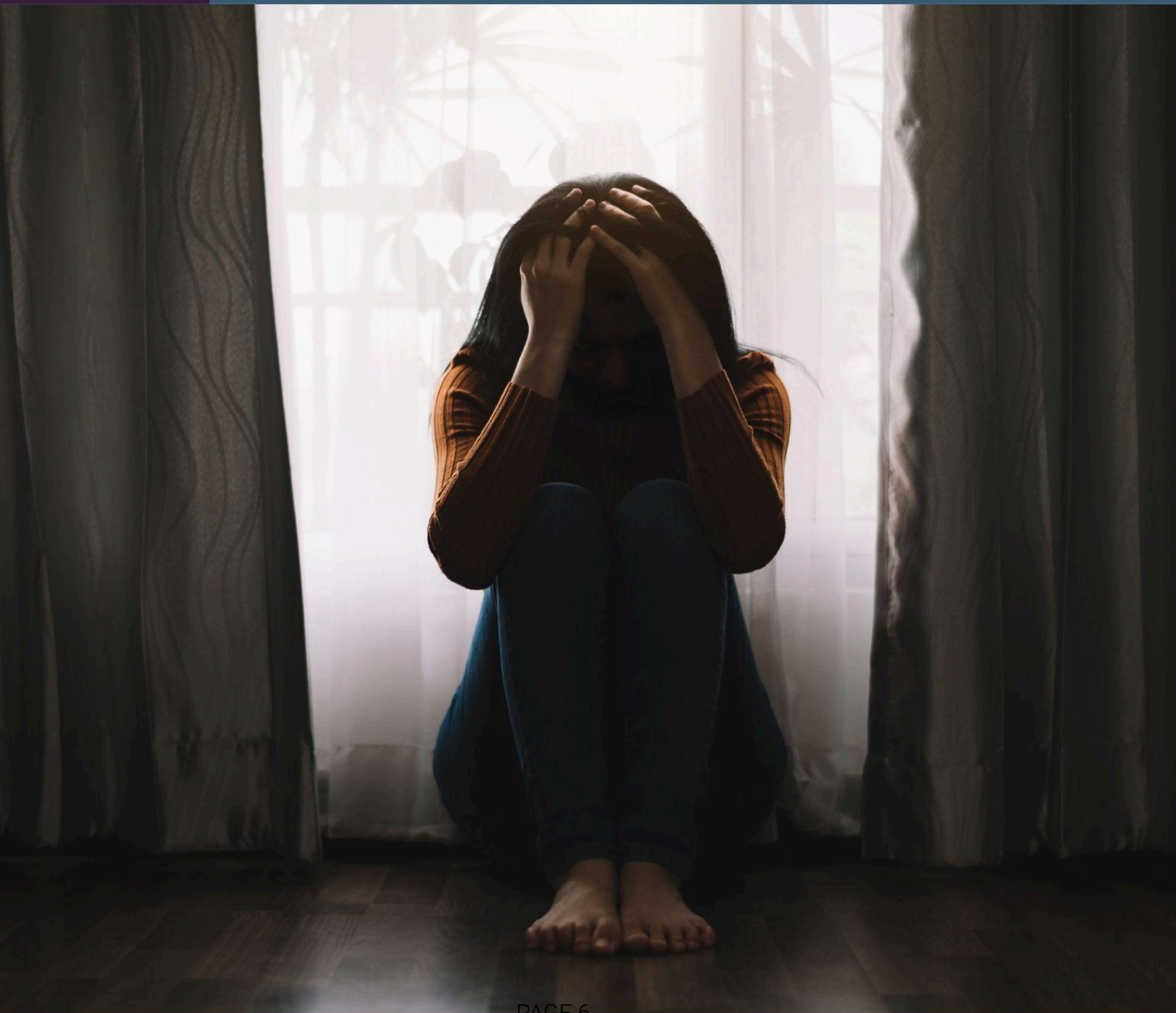
By implementing these strategies, we hope this manual will **provide caregivers and support teams with a deeper understanding of the complexities** survivors may be facing, equipping them to offer more effective and compassionate care.

How We Will Implement the Manual

- **Identify Local Partners:** Working with local NGOs, AFN maps and selects community-based organisations or community leaders in areas where survivors are repatriated.
- **Build Collaboration:** AFN connects these organisations with NGOs to form a strong support network.
- **Provide Training:** Culturally relevant training, conducted in the local language, is provided to community leaders and teams.
- **Support Implementation:** Training will equip communities to understand and apply the manual effectively, ensuring trauma-informed and sensitive care.

VOL. III

SHAME, ANGER, AND TRAUMA CARE



PAGE 6

FOCUS ON ONLINE SCAM OPERATIONS
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What is Delayed Vulnerability?

1.1 Delayed Vulnerability in Survivors : The Need for Long-Term Support

Survivors of forced criminality, such as those from scamming compounds, often carry deep, complex trauma that may not fully manifest immediately after their escape or rescue. Instead, there can be a delayed vulnerability, where the psychological, emotional, and social impacts of their exploitation surface months or even years later. This delayed onset of trauma-related symptoms underlines the necessity for long-term care and support, extending well beyond the initial stages of aftercare.

1.2 Understanding Delayed Vulnerability

Delayed vulnerability refers to the emergence of trauma symptoms long after the survivor has been removed from the exploitative situation. While survivors may initially appear stable, the psychological toll of their experiences can gradually intensify over time, especially as they attempt to reintegrate into society. Research shows that it can take 2 to 5 years before the full extent of trauma, shame, anger, and guilt becomes apparent, often exacerbated by the pressures of rebuilding their lives, facing societal stigma, and encountering challenges in securing stable employment and social acceptance.

1.3 Key Factors Contributing to Delayed Vulnerability

Unprocessed Trauma

- Survivors often suppress the trauma they experienced during their exploitation, focusing on immediate survival. Once they are in a relatively safe

environment, these suppressed emotions can resurface, leading to flashbacks, nightmares, and anxiety.

- The stress of reintegration can act as a trigger, causing trauma responses that were previously dormant. This is why symptoms such as hypervigilance, dissociation, or emotional numbing may appear much later, long after the initial recovery period.

Shame and Guilt

- The dual identity faced by survivors—being both victims and perceived perpetrators—can create intense feelings of shame. Survivors may struggle with self-blame, especially if they were coerced into illegal activities. These feelings can deepen over time as they attempt to rebuild their lives but face societal judgment or rejection.
- Shame and guilt can lead to social withdrawal, making it difficult for survivors to reach out for help even when they need it most. This isolation only amplifies their internal struggles, making recovery more challenging.
- Survivors often feel tormented by those still trapped in forced criminality who reach out to them for help, compounding their guilt and making it difficult for them to fully move forward.

Unaddressed Anger

- Anger is a natural response to the betrayal, coercion, and abuse that survivors may have endured. However, unprocessed anger can become self-destructive or lead to difficulties in personal relationships, employment, and community integration.
- The longer anger goes unaddressed, the more it can fester, potentially leading to aggressive behaviours or severe depression as survivors struggle to channel their emotions in a healthy way.

1.4 The Need for Long-Term, Sustainable Solutions

Addressing delayed vulnerability requires a long-term, structured approach to aftercare. Short-term interventions are not sufficient to address the deep-seated trauma that survivors carry. Effective support must extend for 2 to 5 years, allowing survivors the time to gradually process their trauma and adjust to life beyond exploitation.

Continuous Mental Health Support

- Regular, trauma-informed counselling is essential, even years after the initial rescue. Survivors need a safe space to process their evolving emotions, cope with flashbacks, and work through their feelings of guilt and shame.
- Integrating shame-informed and anger management therapies can help survivors release negative self-perceptions and learn healthier coping mechanisms.

Community and Peer Support Networks

- Survivors benefit significantly from being part of supportive peer groups where they can share their experiences and challenges. These networks can help reduce feelings of isolation and provide a sense of belonging.
- Community leaders and NGOs must foster environments that normalise healing as a long-term journey, reducing the pressure on survivors to “move on” too quickly.

Economic Stability and Reintegration Programs

- Addressing the economic vulnerabilities of survivors is crucial. Long-term vocational training, job placement, and financial literacy programmes can help to reduce the risk of survivors returning to exploitative situations due to financial desperation.

- Providing survivors with stable livelihoods helps prevent the resurgence of trauma linked to financial insecurity, which is often a trigger for relapse into unhealthy coping mechanisms.

The journey of healing for survivors of forced criminality is complex and long-term. Without sustained support, the delayed onset of trauma, shame, and anger can significantly hinder their ability to rebuild their lives. By investing in comprehensive, long-term aftercare solutions, communities and care providers can ensure that survivors not only recover but thrive, ultimately reducing the risk of re-victimisation and contributing to a healthier, more inclusive society.

Shame-Informed Care

Objective: To equip staff and community leaders with the tools to identify and address shame in survivors of forced criminality and to foster a supportive environment that helps to reduce shame and build self-worth.

2.1 What is Shame?

- **Shame** is a self-conscious emotion involving a global negative evaluation of the self, often triggered by perceived failure to meet personal or societal standards, resulting in feelings of worthlessness, exposure, and the desire to withdraw or hide from others.
- Shame is a deep, painful feeling of being unworthy, often leading to self-blame and guilt. At its core, shame involves the belief that "I am bad" rather than "my actions were bad." This distinction highlights how shame targets the self rather than specific behaviors, leading to a more pervasive sense of unworthiness or inadequacy.
- It is a common experience among survivors of forced criminality, especially when they feel responsible for their involvement in illegal activities, even if coerced.

2.2 How Shame Manifests in Survivors

- Emotional withdrawal - survivors may isolate themselves.
- Low self-esteem - survivors feel unworthy of help or care.
- Avoidance of support (survivors may not access support due to fear of judgment).
- Self-blame – survivors thinking they deserved their exploitation.

2.3 Principles for Addressing Shame

Acknowledge Shame as a Natural Response

- Normalise feelings of shame by explaining that it is a common reaction to trauma.
- Survivors need to know that their exploitation or past action/ crime does not define their value.

Separate Behaviour from Identity

- Reinforce the idea that survivors are not defined by what happened to them or by any past actions they may have taken under duress.
- Focus on their strengths and courage to survive.
- Re-establish what core values and interests are important to survivors, helping them reconnect with their identity and regain a sense of self.

Provide Non-Judgmental Support

- Create a safe, judgment-free space for survivors to express their emotions without fear of criticism or rejection.
- Use active listening techniques to validate their feelings.

Empower Survivors

- Give survivors agency over their healing process by involving them in decision-making.
- Encourage them to set personal goals and take small, achievable steps toward recovery.

2.4 Strategies for Implementing Shame-Informed Care

One-on-One Counseling

- Provide individual counselling to help survivors work through shame.
- Identify a therapy method that will best help - example, Cognitive Behavioural Therapy (CBT) to challenge negative self-perceptions

Group Support Sessions

- Provide individual counselling to help survivors work through shame.
- Offer group sessions where survivors can share their experiences with one another. This communal support can significantly reduce feelings of isolation.

Reinforce Positive Achievements

- Regularly recognise survivors' progress, no matter how small, in order to build self-confidence.
- Create opportunities for survivors to contribute positively to their communities.

2.5 Best Practices & Follow-up Needs

- Active Listening: Listen without interrupting, allowing survivors to share at their own pace.
- Empathy: Express understanding without judgment. Survivors need to feel heard and validated.
- Patience: Healing from shame takes time. Be patient and consistent in your support.

2.6 Follow-Up Actions

Incorporate Shame-Informed Care into Daily Practice

- Regularly apply these strategies in all interactions with survivors.

Monitor Progress

- Track improvements in survivors' self-esteem and willingness to engage in support services.

Trauma-Informed Care

Objective: To train staff and community leaders on how to apply trauma-informed care principles. This ensures that all interactions with survivors prioritise their emotional and physical safety while fostering trust and avoiding re-traumatisation.

3.1 Principles of Trauma-Informed Care

- **Safety:** Create an environment where survivors feel physically and emotionally safe.
 - Ensure that spaces are secure, private, and calm.
 - Establish clear boundaries and predictable routines.
- **Trustworthiness:** Build trust through consistency and honesty.
 - Be transparent about what survivors can expect.
 - Follow through on promises to establish reliability.
- **Peer Support:** Encourage connections with others who have gone through similar experiences.
 - Peer support helps survivors build a sense of belonging and reduces isolation.
- **Collaboration:** Work together with survivors, giving them control over their care.
 - Involve survivors in decisions about their recovery.
 - Offer choices to empower them, rather than making decisions on their behalf.

- **Empowerment:** Focus on survivors' strengths and abilities.
 - Help them recognise their resilience and progress.
 - Provide opportunities for survivors to participate in community roles.
- **Cultural Sensitivity:** Respect the survivor's cultural background and adapt care to meet their individual needs.
 - Understand the influence of cultural, social, and spiritual factors in their trauma.

3.2 Symptoms of Trauma

- **Difficulty Concentrating:** Trauma can negatively impact focus and memory, making it hard for survivors to stay engaged in activities.
- **Emotional Numbness:** Some survivors may detach or disconnect from their emotions as a coping mechanism.
- **Flashbacks or Intrusive Thoughts:** Survivors may relive their trauma through unwanted memories or flashbacks.

3.3 Strategies for Trauma-Informed Care

- **Provide Predictability:** Survivors often thrive in structured environments. Establish predictable schedules and routines to help them feel safe.
- **Safe Space Creation:** Always ensure survivors have a quiet, secure place to talk or participate in activities.
- **Active Listening and Validation:** Survivors need to feel that their voices are heard. Use active listening to show empathy and allow them to feel validated.
- **Avoid Re-Traumatisation:** Be mindful of triggers that could bring up painful memories. Avoid actions, words, or situations that might remind survivors of their trauma. For example, avoid using language or imagery that could evoke distressing memories, such as detailed accounts of violence or settings that closely resemble the survivor's traumatic experience.

3.4 Best Practices & Follow-ups for Support Teams

- **Cultural Awareness:** Be aware of the survivor's cultural background and how it may influence their trauma and recovery.
- **Empathetic Engagement:** Maintain a tone of understanding and empathy in all interactions.
- **Consistency:** Survivors need stability. Consistent care and support are essential to building trust and facilitating healing.

Follow-Up Actions

- Embed Trauma-Informed Principles in Daily Care.
- Ensure that safety, trust, and empowerment are part of every interaction with survivors.
- Monitor survivors for ongoing symptoms and adjust support as necessary

Further Resources: Detailed strategies and resources on trauma-informed care are available.

Anger Management Toolkit for Survivors

Objective:To provide community leaders and support teams with practical tools to help survivors of forced criminality manage anger and frustration. These emotions are commonly experienced as a result of trauma.

4.1 Understanding Anger in Trauma Survivors

Anger as a Response to Trauma:Survivors often experience anger as a result of their trauma. This can manifest as frustration, irritability, and even explosive outbursts, which may be directed toward themselves or others.

The Role of Anger in Healing:While anger can be a normal response to injustice and exploitation, it can also hinder recovery if not addressed. Helping survivors manage their anger in a healthy way is crucial for emotional well-being and reintegration.

4.2 Strategies for Anger Management

Recognising Triggers

- Help survivors identify situations, people, or thoughts that trigger their anger.
- Work with them to develop awareness of their anger before it escalates.

Breathing Techniques

Teach survivors deep breathing exercises to calm their bodies and minds when they feel anger growing. Encourage them to take slow, deep breaths for a count of four, holding for four, and exhaling for four. This can be done anywhere and is a simple yet effective way to regain control.

Grounding Techniques

- Grounding exercises, such as focusing on their senses (sight, sound, touch), can help survivors stay present and reduce emotional overwhelm when they feel anger rising.
- Ask them to identify five things they can see, four they can touch, three they can hear, two they can smell, and one they can taste.

Physical Activity

- Encourage survivors to engage in physical activity such as walking, stretching, yoga or more strenuous exercises like running and cycling to help release built-up tension.
- Even simple activities like squeezing a stress ball can help diffuse anger.
- Organise group exercise classes and activities; this can help survivors build a sense of connection with others and reduce their feelings of isolation.

Channelling Anger Constructively

- Suggest survivors journal about their anger to help them process their feelings in a healthy, reflective way.
- Engage them in creative outlets like art, music, or writing to express their emotions without harming themselves or others.

Problem-Solving

- Help survivors break down situations that cause frustration and develop a step-by-step plan to address them. This approach gives survivors a sense of control and can reduce feelings of helplessness or powerlessness that often fuel anger.

*For example, using the **ABC method**—a basic Cognitive Behavioral Therapy (CBT) technique—can be highly effective. It involves identifying the **Activating event** (the*

trigger), the **Belief** or thought pattern associated with it, and the **Consequence** (emotional or behavioral reaction). By recognizing these patterns, survivors can reframe unhealthy reactions and explore healthier alternatives to manage their emotions and responses.

4.3 Best Practices for Support Teams

Model Calm Behaviour

- Your calm and composed demeanour can help de-escalate anger in survivors. Respond with patience and empathy when survivors express frustration, creating a safe and supportive environment.

Encourage Open and Constructive Communication

- Support survivors in expressing their needs and opinions clearly and respectfully, fostering mutual understanding and reducing the risk of conflict. Use practical communication tools tailored to the survivor's level of comfort and readiness.

Set Boundaries

- While validating survivors' feelings is essential, setting clear and respectful boundaries ensures safe and healthy interactions for both survivors and staff.

Provide Consistent Support

- Maintain regular check-ins to establish a sense of stability and predictability for survivors. Consistency reinforces trust and reassures survivors that they are supported throughout their recovery.

Recognise and Validate Strengths

- Acknowledge survivors' resilience and progress, no matter how small, to help rebuild their confidence and foster a positive outlook on their healing journey.

Trigger Checklist for Survivors

Objective: To provide a checklist that helps community leaders and support teams identify common triggers for survivors of forced criminality. Understanding triggers can prevent re-traumatisation and help survivors manage emotional responses.

Types of Triggers

5.1 Environmental Triggers

Loud Noises or Sudden Movements

SOLUTION

- Use quiet, controlled spaces for meetings to minimise unexpected noises or disruptions.
- Provide **advance notice** of any unavoidable noise, such as alarms or construction work.

Crowded Spaces or Confined Environments

SOLUTION

- Choose meeting locations that are spacious and uncrowded to prevent feelings of being trapped or overwhelmed.
- Allow survivors to sit near exits or in positions where they feel most at ease.

Locations That Resemble Places of Exploitation

SOLUTION

- Avoid scheduling appointments in settings that might resemble trafficking locations, such as offices that look similar to compounds.
- If unavoidable, prepare survivors in advance and provide emotional support before, during, and after the visit.

Bright Lights or Enclosed Spaces

SOLUTION

- Opt for well-lit but soft lighting to create a welcoming environment. Avoid overly enclosed spaces when possible.

Uniforms or Formal Attire

SOLUTION

- Ask authority figures to wear casual or approachable clothing to minimise associations with traffickers or captors.

Hearing the Language of Former Captors

SOLUTION

Foster an inclusive environment by encouraging survivors to use a common language for group interactions and being mindful of media played in communal spaces. Address concerns tactfully to avoid alienating anyone.

5.2 Social Triggers

Presence of Authority Figures (Police, Government Officials)

SOLUTION

- Explain the role and purpose of authority figures clearly and in advance.
- Arrange for a **trusted advocate** (e.g., an NGO representative) to be present during interactions.

Discussions About Money or Fraud

SOLUTION

- Approach these conversations with sensitivity, ensuring survivors understand why such discussions are necessary and have control over how much they share or have the decision to opt-out of the conversation.

Interaction in Large Groups

SOLUTION

- Avoid placing survivors in large group settings until they feel ready. Offer small, supportive group environments as an alternative.

Power Dynamics in Formal Settings

SOLUTION

- Use informal seating arrangements, such as sitting side-by-side rather than across a desk, to create equality and comfort.

Being the Focus of Attention

SOLUTION

- Allow survivors to participate at their own pace, letting them observe initially if they prefer not to engage immediately.

5.3 Emotional Triggers

Feeling Disrespected, Dismissed, or Ignored

SOLUTION

- Use active listening techniques and validate survivors' emotions, ensuring they feel heard and respected.

Situations Where Survivors Feel They Lack Control

SOLUTION

- Clearly explain all steps in the process, allowing survivors to opt-out or ask questions. Empower them to make decisions about their care.

Unmet Expectations or Sudden Changes in Plans

SOLUTION

- Communicate any changes as early as possible and reassure survivors about how these changes will still prioritise their needs.

Direct Questions About Traumatic Experiences

SOLUTION

- Avoid pressing for details. If necessary, inform survivors in advance and allow them to decide how much they want to share.

5.4 Physical Triggers

Physical Touch or Proximity

SOLUTION

- Always ask for consent before any physical interaction and avoid approaching survivors from behind. Respect their personal space and allow them to set boundaries.

Fatigue or Physical Discomfort

SOLUTION

- Provide comfortable seating and allow breaks during long sessions to ensure survivors can participate without strain.

Overcrowded or Unfamiliar Settings

SOLUTION

- Offer one-on-one meetings in familiar or neutral environments, avoiding crowded areas.

5.5 Mental Triggers

Flashbacks or Intrusive Thoughts

SOLUTION

- Provide grounding techniques, such as deep breathing exercises, to help survivors manage moments of distress.

Stressful or Uncertain Situations

SOLUTION

- In times of uncertainty, offer survivors a consistent routine or anchor points, such as regular check-ins or a safe space they can always access. Develop a personalised plan with the survivor that includes support options and exit strategies if needed. Help survivors navigate stressful transitions, like moving to new housing or starting a new programme, by explaining the steps involved and accompanying them if needed.

Overwhelming Paperwork or Bureaucratic Processes

SOLUTION

- Break tasks into manageable steps and provide assistance with completing forms or navigating systems.

Job Search

SOLUTION

- Provide tailored support, such as career counselling, interview preparation, and mentorship. Offer reassurance and celebrate small victories to build confidence and reduce stress associated with this trigger.

Implementation Notes

Addressing triggers is about creating a supportive, empathetic environment that prioritises survivors' safety and comfort. By proactively recognising and mitigating these triggers, caregivers and community leaders can empower survivors to engage in their recovery journey with confidence and trust.

5.6 Steps to Use the Trigger Checklist

- **Step 1:** Work with survivors to identify specific triggers that may cause emotional distress or re-traumatisation.
- **Step 2:** Develop a personalised coping plan that outlines how to avoid or respond to these triggers in a way that feels safe for the survivor.
- **Step 3:** Ensure the support team is aware of each survivor's individual triggers and creates a trauma-sensitive environment.
- **Step 4:** Revisit and update the checklist regularly, as survivors may experience different triggers over time as they progress through their healing and recovery.

Training Notes: Community leaders and staff will be trained to use this checklist during trauma-informed care sessions. The goal is to equip caregivers with tools to identify, anticipate, and minimise triggers, helping survivors maintain emotional regulation and reduce the risk of re-traumatisation.

Both the **Anger Management Toolkit** and **Trigger Checklist** will be covered in training modules.

These tools provide practical and actionable strategies for addressing common emotional challenges faced by survivors. Through training and use of these resources, community leaders and caregivers will be better equipped to help survivors manage anger and navigate triggers effectively.

SYMPTOMS OF TRAUMA

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Understanding trauma is the first step to incorporating trauma-informed care. To help community groups better understand and prepare for working with survivors, it's important to recognise some common symptoms of trauma.

SURVIVORS MAY EXHIBIT A VARIETY OF RESPONSES, INCLUDING:

EMOTIONAL NUMBNESS OR DETACHMENT

Survivors may withdraw emotionally as a defence mechanism, becoming unresponsive or detached from others.

IRRITABILITY AND ANGER

Survivors may feel easily frustrated, irritated, or angry, sometimes without an obvious cause. This is a common response to trauma and should be approached with empathy.

HYPERVIGILANCE

A heightened state of alertness is a common symptom. This presents where survivors may feel constantly on edge.

DIFFICULTY CONCENTRATING

Trauma can affect cognitive functions, making it hard for survivors to focus, remember information, or concentrate on tasks. Patience and understanding are key when survivors are struggling with these challenges.

INTRUSIVE THOUGHTS OR FLASHBACKS

Survivors may also relive their traumatic experiences through flashbacks or unwanted memories, which can cause severe distress.