

“Families in Crisis: How a TSN Snack & Chat/Family Class Can Help”

Presented By:

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Webinar Agenda

- What is a TSN Snack & Chat or Family Class?
- How can a TSN Snack & Chat support families of trauma survivors at the trauma center?
- What to consider before launching a TSN Snack & Chat/Family Class?
- How can I get families to come?

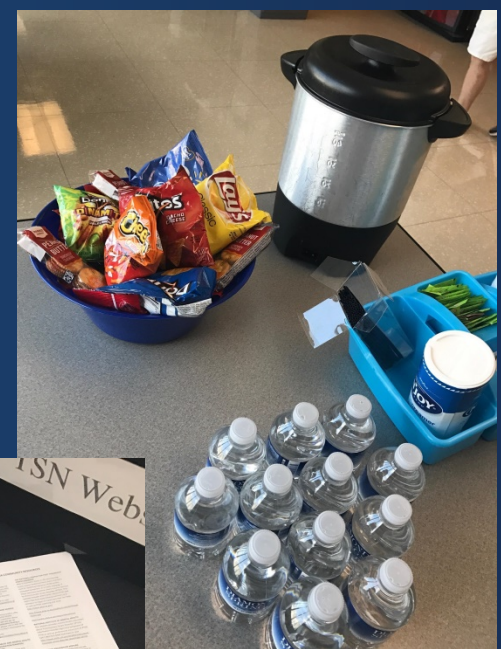
Disclaimer

- There are several different ways to create a TSN Snack & Chat/Family Class.
- Whether Snack & Chat is mobile on wheels or set up in a specific location, find what works best for your trauma center.
- The goal is the same: Support families of trauma survivors at a very critical time

Snack & Chat— Family Waiting Room

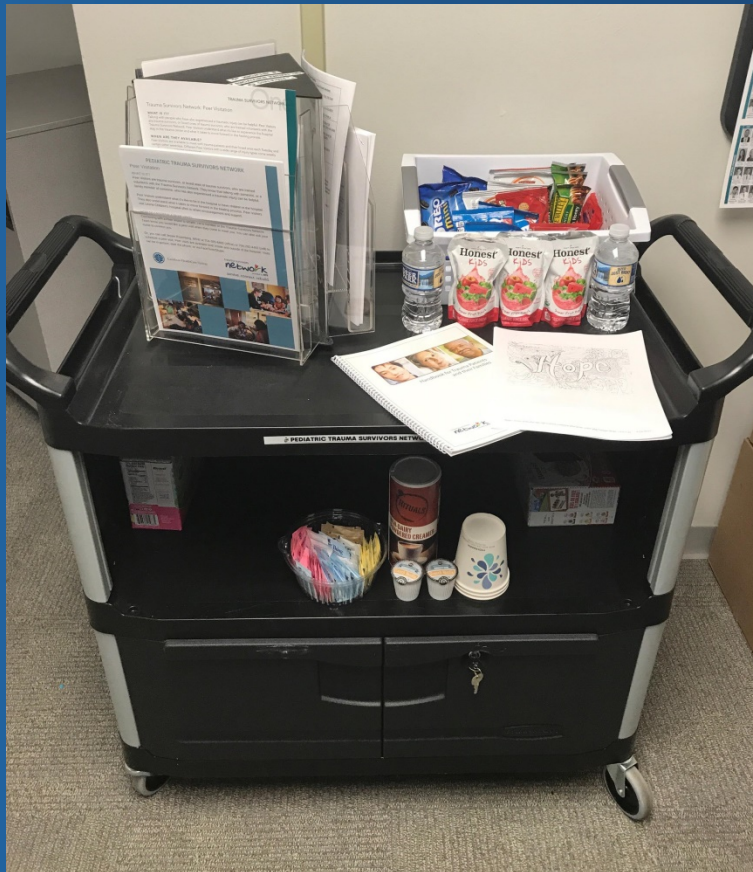


**Peer Visitors,
Pet Therapy, Coffee,
and Resources**



Mobile Snack & Chat— Room to Room

Mobile Family Support



Survive. Connect. Rebuild. 

What is a TSN Snack & Chat or Family Class?

- Support for families of survivors in the trauma center or rehab hospital
- Education and Resources (hospital, community, or online)
- Coffee, Water, Snacks, Toiletries bag
- Connection with: TSN team, TSN Peer Visitors, or other staff (Chaplains, Child Life, Pet Therapy, Music Therapy, etc.)
- A small break from staying in the patient's room (maybe 5 minutes or maybe 1 hour)

How can a TSN Snack & Chat support families of trauma survivors at the trauma center?

- *Someone to talk to:* When a family member feels all alone and overwhelmed
- ***Someone who understands:*** When a family member can talk to a TSN Peer Visitor
- ***Someone who cares:*** When a family member feels their own traumatic experience is validated
- ***Someone to share resources:*** When a family member feels there is hope beyond this crisis
- ***A puppy to pet or a song to lift the mood:*** When a family enjoys a few minutes of Pet Therapy or Music Therapy

Survive. Connect. Rebuild.



What to consider before launching a TSN Snack & Chat/Family Class?

- ***Time of day or evening***—when are families there and willing to step out of the room?
- ***Location***—distance from patient rooms? Mobile or 1 Location?
- ***Competing obligations***—doctors rounding, picking up kids from school, work schedules
- ***Marketing so families know***—Flyers, Signs, Visible Location, Inviting Families
- ***Getting Support from Trauma Staff***
- ***Money for materials/food***—budgeting, grant funding, etc.
- ***Coordinating Volunteers/Staff Support***



How can I get families to come?

- ***What is the incentive to come?***
 - This may be different for a variety of families
- ***What can you offer them now or in the future?***
 - Resources for hospital stay
 - Resources for recovery in the future
- ***What ways can I invite families?***
- ***What help can I enlist from staff to encourage families to utilize the TSN Snack n Chat/Family Class?***



Implementing a TSN Snack & Chat at University of Tennessee Medical Center

Therese A. Zaltash, M.S.

Trauma Survivor Network Clinical Coordinator

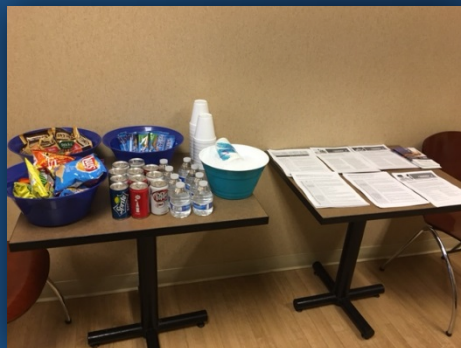
S. Elizabeth Waters, LAPSW

Trauma Survivors Network Development Coordinator



Snack & Chat

October 2016- Now Expansion



Survive. Connect. Rebuild.



H.A.B.I.T

Alpine the Guinea Pig



Bear & Sam



Survive. Connect. Rebuild.



H.A.B.I.T

Patients, families and staff can benefit

Shiloh- Resident TSN
H.A.B.I.T Dog



Survive. Connect. Rebuild.

