

Interview on COVID-19 response with Paige, a provider

Hello my name is Brittany and I would like to welcome you back to Rising from the Ashes Trauma Talks, a podcast series brought to you by the UB School of Social Works, the Institute on Trauma and Trauma-Informed Care. Our trauma talk series provides a platform for people who have worked with in the field of trauma as well as those who have experienced trauma to share their witness of how strength and resiliency have allowed themselves, and others, to rise from the ashes of adversity. Today I have the pleasure of being joined by Paige Iovine-Wong, who is currently an advanced year MSW and Master of Public Health student at the UB School of Social Work. On behalf of the Institute thank you so much for being here today Paige and being willing to share your story with us.

0:39 Paige: Oh no problem, thanks for having me!

0:43 Brittany: Would you mind telling me just a little bit more about the capacity in which you're interacting with trauma survivors?

0:48 Paige: I guess, you know, part of the way trauma-informed care works right is that trauma is the rule rather than the exception. So, I think in a bigger way, a lot of it is like just a lot of my friends are trauma survivors and so in like a more professional capacity my current field placement is with transition and care management at the Buffalo VA and I do clinical work. So, my clinical training is with survivors of military sexual trauma, so it's a little more like very specifically trauma focused work that I'm doing so right now.

1:19 Brittany: As we're navigating this pandemic together, we really are set in the midst of a collective trauma and as we're speaking COVID-19 is certainly not over. Things are changing every day. How we respond, it really matters. And I'm just wondering that as we face all of this disruption and uncertainty, how have you managed to continue on in your role as a student as an intern, as a friend?

1:39 Paige: So, from the intern perspective I'm actually very fortunate in that I had the ability to continue doing work with my clients using a video connect to telehealth platform so you know I'm not able to do what I was supposed to do, like EMDR eye movement, desensitization and reprocessing therapy with them... And I was supposed to start processing with them actually, literally the week after spring break, and obviously it was no longer safe to do so. So, I can't... I can't do specific trauma work with them but I'm able to still provide them with support like grounding stuff with them... kind of meet them where they're at even still doing a little bit of schema work with one of them and be able to do a proper termination with them as I exit field. You know, as best as you can be at that platform on a personal level, I've been really digging deep on mindfulness skills I had been. So, I go to UB counselling services for my own personal therapy and I had done in a mindful self-compassion group, that unfortunately had to be

cancelled due to the pandemic for safety reasons, so, but they gave us all the material. So, I've been trying to like dig deep on those materials and try to do a little bit for myself... bring a little bit of it to my clients and even to friends... so like on Facebook. I'm not the most tech-savvy... could have been experimenting with Facebook Live in trying to do live streams... just doing some guided mindfulness and grounding activities to try to give people anything that is within my power to give them to help them cope. It's really... it's tough. It's a lot.

3:19 Brittany: Um, wow. That's pretty powerful stuff.

3:21 Paige: Right now, I'm being able to utilize what you do have to not only help yourself but also to share it with others and to connect in the meaningful way when isolation is really the name of the game for us right now.

3:30 Brittany: Mm-hmm.

3:31 Paige: Especially the isolation is a big part of it. I have friends who go to AAA and NA meetings and those aren't available in person, and while there's online versions of them... who would have heard of them? But it is, you know, it's better than nothing and at the same time it's really hard because people are losing the supports that they're used to having in the way that they're used to having it, so it's a challenge.

3:58 Brittany: It sounds like what you're describing and what you're really aware of right now is how important it really is to be tuned in -- not only with others and with each other -- but also to the central aspects of trauma-informed care. And as you touched on briefly in the beginning, trauma-informed care asks us to really stop asking what is wrong with somebody and start to think about what has happened to them. Doctors Roger Fallot and Maxine Harris have pioneered some seminal research about the implementation of trauma-informed care and in doing so they've identified guiding principles of safety, trust, choice, collaboration, and empowerment. So, with these five core principles in mind, we're going to start to explore the role that the principles, which can act as tools for providers, for systems of care, and for us in general, have really shaped and continue to shape your work in this era of COVID-19 and in your interactions. We're gonna start with the physical and psychological safety.

4:49 Paige: Mm-hmm. Yes. So, this is... this has really been interesting you know, both as somebody trained in social work and public health. So, with the huge disclaimer like I don't do infectious disease... that is not my area. I'm not an epidemiologist, even if I was like my areas within mental health it's... this weird mix between what is personal safety and what this personal safety means for somebody... and this more population level like, how do we keep the

population safe? And it's really tough because sometimes those are kind of at odds with each other, right? Like you have my clients who are trauma survivors and they need these mental health support services to keep them safe to help them feel safe in themselves, and to start healing from that trauma. And at the same time aren't able to physically be in the space with us they're not able to

physically go out and do the things that are typically what they use to stay mentally healthy. Like you know clients who -- we have a client who's working on reducing alcohol intake and it's tough because the stuff that this person usually does usually involves going out, but they're stuck at home... so it's really just trying to really like support as much as you can emotionally and stay as connected as possible while maintaining physical distance.

6:17 Brittany: Sure, so that's a really great insight that you just offered of this kind of unprecedented contradiction where physical safety and psychological safety are almost at war with each other right now. Something that you know people may have relied on, it sounds like that people that you work with really do look to reaching out and getting out for some of the most important factors of their lives... and now they aren't able to do that. I'm wondering, you also mentioned a little bit earlier on about the ability to still connect with your clients and while maybe that's not in the capacity that you were hoping that it would be, I'm sure that that's still a really powerful tool to help them continue to remain both physically and psychologically safe. Can you tell me a little bit about what you've been noticing with this transition to telehealth?

7:02 Paige: You know it was interesting in that fortunately my field educator has done telehealth with clients before. So, she didn't really have to write up the learning curve the way a lot of people who otherwise might have -- like if they haven't done it before. So, it was fortunately for me not too terribly difficult to get set up with the technology itself. And obviously there's like a little bit of adjustment that goes with it, especially like we did group via telehealth -- oh yeah so actually group is kind of interesting because you can still offer this space and they think to a certain degree like, sometimes being home for those who are able to be home offers maybe a little bit of extra comfort... obviously I think that's up to the individual to kind of designate for themselves. People have had a pretty good response to it and even, you know, the group was supposed to end a couple weeks ago, but we decided to continue it as a support area so we're just there if anybody wants to drop in like they can come in and provide each other with support so that's nice to still be able to do that even if it's not physically in person.

8:14 Brittany: So, it sounds like you've really had a pretty smooth transition as far as the transition to telehealth could go.

8:18 Paige: I think it's smooth as we can.

8:27 Brittany: So, as you're describing this physical safety and the psychological safety it's really pretty closely related to trust, which is another trauma informed care principle as you're aware. And I'm just wondering what you've noticed as you're working to help establish a trust with others during this uncertain time when it might not be easy to do?

8:48 Paige: So, I was actually having a conversation about that. I am very fortunate in that I've been working with my clients for a while, like since at least the fall with all of them, and so we've had sufficient time to build up rapport and build the therapeutic relationship and have like a certain, at least if it's not completely, completely, trusting you know how like trust can take a little while to develop...

9:13 Brittany: Oh, sure survivors of a very severe trauma.

9:16 Paige: And yet enough trust that they feel comfortable coming to these sessions and we're happy to be able to still have that and again, like I said, in terms of approaching termination like that's tough enough for everybody and just be able to start that conversation now and be able to continue it instead of me just like having to leave field with either a very quick goodbye or not at all has been nice. But I, you know, I think if I had just been starting work with somebody... I wonder what that would have meant? Like I I'm not really sure... I can't really speak to that, but I would imagine like, for a lot of people there is no... I think you know, even just mistrustful systems... mistrust of technology... I think can be very difficult. I think there's layers... definitely layers to it.

10:06 Brittany: Sure, and it sounds like you've been very well attuned to what your clients need and just having that awareness of some of those nuanced factors like that trust the mistrust of technology, as you said... I'm imagining that that impacts a lot of people and how they feel about some of these changes right now. What has your personal approach been to fostering trust among the people that you're working with?

10:30 Paige: Trying to approach as much as possible like it's not about me... it's about finding kind of their own, you know. What does healing mean to them? And me not trying to impose whatever my vision of that is and just try to be very transparent... you know I'll explain like, my reasoning behind like, 'oh well you know I brought this up because such and such and such,' and just trying to be very candid and genuine with people you know... even preface 'for you to disagree with this, like totally tell me if I'm off base here you are the expert in your own experience.' Like I just... this is just kind of my perception... is this also how you feel? And really give people space to feel like they're heard and... and be able to just be honest and be like 'no you're totally off it like that's totally not what it is,' and this is actually what it is. You just subscribe.

11:25 Brittany: Paige, that was such an elegant description of the trauma-informed principles, really. An action there in just a couple of sentences you were able to not only provide the opportunity for choice to the person that was in this hypothetical situation, but also showing how you really build trust and empower and also work in a collaborative way as we're transitioning here. I think this is actually a really good time to start to talk about maybe how choice intersects with trust. So, choice, another trauma informed care principle, is really a fundamental component in forming a trauma-informed culture. Can you talk a little bit about how the principle of choice may manifest in your role?

12:06 Paige: So, I think on a more... like on a broader scale, this is kind of one of the things that Public Health has to contend with a lot is to what degree can you really maximize choice while minimizing harm. You know, ideally choice is 'do I choose whether to participate in these social distancing measures or not.' Reality is if you choose not to that has very serious implications and that's a hard blind to tow because you don't want people to feel imposed upon... and you don't want people to feel like their liberties are kind of being trampled on and we even see, like we're seeing really the fallout of that of people feeling pushed and they're pushing back and pushing back in ways that are probably going to have very serious implications for public health... and it's tough. Fortunately, like my people I've interacted with a very understanding of like why these are important measures you know we're very fortunate to live in a very technology driven time in that we do have choice... some of us when staying home can have a load of groceries delivered. You can even order food out or whatever. Not everybody has that choice though, not everybody even has somewhere to stay, you know? I think about even in a city like Buffalo there's a lot of people who do not have stable housing, who live with other people like on the streets, who choice is kind of... it wasn't really built in any way and now this is just kind of limiting it I think a little bit more. And agencies are trying to do what they can, you know? Food pantries, soup kitchens, shelters... like I know this is kind of off track from what my area is but it's just kind of when you're thinking in terms of trauma and thinking about how trauma really builds itself into people's life situations, you know, even the people have kids at home like that's tough if you're working... if you are an essential employee and you have to go to work and you still have to go home and your kid needs to be homeschooled, how much choice really is kind of there? Of how you spend that time? And the choice to take time for self-care? What does that really do more specifically in terms of like my field placement? Again, choice is still a little bit limited and like yes, you can do telehealth if you have access to telehealth, but what if you don't? Right? And... and it's tough and it's, you know, I think the most we can really do... and I'm not sure if other... I'm not sure to what degree if at all people are able to go in for mental health care. I can't speak to that. I'm not sure... but you got to kind of wonder like if that is, or is that an option? What are the implications of that for people who may not have other ways of getting that support right so with all of that...?

15:03 Brittany: Wow!

15:04 Paige: Right? It's just so many different things to keep in mind and not only as a provider and someone who's really working on the front lines even if those front lines right now might be virtual lines.

15:13 Brittany: You're really in it with people and also as a human and as a citizen and as a student and there's so many different ways that the principle of choice can really impact us and I'm wondering what do you think it is that will allow you to empower others to make the choices that will truly allow them to rise from the ashes of adversity and the adversity that we're all and being in the midst of a global pandemic?

15:40 Paige: I think a big part of it is just being, like you said, sit in it with people and sit in it in a way that is not judgmental of however their feeling... even if people maybe make a choice that you wouldn't agree with it's not our job to judge. It may be worthwhile to have a conversation with people and I just think in a clinical context like... and it kind of goes back to that trust thing, is like can somebody tell me something in confidence and I can still approach whatever it is they tell me with unconditional positive regard or things like are you giving a space for people to mourn? Are you giving people freedom to just say what they need to say and to give them space to troubleshoot and come up with their own solutions with somebody there to help support them in finding those solutions as best they can? You know, it takes a lot of creative problem-solving, saying of like Public Health is kind of the act of making decisions amid incomplete information and it's a lot of creative problem-solving and it's tough, you know? You're trying to chase a moving target so I think also normalizing that, like, having a bit of vulnerability with people of like, yeah, I'm there to as much as we can and, you know, I say be non-judgmental to people. I know that's easier said than done. I definitely have had my own opinions of like you know, seeing people congregate without protective gear and just trying to step back and be like, okay you know where are they coming from? It's, I think, being kind to ourselves allows us to be kind to other people... try to give people the benefit of the doubt.

17:22 Brittany: Yeah absolutely. You walked perfectly into another principle really of collaboration and sometimes providing choices you just described it involves a practice of shared decision-making as you think about shared decision-making this and other practices can really facilitate healing through a relationship and I think that you just so beautifully describe to this idea of vulnerability and being able to be present with others and how that can impact a relationship and really help somebody to move towards rising from the ashes and towards building this post-traumatic resilience. When you think about collaboration what are you... what are you noticing in times of physical distancing? So, it's kind of again, we've been talking about this almost double-edged sword, this contradiction between physical safety and empowerment

physical safety and collaboration and physical safety and psychological safety so in what ways you find that collaboration can help to promote those things?

18:22 Paige: And in the sense of like my clinical training has really been like problem-solving with clients of I'm not gonna tell you what to do because I don't... I will never know somebody's situation as well as somebody knows their own situation. I can maybe offer them some ideas that maybe they didn't know we're available and I think really just trying to join on you know... I do... I've been doing some values work with some clients and kind of digging deep on like okay what values are we going to try to maximize here and okay we know that creativity is like a big value for you so how can we... what ways can you think of to maximize creativity during these times and... and just kind of having it... having a dialogue. Okay, you think a lot of that just comes down to being able to have a dialogue and being able to normalize a lot of this is you know... you're not alone in feeling this way. A lot of people are struggling right now... it is a very difficult time. Look objectively... just a very like unique difficult time. Sure, I think even using some like self-disclosure to whatever degree is like possible, you know? I had a client who is asking about the VA home loan... [he] was like you know, I don't really know can I really trust that and I'm like wow my husband and I plan to use that and wouldn't buy for our first house so whatever that means to you and just you know... just even just small things like that... like that's... it's kind of collaborative right? And it's helping somebody to make decisions about their living situation or about like how are we going to move forward from here.

19:57 Brittany: Absolutely, and I think that that's a really interesting noticing that you bring up about the self-disclosure because you know a lot of times we're taught that maybe that's not the best thing to do but right now when we are all in this together in a pandemic and something that is unprecedented in history it's really the time to open up maybe in the ways that you're describing in small ways that can just humanize all of us together in a very powerful way

20:24 Paige: Right, and I think the important part of that is Who am I self-disclosing for? Am I doing it for me or am I doing it for the client? And I think that's how we're taught to view that line and try to follow that and... and think before doing that of like 'okay what is this in the service?' Are there enough answers...?

20:48 Brittany: So, you were mentioning earlier and I took notice you were saying that sometimes you'll see people congregating together maybe without the protective gear that we would hope to see people with and now we're starting to see some policies that are coming in at the state level at local levels at national levels, where really there are some pretty firm guidelines on how we should be conducting ourselves out and about or not conducting ourselves if we are actually being ordered to stay home... So, I'm wondering how these policies have impacted the

way that you implement collaborative efforts in your roles right now and maybe what you've noticed about those changes?

21:29 Paige: I guess the best example would be if you have a friend in need what... what do they need? And do they have the needs to get it and if they don't, can you get that to them? So, we had a friend that we ordered some food for them and we brought them some groceries and you know we just check in on each other to see who needs what. I have a friend who's a nurse with a young child at home and just seeing like, hey do you or your family need anything? I'm happy to like... right now I'm at Wegmans and can bring you some groceries if you need. So, I think those kinds of things you know, I've seen some really cool collaborative efforts come out of the community... so like you and I are from Rochester. Black Button Distillery changed their operations from making liquor to making hand sanitizer... like that's a pretty cool collaborative effort between them and like medical professionals. I have friends who have access to 3D printing who are making hoping make PPE.

22:31 Brittany: Yes. I think like those kinds of things are very interesting ways to collaborate maybe in like a larger-scale, but absolutely that's a really great example and I think it's important that we also think about those bigger level collaborations because that's when we can really start to get creative when creativity is so desperately needed right now. As we transition to our final principle of empowerment, I really just reflect on the conversation that we've had so far and I think that there's empowerment at every juncture. You talk about it in every principle and when we think about it, it really can be accessed by bolstering and mobilizing the unique skills and strengths that we all possess and using them in ways that really facilitate healing and recovering. And I'm wondering maybe again if we can talk a little bit about what you specifically have noticed during these times were you personally, as Paige, have felt empowered during COVID-19 and in a way that has maybe helped you to move through this world and through these uncharted waters.

23:32 Paige: Really, I think one of the things was you know doing the Facebook live streams that was actually inspired by like seeing other people doing all these really cool things and just trying to think of what... what do I have? Like what skillset do I have that I can ethically use to just try to get something to at least one person that maybe if it makes it just a little bit easier for them. I can feel good knowing that I was able to give that to them, so you know, grounding in mindfulness work... I've been doing a lot of it for myself. I do a lot of it in field... You know, we emphasize it a lot just within things generally and it was something that I felt empowered in that I had I had the technology to do it I had the means to do it I had the blessing for my field educator to do it, for field hours too. So, like having kind of that validation from that onto of like this is okay for you to like... You have the competence to do that, to offer that to people and you know. No, I don't think a ton of people have watched them and at the same time I had friends

who said that they enjoyed them and that how fun it was just... a nice break. So, it doesn't have to be some huge thing it was just something that I thought empowered to do or even I signed up to volunteer for COVID-19 was hunts through County Health Department's, so there's a chance I will be helping I think it was Genesee County. I haven't heard from them yet but I... just being able to have the School of Public Health reach out to us and give us the means by which we could sign up to do this to help with this response in whatever way we can.

25:15 Brittany: Wow.

25:16 Paige: Yeah, so that felt that... felt very empowering even if I don't wind up doing it at least I know I threw my hat in the ring as much as I could.

25:24 Brittany: Absolutely. It sounds like you've had some really creative and unique avenues that your field placement and maybe the school as well have provided you for meaningful contribution in a COVID-19 response plan.

25:35 Paige: Mm-hmm.

25:36 Brittany: Right now, there are so many people who are maybe struggling and feeling powerless with the question of what they can do to help. Is there a particular way that you can think of that you have empowered your clients or maybe even your peers to help others as we move through those feelings of powerlessness?

25:56 Paige: I think a lot of it is just kind of being honest with ourselves about where we're at and you know sometimes it's okay if we just need to take care of ourselves. Like, I think that's something that's been really important to... is like I... I felt like I wanted to do those things and at the same time like I haven't done it super frequently because I also feel very overwhelmed and need to take some time. So, I think part of it is giving people space to feel to just feel what they need to feel and if they're in a place that they just need to be okay for themselves and take care of themselves that's empowerment, too. I think it's just okay what do you need right now for you to feel okay, and at the same time you know with field... we have that group every week and they really show up for each other it's really cool the way that they show up for each other and to just offer that space for them to come in and do that... work together and offer that to each other... it's what we can offer them to give them that space or with friends... just being there to talk. I have friends who work in hospitals they have a friend who's like working ridiculous shifts and is just so tired and just giving her space of like you're really tired and you're doing awesome work and like if you... whatever you need just let us know so that you can keep doing your awesome work. I think that it's support and I think support is also empowering to help people keep going.

27:21 Brittany: Absolutely and what a gift you've been able to give so many different people and also to just be a part of all of these different strategies for coming together and ways are really unifying and also creative and responsive to this really challenging time right now.

27:39 Paige: I definitely have some really cool friends.

27:45 Brittany: Yeah it sounds like it. Sounds like you've been able to interact with a lot of different people in different roles and to just really be present and to show up for others and also being aware of yourself and what you need which I think it can be really a difficult practice and I'm just really, really, struck by how you're able to balance all of that and how you're also able to just have this kind of critical reflection to be able to notice what it is that you're doing.

28:14 Paige: Well, it's been interesting to try to notice that and I actually... I really... I owe a lot of it to my therapist, right? I wouldn't have really recognized how overwhelming this is if I hadn't done... If I hadn't been offered a space to do the work to build mindfulness around that and it's very easy for us to kind of you know, live in survival mode right? I'm not really feeling anything right now and that's okay because I need to just get through the day today and I might start to burn out but it's what I need to do to get through the day today and that's a hard place to be and I'm very fortunate that I had the resources to start to come away from that place where as you know, catch me coming straight out of undergrad totally burnt out... we would have fallen right back into it.

29:05 Brittany: So, I think that's just that so powerful and as we were touching on the five principles of trauma-informed care and how you've encountered them in your day to day I'm wondering what you're noticing about the impacts of the pandemic on people's overall wellness and in what ways it has really had some significant impacts on others?

29:24 Paige: It's really important that every conceivable definition of wellness... you know my areas, mental health and... there's definitely been a very big impact on that I had heard that the suicide crisis hotline has had a very steep uptick in contacts. You have people who are stuck in like very vulnerable situations... like I have a friend who works at the Family Justice Center who's talking about people who are stuck at home with abusive partners that takes a huge toll? I mean, that's just so much trauma there... people who are isolated people who live alone people who don't necessarily have you know the means to be in contact. So, there's the mental health side, and then you know there's the physical toll of it's when you have all these kids at home who can't go play with their friends even you know, playgrounds are being shut down because they could be vectors for the disease and they have so many family members... So little... they have so much energy to burn off and if they don't live in an area that has you know, maybe they don't have a backyard maybe they live in an apartment complex that doesn't have a yard or anything where you know, any other layer of situations they don't have space to exercise. Like that really

takes a toll physically and mentally and emotionally but even just you know, adults are the same way. You can't go to the gym you, can't go to the beach, you know? Buffalo is notorious for their festivals and like they've all been canceled, you know? In Rochester they had to cancel the lilac festival which, is like, literally half of Rochester's identity. So, hey I know... and some of the things I think that all of these new changes that are happening... it's just so shocking every time even though of course, the lilac festival cancelled, it still doesn't... it doesn't make it any less jarring I think it really just adds to this idea of being in this really scary time yeah and it just takes a toll on the whole body. You know, even something as simple as commencement being moved to online for us. The school did the best that they can and it hurts there's a lot of grief that goes into this on many, many, many, different levels and like you said, it's just an overwhelming level of nuance you know, to not even be able to physically go to campus - you know there's friends who moved out of Buffalo, who I won't see in person again and I think a lot of us are in that boat. I don't know even think like access to healthy food you know... I love to cook and you know in any other situation being home this much would give me a great opportunity to try making a million different recipes but on the other side of that it's not it wouldn't be responsible of me to like go to Wegman's every day to get like specialty ingredients to try some fun new recipe right, absolutely? And even the likelihood that you would find those specialty ingredients did go are just so slim even at that right... and it's tough because you want to buy stuff that will be a shelf stable as possible to reduce the number of trips you go on and at the same time like front you can't really beat fresh produce right if you can even afford it - if you got if you got laid off and you're still waiting for your unemployment hit and what is \$1,200 going to do for somebody whose rent is \$800 a month or whose bills add up to like you know if that's just going to raise your bills like yeah...

32:49 Brittany: So, when we're talking about all of this and all of this just kind of heavy complicated stuff and what ways have you found that you've become more resilient or maybe even witness some of your own post-traumatic growth as we as this pandemic has unfolded?

33:04 Paige: Still navigating. There're some days where I feel like I'm fine I feel like I want to cry and that's okay I think that's part of the process. I guess one thing that it's really done is again inspired me to really start to dig into exploring myself and doing like a lot of meditations and like this compassion thing has been super helpful, and I think also just you know, exploring a little bit more only grief and loss stuff and just talking to other people I think is really helpful. I think that shared humanity thing is... is a big part of what helps with growth you know? Being able to talk to my friends who are also hurting and then you know as we talk together, we start to like feel a little bit more optimistic in that things are tough now and we're in it together and we don't have to go through it alone. You know, social support is just such a huge factor in that and I think just really trying to really lean on that as much as I can has been very helpful and very,

very, grateful for the friends and the family and the support systems and the mentor is it everybody that I'm very blessed with.

34:19 Brittany: Sure. Thank you so much for offering those very personal words of wisdom. I think what you just described is so important for helping all of us really to learn how to weather this storm and just finding a sense of resilience in ourselves as we work to guide each other and the people that we serve out of this crisis. I think it's really... it's really powerful to see that during the time of a pandemic that what has really come to light is some creativity and strength and resilience and resourcefulness and just how incredible that really is people are astounding people's resilience is just so, so, astounding. As we... as we draw our time together to a close today, I'm wondering if there's any other words that you would like to offer our audience before we close here?

35:07 Paige: I think really... just I mean, everybody says it and I know it's super cliché and at the same time I do think it's important to just remember to be as kind to ourselves and others as we can, even when things are very frustrating. And you know, you see stuff that just kind of makes your blood boil a little bit -- just giving space to take a step back and, and maybe take yourself as much as you can out of it a little bit... even if it means go watch like a funny movie or go talk to somebody and have like a light-hearted conversation. That's like important, at least in my own experience. It's been to remove myself to a certain degree from just this constant barrage of negativity and fear and pain and just, like all the things that come with it, with something like this and... and I think also recognizing like for a lot of communities. this is something that's not super unfamiliar. That they are exposed to a lot of hardships regularly, and this is just another layer on top of it. And so, I think just trying to keep maybe a little bit more of a global view on it while still remaining kind to ourselves and not letting it mean that our feelings are invalid and just that you know it's... it's a chance to understand each other a little bit more if that makes sense.

36:26 Brittany: I think that's just it so well said and so elegant and I think that you really hit the nail on the head with really your first words of just be kind to ourselves and be kind to others. And I think that will be really powerful for a lot of people. On behalf of the Institute on Trauma and Trauma-Informed Care, thank you so much for taking the time to speak with me today and just to share your witness of strength and resiliency it has truly been a pleasure/

36:50 Paige: Thank you so much it's been great to talk to you and really build some insight around this. So, thank you very, very, much for this opportunity!