

Supporting Program Participants Who Hear  
Distressing Voices: Outcomes of a Simulation  
Exercise for Direct Service Workers

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# Agenda


- What is Community Access?
  - Services
  - Values
- Hearing Voices Training at CA
  - Part of Core Training – Simulation Overview: Trigger warning, Audio, Public Errand, Mental Health Meetings, Group Debrief
  - Context – History of Hearing Voice Movement
    - Tools developed by voice hearers
    - Maastricht Interview
  - Anderson Cooper Video
- Panel Discussion
- Closing Remarks
- Q and A



- Supportive and Affordable Housing
- Howie The Harp Peer Advocacy Center
- Mobile Treatment Teams
- Residential Crisis Support
- PROS
- Health and Wellness/Urban Agriculture
- Supported Education
- Advocacy
- Self-Direction
- Adult Home Initiative
- Pet Access
- Art Collective



# Community Access' Core Values

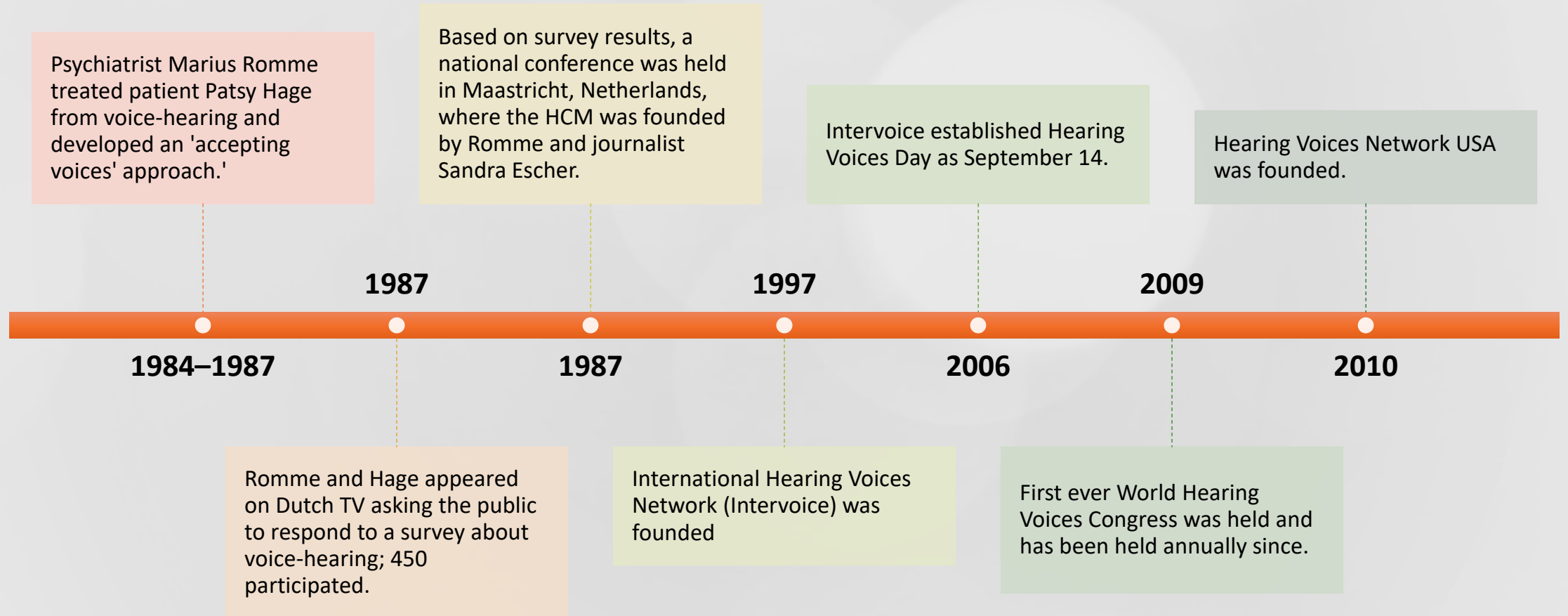
- Harm reduction
  - Healing and recovery
  - Human rights
  - Peer expertise
  - Racial equity
  - Self-determination
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# Core Training

- Mandatory intensive training program for all CA direct service workers
- Founded on recovery-oriented practice
- Topics include self-determination, harm reduction, workplace and community safety, and suicide prevention.
- Hearing Distressing Voices module tends to be the most impactful

# Historical Background



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# Maastricht Interview

- Developed by Sandra Escher, Patsy Hage and Marius Romme in partnership with voice hearers
- Moves beyond the exclusive focus on command-type voices, risk, and eliminating voices.
- Opens space for exploring voices holistically.

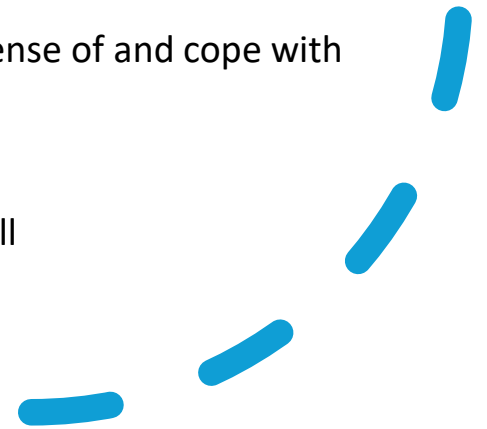
## Interview Contents

1. PERSONAL INFORMATION
2. ASPECTS OF THE EXPERIENCE ITSELF
3. CHARACTERISTICS OF THE VOICES
4. YOUR PERSONAL HISTORY OF VOICE HEARING
5. WHAT TRIGGERS THE VOICES?
6. WHAT DO THE VOICES SAY?
7. WHAT INFLUENCE DO THE VOICES HAVE ON YOUR WAY OF LIFE?
8. YOUR INTERPRETATION OF THE ORIGIN OF THE VOICES
9. YOUR RELATIONSHIP WITH THE VOICES
10. COPING STRATEGIES
11. YOUR EXPERIENCE OF CHILDHOOD?
12. YOUR MEDICAL HISTORY
13. YOUR SOCIAL NETWORK


# Hearing Voices Movement: Tenets

- Hearing voices is a natural part of the human experience.
- Diverse explanations are accepted and valued.
- Voice-hearers take ownership of and define their own experiences.
- In the majority of cases, voice-hearing can be understood and interpreted in the context of life events and interpersonal narratives.
- Accepting voices is generally more helpful than suppresses or attempting to eliminate them.
- Peer support is a fruitful means of helping people to make sense of and cope with their voices.

*Hearing Voices Movement*, Adam J. Powell








"Non-voice hearers can't imagine what it is like to hear voices. They find it strange and frightening. Voices create anxiety in non-voice hearers too, and in professionals who haven't had these kinds of experiences. This explains a great deal of the animosity voice hearers encounter in society and in traditional psychiatric practice. What makes it even more difficult is that the experience is often kept private from others, through fear, shame, or stigma."



*The Practical Handbook of Hearing Voices: Therapeutic and Create Approaches,*  
Isla Parker et al., 17



# Hearing Voices Simulation

- Developed by Pat Deegan in 1996
  - Elements:
    - Trigger warning
    - Audio set up
    - Public Errand
    - Mock mental health appointments
    - Group debrief
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# Hearing Voices Simulation Video

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# Panel Discussion

- Jonathan Payne – Supported Education Specialist, Blueprint Supported Education
  - Justin Barron – Director of Community Engagement Services
  - Khalena Pasha – Harm Reduction Specialist
  - Lauren Stander – Assistant Director, Gouverneur Court Supportive Housing Program
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# Closing Comments

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Q and A –  
Thank You!

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