**Principles of TVIC – Organizational and Individual Provider Levels**

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| **Principle** | **Organizational Strategies** | **Provider Practices** |
| 1. **Understand trauma, violence and its impacts on people’s lives and behavior**
 | * Develop structures, policies, processes (e.g., hiring practices) to build culture based on understanding of trauma and violence
* Staff training on health effects of violence/trauma, and vicarious trauma
 | * Be mindful of potential histories and effects (‘red flags’)
* Handle disclosures appropriately:
	+ Believe the experience
	+ Affirm and validate
	+ Recognize strengths
	+ Express concern for safety and well-being
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| 1. **Create emotionally and physically safe environments for all clients and providers**
 | * Create a welcoming space and intake procedures; emphasize confidentiality and client/patient priorities
* Seek client input about safe and inclusive strategies
* Support staff at-risk of vicarious trauma (e.g. peer support, check-ins, self-care programs)
 | * Take a non-judgemental approach (make people feel accepted and deserving)
* Foster connection and trust
* Provide clear information and predictable expectations about programming
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| 1. **Foster opportunities for choice, collaboration and connection**
 | * Have policies and processes that allow for flexibility and encourage shared decision-making and participation
* Involve staff and clients in identifying ways to implement services/programs
 | * Provide appropriate and meaningful options/real choices for treatment/care
* Consider choices collaboratively
* Actively listen …..and privilege the person’s voice
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| 1. **Use a strengths-based and capacity-building approach to support clients**
 | * Allow sufficient time for meaningful engagement
* Program options that can be tailored to people’s needs, strengths and contexts
 | * Help people identify strengths
* Acknowledge the effects of historical and structural conditions
* Teach skills for recognizing triggers, calming, centering (developmentally appropriate)
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