**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 |
| 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 |
| 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 |
| 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) |