

Principles of

Trauma- and Violence-Informed Care (TVIC)

There are four, inter-related principles of Trauma- and Violence-Informed Care:



Understand trauma, violence and its impacts on people's lives and behavior

EXAMPLES

Organizational Policies & Procedures

- Develop policies and processes to build a culture based on understanding of trauma and violence
- Provide staff training on health effects of violence/trauma, and vicarious trauma

Individual Interactions

- Be mindful of potential histories and effects ('red flags')
- Handle disclosures appropriately:
 - believe the experience
 - · affirm and validate
 - · express concern for safety and well-being

Create emotionally and physically safe environments for all clients and providers

EXAMPLES

Organizational Policies & Procedures

- Create welcoming space and intake processes; emphasize confidentiality and the person's priorities
- Seek service user input about safe and inclusive strategies
- Support staff at-risk of vicarious trauma (e.g. peer support, check-ins, self-care programs)

Individual Interactions

- Take a non-judgmental approach (make people feel accepted and deserving)
- Foster connection and trust
- Provide clear information and expectations

TVIC



Foster opportunities for choice, collaboration and connection

EXAMPLES

Organizational Policies & Procedures

- Have policies and processes that allow for flexibility and encourage shared decisionmaking and participation
- Involve service users in identifying ways to implement services and programs

Individual Interactions

- · Provide real and meaningful care choices
- · Consider choices collaboratively
- · Actively listen, and privilege the person's voice

Use a strengths-based and capacitybuilding approach to support clients

EXAMPLES

Organizational Policies & Procedures

- Allow sufficient time for meaningful engagement
- Provide program options that can be tailored to people's needs, strengths and contexts

Individual Interactions

- Recognize and help people identify strengths
- Acknowledge the effects of historical and structural conditions
- Teach skills for calming, centering and recognizing triggers

EQUIP Health Care & the Health Equity Toolkit were originally funded by CIHR. To learn more about EQUIP Health Care, please visit www.equiphealthcare.ca





1