TRAUMA- & VIOLENCE-INFORMED CARE (TVIC):

A TOOL TO SUPPORT SAFE SERVICE INTERACTIONS

CMHA Elgin-Middlesex uses TVIC principles and practices to help everyone understand the impact of trauma and violence. Services and supports are delivered in a way that upholds safety, dignity, and respect for all.

There are four main ways that TVIC positively impacts care at CMHA Elgin-Middlesex:

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Staff and volunteers understand the impact of trauma and violence on people's lives and behaviour

EXAMPLES

Organizational Actions

- Create policies and processes that support an organizational culture based on understanding trauma and violence (e.g., have the opportunity to rapidly reconnect with supports)
- Make sure everyone is educated about trauma and violence and how they affect people

Individual Relationships

- Staff and volunteers understand how a person's life experiences, social conditions and service rules could influence their care needs
- Build equal and trusting relationships where experiences are believed without judgment

Everyone is provided with emotionally, physically, and culturally safe spaces

EXAMPLES

Organizational Actions

- Physical spaces and intake processes feel welcoming and are private
- People with lived experience are involved in planning the organization's safety and inclusion strategies
- · Staff and volunteers receive support for their well-being

Individual Relationships

- Aim to create an environment where people feel accepted and deserving of care
- · Information and services are communicated clearly
- Language matters; staff and volunteers use positive, hopeful language in all interactions

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People choose the services and supports they receive through a collaborative approach

EXAMPLES

Organizational Actions

- Policies and practices are flexible, and promote the involvement of the people seeking support in care decisions
- People with lived experience are included in decisionmaking about programs and services

Individual Relationships

- People are given real and meaningful care choices and make informed decisions
- People are listened to and their voice and priorities are valued by others

Staff and volunteers build on peoples' strengths and abilities to provide support

EXAMPLES

Organizational Actions

- · Enough time is provided for care interactions
- Program options are available to meet peoples' needs, strengths, and abilities

Individual Relationships

- Staff and volunteers recognize and help people identify their strengths
- People are supported to learn about and honour personal and collective resilience and to build together towards awareness, skills and hope

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WHY IS TVIC IMPORTANT?

People can live in and experience situations and environments that are unsafe. This can significantly impact a person's well-being and behaviour.

Types of traumatic experiences may include: physical violence; witnessing violence; motor vehicle/work-related accidents; natural disasters; and exposure to war.

Understanding and practicing TVIC means that those providing services and support ensure people feel safe in the care environment. Given the prevalence of traumatic and violent experiences, the use of TVIC is important to make sure services feel comfortable and accessible for everyone.



CMHA Elgin-Middlesex is committed to providing a care environment that is safe and inclusive for everyone. If you have any questions or concerns about your experience at CMHA Elgin-Middlesex please let us know. You can find a feedback and complaint form online (https://cmhamiddlesex.ca/programs-services/making-a-complaint/), or ask any staff member for assistance.