



Association canadienne pour la santé mentale La santé mentale pour tous

# 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:

# 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

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

#### **Organizational Actions**

# **EXAMPLES**

**TVIC** 

- 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

# 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

# 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 abillties

# 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

# Helpful Community Resources

Need more help or more information? Connect with our Reach Out (519-433-2023) or Information and Brief Support teams (519-434-9191) to learn more about available community services and supports.

#### Anova

519-642-3003 24-hour Crisis & Support Line: 519-642-3000 or 1-800-265-1576 https://www.anovafuture.org/

# **Atlohsa Family Healing Services**

519-438-0068, 24-hour Crisis Line: 1-800-605-7477 https://atlohsa.com/

**Carrefour des Femmes (Français)** 519-858-0954/1-888-858-0954 24-hour Crisis Line: 1-877-336-2433

**CMHA 24-Hour Reach Out Crisis Line** 519-433-2023 or 1-866-933-2023 (text or call) webchat: https://reachout247.ca/

**CMHA 24-Hour Reach Out Support Line** 519-601-8055 or 1-844-360-8055

Cross Cultural Learner Centre 519-432-1133 https://lcclc.org/

John Howard Society

519-438-4168 https://johnhoward.on.ca/london/

# **LGBT Youthline**

647-694-4275 (text) Webchat and resources: https://www.youthline.ca/

# London Abused Women's Centre

519-432-2204 https://www.lawc.on.ca/

London Cares Homeless Response Services 519-667-2273 https://londoncares.ca/

London Intercommunity Health Centre (519) 660-0874 https://lihc.on.ca/

# Sexual Assault and Domestic Violence Centre

St. Joseph's Hospital 519-646-6100 ext. 64224 https://www.sjhc.london.on.ca/areas-of-care/sexual-assaultand-domestic-violence-treatment-program

# **Regional HIV/Aids Connection**

519-434-1601/1-866-920-1601 https://hivaidsconnection.ca/

**Youth Opportunities Unlimited** 519-432-1112 *https://www.you.ca/* 



# 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.