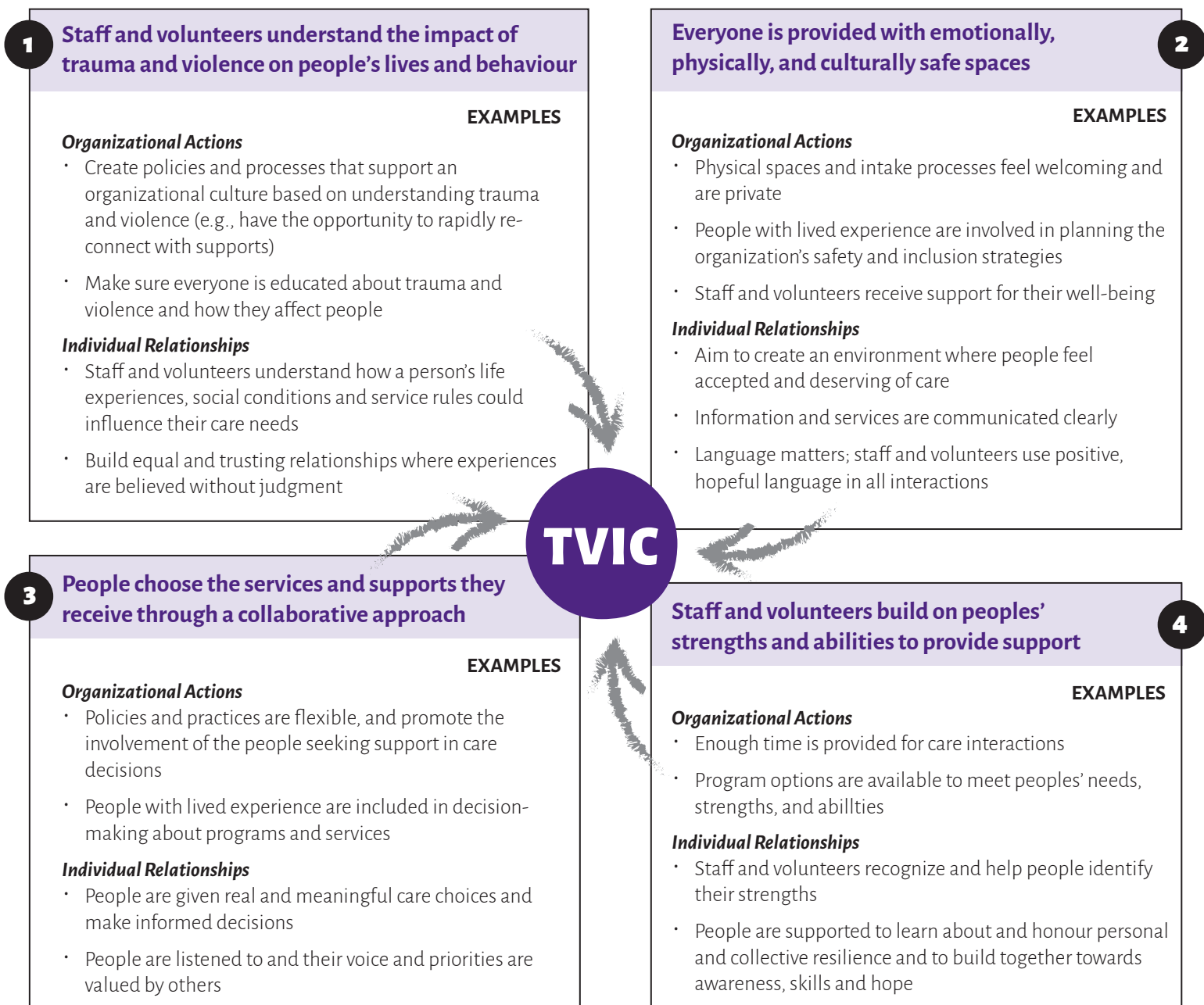


TRAUMA- & VIOLENCE-INFORMED CARE (TVIC): A TOOL TO SUPPORT SAFE SERVICE INTERACTIONS

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:



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://lclcc.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

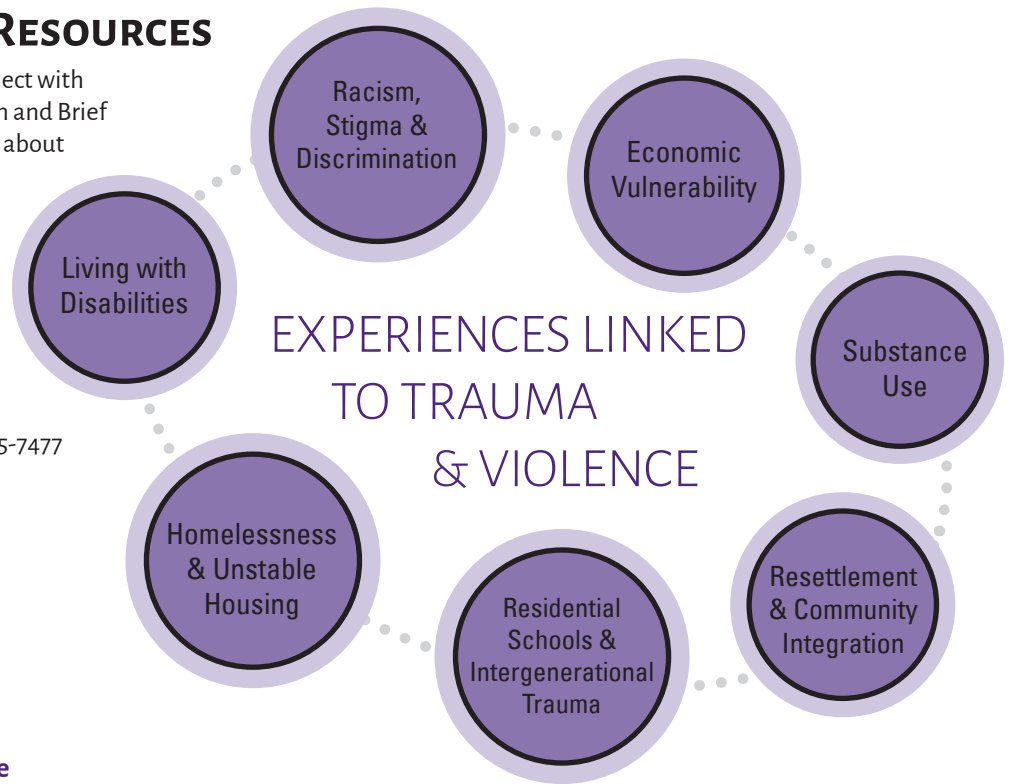
St. Joseph's Hospital
519-646-6100 ext. 64224
<https://www.sjhc.london.on.ca/areas-of-care/sexual-assault-and-domestic-violence-treatment-program>

Regional HIV/Aids Connection

519-434-1601/1-866-920-1601
<https://hivaidconnection.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.

ABOUT
76% OF CANADIANS
HAVE EXPERIENCED
SIGNIFICANT TRAUMA



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.