Principles of
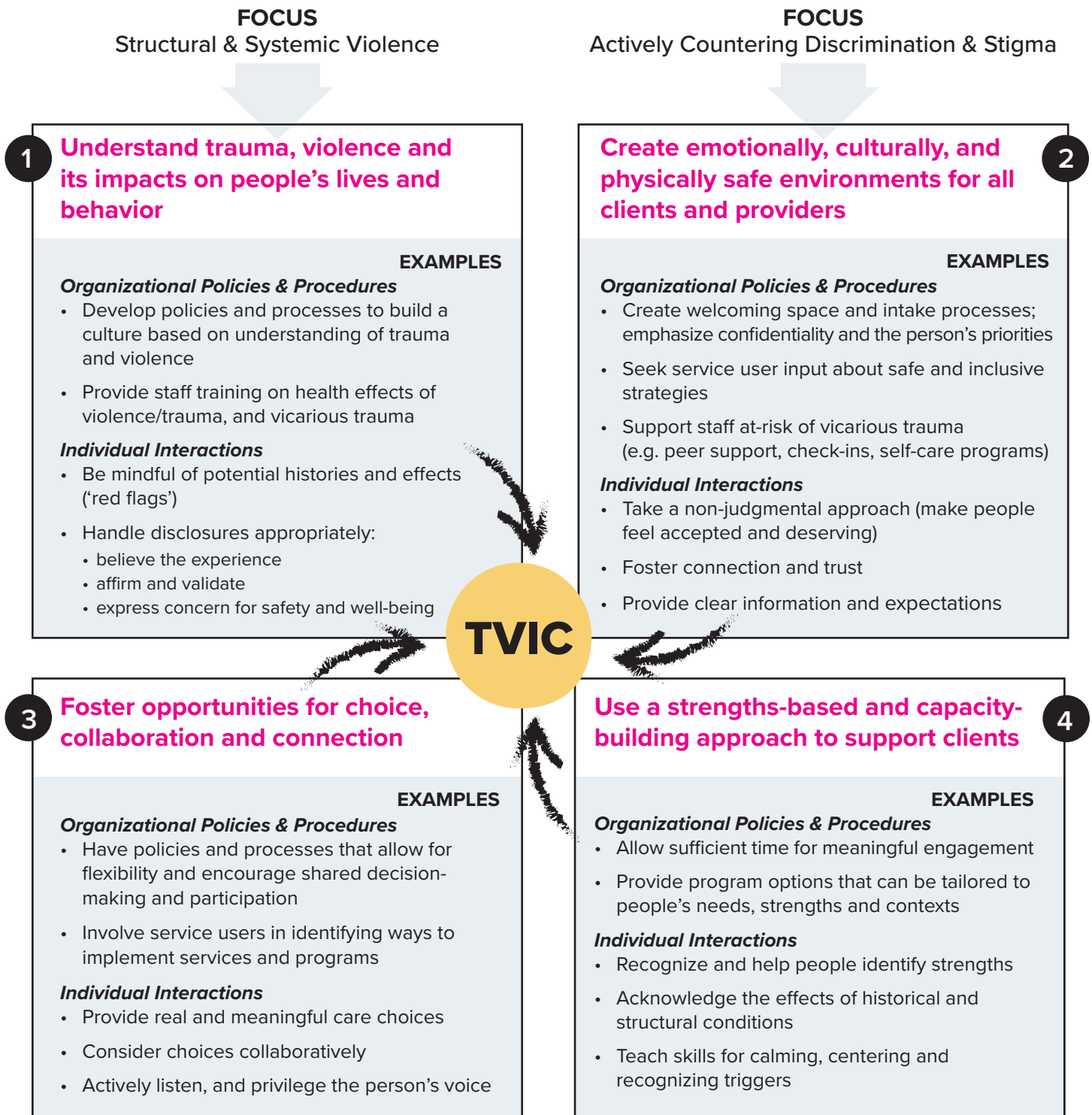# Trauma- and Violence-Informed Care (TVIC)

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

FOCUS
Structural & Systemic Violence

FOCUS
Actively Countering Discrimination & Stigma

1. 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

2. Create emotionally, culturally, 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

3. Foster opportunities for choice, collaboration and connection

EXAMPLES

Organizational Policies & Procedures
- Have policies and processes that allow for flexibility and encourage shared decision-making 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

4. Use a strengths-based and capacity-building 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

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