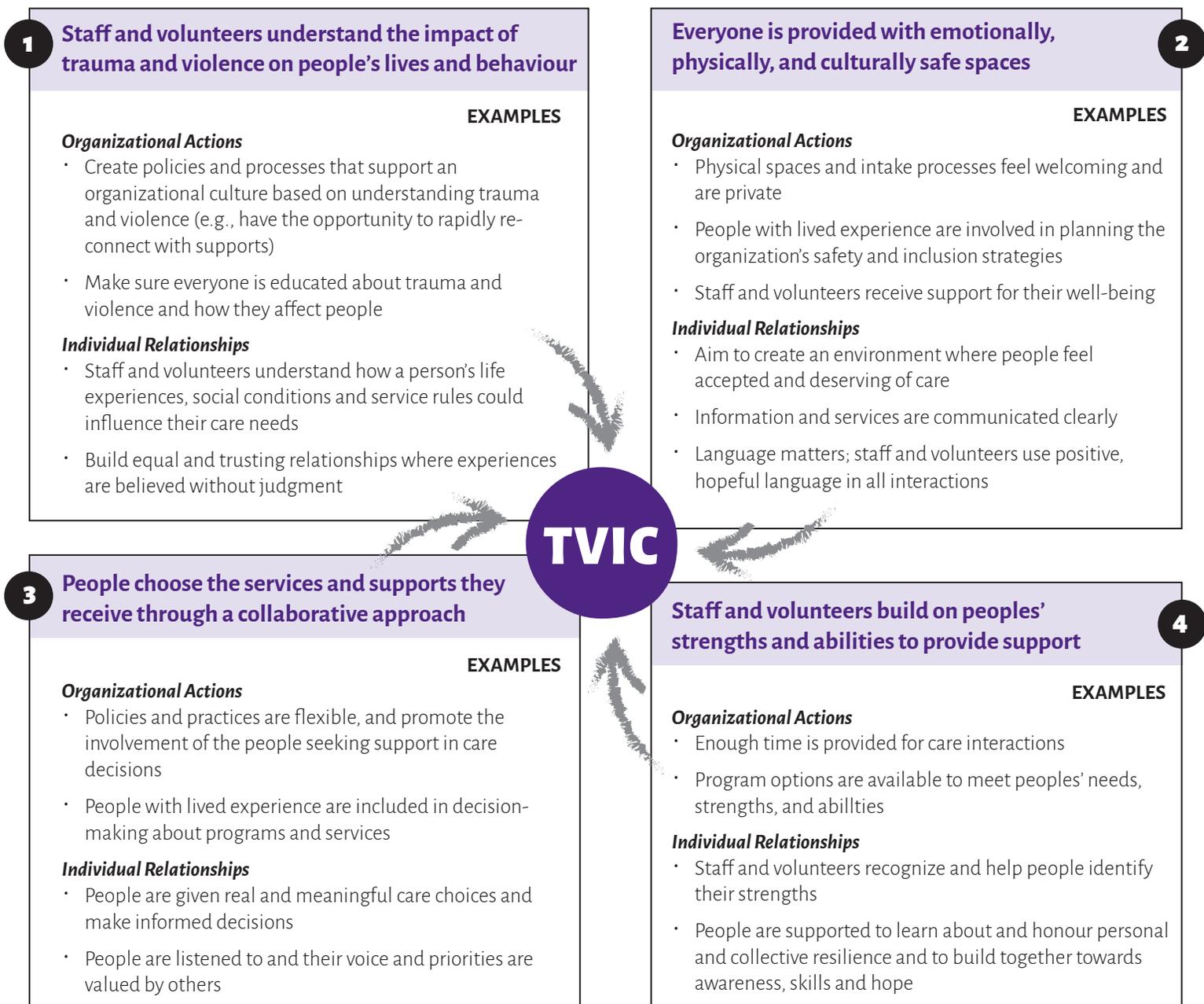


TRAUMA- & VIOLENCE-INFORMED CARE (TVIC): A TOOL TO SUPPORT SAFE SERVICE INTERACTIONS

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:





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.