

FIVE PRIMARY TRAUMA-INFORMED CARE GUIDING PRINCIPLES

1. SAFETY – Physical and emotional safety. Both the setting and interactions are physically and psychologically safe which includes where and when services are delivered, as well as awareness of an individual's discomfort or unease.

Question: What other things would you consider for safety?

2. TRUSTWORTHINESS AND TRANSPARENCY – Meaningful sharing of power and decision-making. Transparent operations and decisions maintain trust. Ensuring trustworthiness through clarity and consistency.

Question: What other areas would you consider important regarding trustworthiness?

3. CHOICE – Voice and choice. The aim here is to strengthen staff's, participants', and families' experience of choice. There is recognition of the need for an individualized approach. There is active participation in decision-making regarding services. It is understood that offering built-in small choices make a real difference.

Question: What kind of choice is relevant to providing services?

4. COLLABORATION AND MUTUALITY – Partnership, leveling of power differences. Recognition that healing happens in relationships and meaningful sharing of power.

Question: What does collaboration look like in your day-to-day work?

5. EMPOWERMENT – An individual's strengths are recognized, built on and validated.

Question: How would you go about empowering your clients?

Trauma-Informed Care: Parallel Values

TIC Value	Organizational Leadership	Staff
Safety	Leadership encourages staff to create wellness plans that protect against vicarious trauma and compassion fatigue.	Staff encourages and assists consumers in creating wellness plans that protect against crisis and relapse.
	Leadership leads in making the physical environment a sanctuary for everyone who enters.	Staff creates a welcoming and inviting space for consumers to relax, be comfortable and engage in services.
Trustworthiness	Leadership is committed to the well-being and success of its employees.	Staff is committed to the well-being and success of the clients.
	Leadership is respectful, clear, and consistent with expectations and interactions with staff.	Staff is respectful, clear, and consistent with expectations and interactions with consumers.
	Leadership speaks about staff with respect and acceptance.	Staff speaks about consumers with respect and acceptance.
Choice	Leadership involves staff and consumer representatives from each service system in organization planning and evaluation.	Staff includes consumers (satisfaction survey, consumer advisory board) in designing and improving services.
	Leadership works with staff to develop career goals and promotes opportunities for job development.	Staff works with consumers to develop individualized recovery plans that promote opportunities for personal development.
Collaboration	There are systematic ways for staff to give feedback to leadership regarding TIC values (safety, trustworthiness, choice, collaboration, and empowerment).	There are systematic ways for consumers to give feedback to staff regarding TIC values (safety, trustworthiness, choice, collaboration, and empowerment).
Empowerment	The organization provides resources and training necessary to implement TIC.	Staff provides referrals, resources and opportunities for skill-building to promote client's recovery.
	Leadership supports the time commitment necessary for staff to make changes in long-held habits and coping strategies.	Staff supports the time commitment necessary for clients to make changes in long-held habits and coping strategies.
	The organization recognizes when staff do good work.	Staff recognizes clients' strengths and successes.
	The organization validates and addresses policy and other barriers that may impede TIC implementation.	Staff validates and addresses barriers that the client has identified to achieving recovery goals.