



EQUIP Health Care
Research to Equip Health Care for Equity

Trauma- and violence-informed care: from individual to organizational approaches

Knowledge Hub Handout for group work

The Context

You are a team of consultants (each bringing exactly what you bring) hired to revamp a community center in a city of 74,003 people that serves as a regional hub for diverse rural and remote communities, including diverse First Nations. The hospital serves as a regional referral center, and many provincial services (e.g. employment, fisheries, forestry, etc.) have head offices in the city. The primary industries are resource extraction industries, with some tourism. The unemployment rate is higher than the provincial and national averages. The city has a growing population of homeless people. There is a significant market in criminalized drugs, and the overdose rate is 3 x the provincial rate. The city has a reputation for racism being directed to Indigenous, Black and people of colour.

The Problem

The community center nearly lost its funding last fiscal year. On one hand more privileged people in the city have complained that people attending the community center are problems – police have been called frequently because of complaints of violence.

On the other hand, people who use the center and people working in social services, Indigenous and antipoverty groups have complained that the services and activities offered do not meet the needs of people who need to access low cost leisure, recreation and community education.

The Center has received 2 years of funding from a donor who has specified that the Center has 2 years to show that it can be trauma- and violence-informed and meet the needs of the community.

Your job

- ✓ Appoint a reporter for the large group report
- ✓ Use one of the 4 principles of TVIC (assigned at your table)
- ✓ Review the 10 strategies for equity-oriented care (handout at your table)
- ✓ Develop a plan for the community center with:
 - ✓ At least 5 steps to take
 - ✓ At least 3 key recommendations

10 Strategies to Guide Organizations in Enhancing Capacity For Equity-Oriented Services

- Explicitly commit to equity
- Develop supportive organizational structures, policies, and processes
- Re-vision the use of time
- Attend to power differentials
- Tailor care, programs and services to local contexts
- Actively counter racism and discrimination
- Actively seek input from community partners and people with living and lived experience
- Tailor care to address inter-related forms of violence
- Enhance access to the social determinants of health
- Optimize use of place and space

TVIC Principle 1

Understand trauma, violence (including structural violence) and its impacts on people's lives and behavior

Organization	Provider
<p>Develop policies & processes to build culture based on understanding of trauma and violence (e.g., hiring practices)</p> <p>Staff training on effects of violence/trauma, including vicarious trauma</p> <p>All services start with violence & trauma awareness as a foundation for a culture of TVIC</p>	<p>Be mindful of potential histories and effects ("red flags") and what these may look like in care interactions</p> <p>Disclosures handled appropriately:</p> <ul style="list-style-type: none">◦ Believe the experience◦ Affirm and validate◦ Recognize strengths◦ Express concern for safety and well-being

TVIC Principle 2

Create emotionally, culturally & physically safe environments for all clients and providers

Organization	Provider
<p>Welcoming space, intake procedures, confidentiality, privacy</p> <p>Seek client input about safe and inclusive strategies</p> <p>Support staff at-risk of vicarious trauma (e.g., EAPs, debriefing, reflective supervision)</p> <p>Safety protocols</p>	<p>Awareness of impacts of boundary/power violations</p> <p>Non-judgemental approach (people feel accepted and deserving)</p> <p>Clear information and predictable expectations about programming</p> <p>Consider safety in relationships</p>

TVIC Principle 3

Foster opportunities for choice, collaboration and connection

Organization	Provider
<p>Policies and processes that allow for flexibility and encourage shared decision-making and participation</p> <p>Involve staff and clients in how to implement and evaluate services and programs</p>	<p>Non-judgemental responses</p> <p>Provide real options, and choices, for care & referrals</p> <p>Consider choices collaboratively</p> <p>Actively Listenand privilege the client's voice</p>

TVIC Principle 4

Use a strengths-based and capacity-building approach to support clients

Organization	Provider
<p>Allow sufficient time for meaningful engagement</p> <p>Program options that can be tailored to people's needs, strengths and contexts</p> <p>Staff are provided with ongoing opportunities for development of knowledge and skills</p>	<p>Help clients identify strengths, and validate these</p> <p>Acknowledge the effects of historical and structural conditions</p> <p>Teach skills for recognizing triggers, calming, centering (developmentally appropriate)</p>