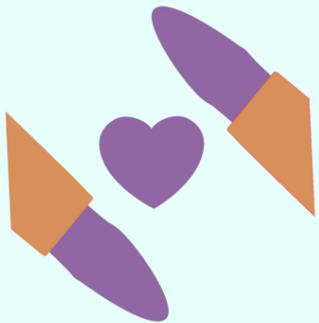


SAMHSA 6

principles of trauma-informed care

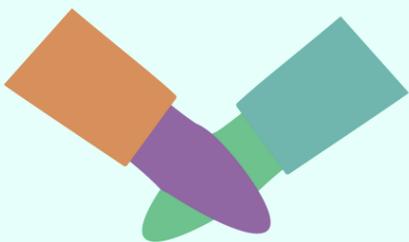


SAFETY

Throughout the organization everyone feels physically and psychologically safe.

WHAT YOU CAN DO

- Clearly explain confidentiality
- Recognize and know how to respond to signs of trauma responses
- Meet in physically secure and accessible locations



CULTURAL HUMILITY AND RESPONSIVENESS

The impacts of biases, stereotypes, systemic oppression, and historical trauma are recognized and addressed.

WHAT YOU CAN DO

- Respect names and pronouns
- Recognize the impact of historical and cultural trauma
- Make appropriate referrals to culturally specific organizations within the community
- Actively engage in cultural and community honoring practices

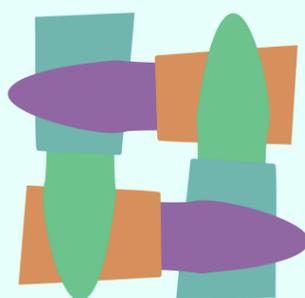


TRUSTWORTHINESS AND TRANSPARENCY

Decisions are made with transparency and the goal of building and maintaining trust.

WHAT YOU CAN DO

- Maintain privacy and confidentiality
- Explain defined advocacy role
- Clarify and maintain appropriate boundaries
- Explain the reasons behind policies, procedures, and approaches



COLLABORATION

Power differences between and among staff and clients are leveled by supporting shared decision-making.

WHAT YOU CAN DO

- Share power in decision-making
- Acknowledge that victims and survivors are the experts in their own lives
- Avoid leading discussions about trauma like a teacher and involve victims/survivors in the learning process



EMPOWERMENT, VOICE AND CHOICE

Staff and client's strengths are recognized and built on, including a belief in resilience and the ability to heal from trauma.

WHAT YOU CAN DO

- Communicate adaptive trauma responses and validate resilience
- Allow victims and survivors to provide feedback on the services they receive
- Highlight strengths
- Offer choices in meeting environment (e.g. door locked or unlocked, where to sit)



PEER SUPPORT

Individuals with shared experiences, who volunteer to do so, are integrated into the organization and viewed as integral to service delivery.

WHAT YOU CAN DO

- Offer victims and survivors opportunities to be with other victims and survivors and offer mutual support