

Trauma Informed Care

Welcome,

We appreciate your willingness to work alongside us today, helping to serve and love the clients here in our programs. The Phoenix Center way of doing things involves each of us intentionally utilizing the Five Core Values of Trauma Informed Care (TIC). We seek to provide TIC not only with our clients and patients but also with our co-workers and guests. While helping here, we may refer participants back to this form as a gentle reminder of what the TIC guidelines involve and how they can be implemented.

Thank you for being a part of someone's recovery journey.

Why is it important to utilize Trauma Informed Care as a part of our best practices?

Trauma experiences are more common than many of us may realize. Nearly 90% of all clients who engage with the Phoenix Center have experienced trauma in their lifetime.

Five Core Values of TIC

- **Safety:** Ensuring one's physical and emotional safety. "If people don't feel safe here, nothing else is going to happen."
- **Trustworthiness:** Maximizing trustworthiness, making tasks clear, and maintaining appropriate boundaries with clients and staff.
- **Choice:** Prioritizing one's choice and control.
- **Collaboration:** Maximizing collaboration and sharing of power.
- **Empowerment:** Developing confidence in one's abilities and personal skill-building.

What is the expectation of following the 5 Core Values?

Safety- Being aware of each person's physical and emotional safety. If I see something that may be unsafe, can I immediately correct it and do I know who to call if I cannot?

Trustworthiness- Keeping my word with clients, visitors and co-workers. Do what I say I am going to do and let the person know if I cannot do what I originally promised. Maintain appropriate boundaries with clients, visitors, and co-workers.

Choice- Presenting choice to those I am interacting with. We look to give choice to clients and staff whenever possible; this may vary from building to building.

Collaboration- Have I collaborated with our client in such a way that they feel safe, they have choice, I am trusted by them, and that they are empowered when they leave. I should look to be a team player with my co-workers. This relates to people within my own department but also extends to my entire building, as well as our entire agency.

Empowerment- Provide any tools and assistance that are appropriate to help the client or staff member complete tasks on their own. Affirmations are provided regularly to clients and staff.

