

Helping to Heal:

Conversations About Trauma-Informed Principles

Safety

“

For me, to be safe, feels like I need to be able to trust people and have supported, like, people to hear me, listen to me, care about me and understand.”

Nicole
Villemaire,
Advocate



Understand that sometimes the way someone shows up may be their attempt to be heard



Build trust by ensuring that the person you support feels heard



Ensure people feel heard so they do not need to find other ways to communicate that aren't as effective



Support people to advocate for themselves so they feel heard



Get to know the person and build rapport



Remain calm and work with the person to understand the best way to support them



Find and show people that you care and are there to support them

Throughout the organization, staff and the people they serve, whether children or adults, feel physically and psychologically safe; the physical setting is safe and interpersonal interactions promote a sense of safety. Understanding safety as defined by those served is a high priority.

Substance Abuse and Mental Health Services Administration. SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. HHS Publication No. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014.