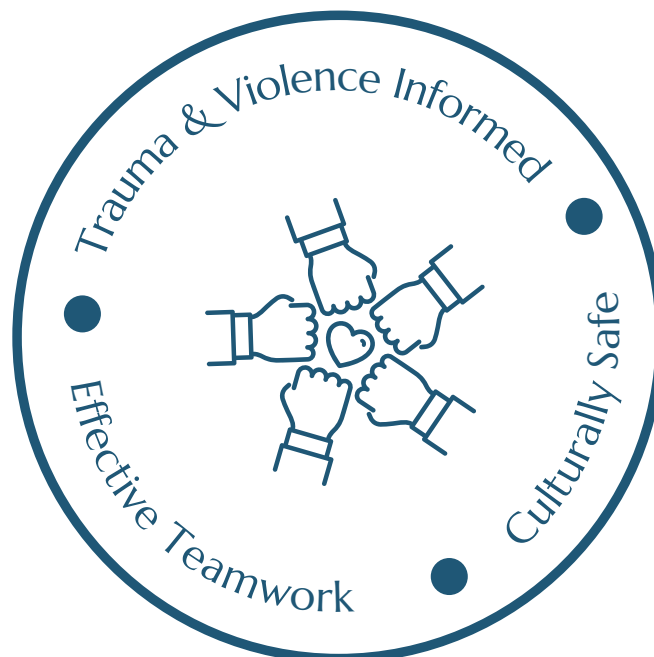# REFLECTIVE ACTIVITY

Trauma & Violence Informed Workplaces with Effective Teamwork who are Culturally Safe in their Practices

Trauma & Violence Informed

Culturally Safe

Effective Teamwork

Trauma & Violence Informed Workplaces with Effective Teamwork who are Culturally Safe in their Practices

Key Principles:

The guiding principles of Trauma & Violence Informed (TVI) Care in Workplaces are:

1. Foster an organizational culture that understands and attempts to reduce the harms of trauma on peoples health and well-being.
2. Create safe spaces and develop trust.
3. Provide ways to encourage choice, collaboration and connection between people who need care and the people providing the care.
4. Build on the strengths and skills of all people involved - both the people needing care and the people providing the care.

Key Principles of Effective Teamwork using TeamSTEPPS:

1. Communication: Effectively exchanging information among team members, regardless of how it is communicated.
2. Leading Teams: Direct and coordinate, assign tasks, motivate team members and facilitate optimal performance.
3. Situation Monitoring: Develop common understandings of the team environment, apply strategies to monitor team members' performance, maintain a shared mental model.
4. Mutual Support: Anticipate other team members' needs through accurate knowledge, shift workload to achieve balance during periods of high workload or stress.

Key Principles of Cultural Safety:

1. Understand our cultural values and biases.
2. Understand how culture affects someones interpretation of symptoms, coping strategies, approach to health and engagement in care and treatment.
3. Not understanding how culture affects someone CAN harm them - through offence made, misplaced assessment, inappropriate care and increased risk for poor health outcomes.
4. Use professional translation services always to ensure understanding and safety in communication.
5. Adapt when feasible to ensure individual cultural and ethnic needs are met.
6. Respect other difference in values and beliefs - in a way that is authentic for that person.
7. ASK how they want to be treated so that you are ensuring cultural sensitivity.

TVI, Effective Teamwork & Culturally Safe Informed Workplaces

Step 1 of the activity is Self-Reflection:

Ask yourself the following questions to help understand your personal approach to this kind of environment:

1. What assumptions do you have now about people who have been through trauma or violence and how they recover from it? How might these assumptions affect your work?
2. What do you know about forms of trauma and violence, including structural and systemic violence?
3. What do I know now about how stigma can impact peoples lives, health and well-being?
4. How can trauma and violence impact my colleagues and their ability to work and communicate effectively with me and our team?
5. What is my communication style?
6. How can I communicate more effectively with my colleagues and leaders?
7. What bias' have I demonstrated or stigmas have I unknowingly had about other cultures or ethnic practices?
8. What can I do to better create a space where people (including both those I work with and those I work to care for) feel safe, respected and cared about?
9. What needs do I have in this environment that have not been met, that I need to be a leader in advocating about?

Reflective Answers:

Step 2: Organizational Assessment Tool

Using the tool below, you will assign a rating of 1-5 or N/A for how strongly you agree with the indicators. Use the rating scale below:

1 Strongly Agree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	? Unsure	N/A Not Applicable

Indicator	Questions to Consider	Rating	Comments
Team members are receiving learning on TVI care & spaces.	- Training opportunity has been provided and supported as important to the organization through paid time to complete it. - Training includes all team members of the organization equally.		
Team members are receiving Team STEPPS essentials learning.	- Training opportunity has been provided and supported as important to the organization through paid time to complete it. - Training includes all team members of the organization equally.		
Team members are receiving learning on cultural safety.	- Training opportunity has been provided and supported as important to the organization through paid time to complete it. - Training includes all team members of the organization equally.		

Using the tool below, you will assign a rating of 1-5 or N/A for how strongly you agree with the indicators. Use the rating scale below:

1 Strongly Agree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	? Unsure	N/A Not Applicable

Indicator	Questions to Consider	Rating	Comments
TVI Care, Teamwork and Cultural Safety knowledge and skill are assessed as part of the hiring practices.	• Do hiring practices and recruitment practices look at education and experience of people in these areas? • Does recruitment look at lived experiences with trauma, culture and teamwork.		
Do performance reviews value the team members efficacy with TVI care, Teamwork and Cultural Safety.	• Is there a space on the performance review documentation tool about this information? • Is there a conversation about the efficacy experienced by the team member with these areas?		
Is there an active and supportive culture where team members are supported by having potential impacts for vicarious trauma minimized and team members are supported to manage feelings related to their own experiences with trauma and violence?	• Do team members have experiences where they have been supported proactively through a difficult situation that could have led to vicarious trauma? • Is there a consistent plan for de-briefing with team members who have experienced a situation where vicarious trauma is likely? • Do team members feel that they have supports for their emotions and experiences of trauma and violence beyond EAP?		

Using the tool below, you will assign a rating of 1-5 or N/A for how strongly you agree with the indicators. Use the rating scale below:

1 Strongly Agree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	? Unsure	N/A Not Applicable

Indicator	Questions to Consider	Rating	Comments
Signs and other visual materials	• Are there signs and visual materials that show different ages, cultures, abilities, gender expressions and relationship types in positive ways? • Do visual materials avoid language or images that could cause trauma or be stigmatizing?		
Physical Space – comfortable and inviting	• Is there enough space for people to feel like their personal space isn't being crowded. • Are there private spaces for team members and others to discuss sensitive issues or concerns. • Is the atmosphere calm? Think about how the sights, sounds and smells around you might affect everyone.		
Everyone has a voice in how the physical space can be made to feel safe and welcoming.	• Is feedback regularly collected about the space and the best way for it to feel safe and welcoming? • Is neurodiversity considered in the space design? • Are there both public and private ways for people to express this information?		

Using the tool below, you will assign a rating of 1-5 or N/A for how strongly you agree with the indicators. Use the rating scale below:

1 Strongly Agree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	? Unsure	N/A Not Applicable

Indicator	Questions to Consider	Rating	Comments
All data collection practices are done in a TVI and culturally safe way.	• During data collection - both from a human resources and care perspective - are completed in a safe and culturally informed environment. • Data is collected with consent only - and with continued check-in's about potential triggers.		
All procedures and care practices are guided by policies that are culturally informed, TVI and inclusive.	• Policies and procedures are in place to support all care practices from the lens of TVIC, cultural safety and inclusivity.		
Disclosures of trauma or violence are immediately provided with comprehensive support.	• Policies and procedures are in place to guide immediate support for both team members and people being cared for who disclose a traumatic or violence experience - both current and past.		

Using the tool below, you will assign a rating of 1-5 or N/A for how strongly you agree with the indicators. Use the rating scale below:

| 1 Strongly Agree | 2 Disagree | 3 Neutral | 4 Agree | 5 Strongly Agree | ? Unsure | N/A Not Applicable |

Indicator	Questions to Consider	Rating	Comments
All team members use respectful and non-judgemental language when speaking to each other and the people they care for.	• All team members are aware of the importance of the language we use. • Regular discussions about respectful language help team members to be informed. • Guides like this are available: Language matters (Dalhousie University, 2022)		
Our organization has a formal statement, policy or values statement foucusing on the need to account for potential trauma/structural violence and how care will be provided.	• Are team members aware of this policy/values statement? • Is it posted where everyone can see it?		
Clear process to handle crises and/or to minimize or de-escalate potentially (re)traumatizing situations.	• There are clear processes with policies and procedures to handle situations that could potentially (re) traumatize team members or people being cared for. • Team members know how to start de-escalation "in the moment".		

Based on your ratings in the tool above, develop a minimum of 3 and max of 5 improvement action priorities that would improve the areas not rated highly above.

Action Item/Area	Action Plan (Include: What resources would be required, who should lead this change and how long you think it would take to complete)

This learning activity has been adapted from the following resources:

Canadian Public Health Association | Association Canadienne de Santé Publique. (2020). Trauma- and violence-informed care toolkit. https://www.cpha.ca/trauma-and-violence-informed-care-toolkit

Canadian Medical Protective Association (2021). Cultural safety. https://www.cmpa-acpm.ca/en/education-events/good-practices/professionalism-ethics-and-wellness/cultural-safety

Healthcare Excellence Canada (2023). TeamSTEPPS Canada Essentials Course. https://www.healthcareexcellence.ca/en/what-we-do/all-programs/teamstepps-canada-essentials-course/?gad_source=1&gclid=CjwKCAjwzN-vBhAkEiwAYiO7oCNQyOgvhqBEnJBDmog7DlWixEWIfj7WSHCwMO3npiyHT3HCIgjP6hoCpvwQAvD_BwE