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Service Delivery Approach

Trauma and violence-informed approaches are strategies and frameworks designed to acknowledge and address the intricate relationship between trauma, violence, and adverse health outcomes. By adopting these approaches, organizations and service providers aim to enhance safety, agency, and resilience among individuals seeking assistance to deal with experiences of violence. At their core, trauma and violence-informed approaches adhere to several fundamental principles in both policy and practice:

- 1. Understanding Trauma and Violence:** Recognizing the profound impacts of trauma and violence on individuals' lives and behaviors is essential. This involves acknowledging the complexities of these experiences and their lasting effects.
- 2. Creating Safe Environments:** Establishing emotionally and physically safe environments is paramount. This includes implementing measures to ensure that individuals feel secure and supported throughout their interactions with service providers.
- 3. Promoting Choice, Collaboration, and Connection:** Encouraging individuals to participate actively in decisions regarding their care is crucial. Collaboration fosters a sense of empowerment and facilitates trust between service providers and clients. Additionally, facilitating connections to supportive networks and resources can aid recovery.
- 4. Emphasizing Strengths and Building Capacities:** Adopting a strengths-based approach involves recognizing and leveraging individuals' strengths and abilities. Service providers can empower clients to develop coping mechanisms and resilience by focusing on strengths rather than deficits.

Ultimately, the overarching goal of trauma and violence-informed approaches is to mitigate harm and promote healing for those accessing services. By integrating these principles into policies and practices, organizations can create more supportive and effective systems of care for individuals impacted by trauma and violence.