



Table 1. Six Principles of a Trauma-Informed Approach^{26,27}

PRINCIPLE	DEFINITION	EXAMPLES IN PRACTICE
Safety	Ensuring physical and emotional safety among patients and staff.	<ul style="list-style-type: none"> • Allow patients to define safety and ensure it is a high priority of the organization. • Create calm waiting areas and exam spaces that are safe and welcoming. • Respect privacy in all interactions.
Trustworthiness and Transparency	Conduct operations and decisions with transparency with the goal of building and maintaining trust with patients, family members and staff.	<ul style="list-style-type: none"> • Provide clear information on services. • Ensure informed consent. • Schedule appointments consistently.
Peer Support and Mutual Self-help	Promote recovery and healing by valuing and applying lived experience of peers and individuals with trauma histories.	<ul style="list-style-type: none"> • Facilitate group and partner interactions for sharing recovery and healing from lived experiences. • Include peer supporters in health teams as navigators.
Collaboration and Mutuality	Make decisions in partnership with patients and encourage shared power between patient and provider.	<ul style="list-style-type: none"> • Give patients a significant role in planning and evaluating services.
Empowerment, Voice and Choice	Patients retain choice and control during decision-making and patient empowerment with a priority on skill building.	<ul style="list-style-type: none"> • Create an atmosphere that allows patients to feel validated and affirmed with each contact. • Provide clear and appropriate messages about patients' rights, responsibilities and service options.
Cultural, Historical and Gender Issues	The organization embeds principles of diversity, equity and inclusion to deliberately move past cultural stereotypes and biases and incorporate policies, protocols and processes that are responsive to the racial, ethnic, cultural and gender needs of patients served.	<ul style="list-style-type: none"> • Ensure access to services that address specific needs of individuals from diverse cultural backgrounds. • Display messages in multiple languages to ensure everyone feels welcome. • Provide gender responsive services. • View every policy, practice, procedure and interaction through a lens of diversity, equity and inclusion.

²⁶ Adapted from SAMHSA. (2014). SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. U.S. Department of Health and Human Services Publication No. (SMA) 14-4884

²⁷ Trauma-Informed Community Initiative of Western New York. (2017). Retrieved from <http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/community-partnerships-initiatives/trauma-informed-community-initiative.html>