

Maintain awareness of the prevalence and effects of trauma for staff

1

- We are aware that many staff may have their own trauma history and may not have disclosed this.
- We remain aware of the experiences of vicarious trauma for all staff and offer increased support when trauma experiences related to work are impacting team members. Through our benefits program, we offer counselling services when needed.

Safety for staff is a priority: we act in ways that make us trustworthy

2

- We proactively foster physical safety with regular reviews and audits of safety measures and policies.
- We maintain professional boundaries with our staff, acting as models in this regard.
- We maintain confidentiality in discussions with staff, modeling an approach that dissuades gossiping and judgmental statements about others.
- We provide staff a place to bring forward their struggles without judgement nor punishment; we invest in skill-building and development.

We promote collaboration across all levels of the organization

3

- We actively seek out ideas and feedback from the staff to improve services and team development.
- We consistently offer opportunities for staff to contribute to strategic directions and day-to-day operations.
- We model respectful, collaborative approaches, mindful of our words, body language and tone.

We promote strengths and skill-building in our team

4

- We acknowledge that all staff have strengths and skills to contribute to the organization.
- We offer training opportunities and invest in the professional development of all staff.
- We maintain regularly scheduled supervision with team members.
- We encourage work-life balance that allows for staff to be healthy and maintain wellness in their roles.
- We offer constructive and encouraging feedback; performance reviews are opportunities to identify areas of growth and promote learning and skill-development.

We model and promote self-care and self-awareness

5

- We maintain healthy work-life boundaries, both for our own well-being, and as models.
- We know our own indicators of stress, burn-out, and vicarious trauma, so that we may recognize and attend to them when needed.
- We have identified self-care strategies, and access these on a regular basis.