We believe that women and girls are resilient and capable of healing from experiences of trauma and violence.

— YWCA Toronto staff member

The Trauma Informed Development Education program (TIDE) is supporting integration of trauma-informed practice across YWCA Toronto. This project has been made possible by a financial contribution from The Public Health Agency of Canada. The views expressed herein do not necessarily represent the views of PHAC.
OUR COMMITMENT
Safety, choice, collaboration
YWCA Toronto is committed to trauma-informed practice and to ongoing organizational development and quality improvement.

- We recognize that many women who come to our programs have current or past experiences of trauma.
- All our staff learn about the signs of trauma and how to help girls and women develop new skills for coping.
- We offer connections to other community supports for healing and care.
- We work to ensure that all program participants experience safety, dignity and respect.
- Our staff have opportunities to practice wellness and coping strategies themselves, so they can care for themselves and better support women.
- As an organization, we continuously review our policies and procedures, and welcome new ideas on how to make our services safe for all.

WHAT IS TRAUMA?
Trauma involves a single experience, or repeated or multiple experiences, that overwhelm a person’s ability to cope or integrate the ideas and emotions involved in that experience.

Trauma can result from:
- child abuse and neglect
- witnessing violence
- accidents
- natural disaster
- sexual assault
- war and refugee experiences
- intergenerational events

WHAT IS TRAUMA-INFORMED PRACTICE?
Trauma-informed practice integrates an understanding of the effects of trauma on individuals, families, and communities into all aspects of programs, services, and organizational culture.

As a trauma-informed organization, at YWCA Toronto we strive to:
- be welcoming
- offer choices to program participants
- create safety for everyone, including staff
- offer opportunities to learn wellness and coping skills to support healing and resilience
- connect people to needed services
- focus on people’s strengths
- offer compassion and kindness

Trauma can affect:
- development
- how people cope and survive
- patterns of substance use
- physical health
- mental wellness
- social connections
- social involvement

Trauma-informed practice is recognizing the degree and the impact of trauma in the lives of the people we work with, incorporating it into everything that we’re doing.

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