

Trauma-Informed Care Approach

Providing a physical setting and interpersonal interactions that promote a sense of **safety** for clients and staff.



Safety

Operations and decisions are conducted with **transparency** to build and maintain **trust** with clients, staff, and the community.



Trustworthiness & Transparency



Peer Support

Peer support and mutual self-help are key vehicles for healing. Individual experiences and stories are valued as they create hope and build trust.



Collaboration & Mutuality

Everyone has a role to play in trauma-informed approach. Healing happens when there is **collaboration** and sharing of power and decision-making.



Empowerment, Voice & Choice

Individual strengths and experiences are recognized and built upon. **Empowering** everyone and giving them a **voice** and a **choice** leads to healing.

Moving past cultural biases and recognizing and addressing **historical** trauma to offer services responsive to clients' **gender**, racial, ethnic and **cultural** needs.



Cultural, Historical, & Gender Issues

Every woman who comes to The Sophia Way shelters benefits from our case managers' compassionate, individualized guidance.

Staff and case managers partner with women, using the six guiding principles of trauma-informed approach – Safety, Trustworthiness & Transparency, Peer Support, Collaboration & Mutuality, Empowerment Voice & Choice, and Cultural, Historical, & Gender Issues – and building a caring relationship with them.

The approach focuses on a woman's lived experiences: "What may have happened to her?" instead of an assumption: "What is wrong with her?" In addition, the approach recognizes and understands that there is a physical, social, and emotional impact of trauma on the client and the staff who help them.

The trauma-informed approach reduces further trauma and retraumatization, emphasizes healing, and encourages women to develop stronger coping skills.