



Staff Wellness Initiatives Using a

Trauma and Violence Informed Care Approach

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Who We Are

The London Cross Cultural Learner Centre (CCLC) was founded in 1960 by a group of global villagers from Western University with the desire to share their cross-cultural experiences from the Third World with those at home in Canada.

In 1968, the global education centre was opened as a pilot project to train volunteers on cultural diversity. As globalization began to take hold, many newcomers came to London to find a new and better life. The CCLC evolved and became London's leading newcomer resettlement agency.

Today, the CCLC is a registered charity with over 100 employees. Our extensive experience is focused on helping Government Assisted Refugees, Refugee Claimants, and other vulnerable newcomers settle, integrate, and succeed in the London community. We address their immediate needs as well as foster long-term community engagement through a wide range of activities. We work to enrich our community through services and advocacy, furthering the success and sense of belonging of newcomers and individuals from diverse backgrounds.



Our Culture



What is Trauma and Violence Informed Care?

- Providing services in a manner that is welcoming and appropriate to the special needs of trauma survivors
- Preventing harm by creating a safe environment
- Using "universal precautions" - limiting disclosure of a history of trauma/violence
- Being accountable as an organization and individual service provider





Principles of Trauma and Violence Informed Care



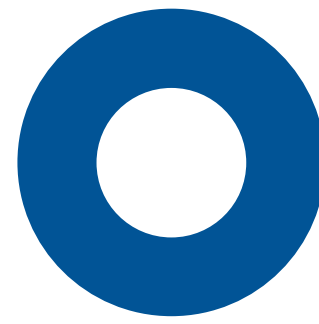
- Understand trauma, violence, and its impacts on people's lives and behaviours
- Create emotionally and physically safe environments for all clients and providers
- Foster opportunities for choice, collaboration, and connection
- Use a strength-based and capacity-based approach to supporting clients

HOW DO YOU PROVIDE TVIC?

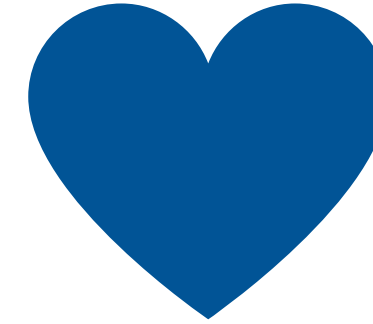


Trauma is the rule,
not the exception

Everyone has been
affected, even if not
disclosed



Understand the
impacts of trauma &
providing a safe
space



Support individuals
by helping them
understand their
triggers and support
coping strategies



Key Shift

What's wrong with you?

Versus

What happened to you?



TVIC Committee

- Started in 2017-2018
- Mentorship and Partnerships:
 - CMHA Thames Valley Addiction and Mental Health Services
 - GTV Incubator, Equip Healthcare, Western University
 - *Organizational Implementation of Trauma and Violence Informed Care* (Tanaz Javan, PhD), Western University
- Monthly Meetings
- Department representatives in various roles
- Regular activities:
 - Built capacity to have committee members who are TVIC trainers
 - Regularly review training materials
 - New staff training and contractor trainings
 - Annual refresher and supplemental trainings (debriefing, de-escalation etc.)
 - Recently we have partnered to do external workshops and webinars



Workload Review Project

- An initiative set up by CCLC HR to examine workload as part of an overall psychologically safe workplace practice
- Process:
 - Met with a working group of 2-3 staff with the same role, their manager and HR – a consensus-based process
 - Identified and agreed to reasonable estimates:
 - For example, discussed areas like what are the main components of the role, how is the work done, weekly breakdown and time allotments of tasks, the unique stressors of the role = Reasonable Workload
 - Currently in the implementing phase

Why is this Important?



- If you have a measure, you're able to reflect – why do I feel pressure to work beyond capacity?
- Importance of everyone being on the same page as to a reasonable workload
- Take the pressure off employees and managers, takes out the “guesswork”
- Ideally less stress and burnout



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Great Places to Work

- Definitive standard as to what makes a great workplace
- The survey is sent to staff during a specified 2-week period
- Trust Model (credibility, respect, pride, camaraderie, fairness)
- Certification (survey results over 70%)
- Must recertify every year
- Currently in the implementation phase

A group of business professionals in a modern office setting, smiling and engaged in conversation. The scene is brightly lit with large windows in the background. A woman in a light-colored blazer is on the left, smiling towards a man in a dark suit and glasses. In the foreground, a man in a dark suit is seated, looking towards the group. Another man in a dark suit is seated behind him, also smiling. The office has a clean, contemporary feel with orange accents on the chairs.

Why is this Important?

- Assess and benchmark against the best workplaces in Canada
- Focus on trust building
- Objective and external assessment
- Opportunities for self-reflection of staff
- Opportunities for the organization to improve



Trauma-Informed Workplace Assessment Tool

- The purpose of the Trauma-Informed Workplace Assessment tool through the Crisis & Trauma Resource Institute (CTRI) helps evaluate, understand, and discuss how your organization can become more trauma-informed
- Measures 5 key principles that trauma-informed workplaces embody (promote awareness, shift attitudes, foster safety, provide choice, highlight strengths)
- 68 Responses, identified *Shifting Attitudes* as an area of concentration

Why is this Important?



- Engagement throughout the organization
- Creates a benchmark to measure ourselves
- Trusted source and objective measure
- Highlight specific areas organizationally we want to focus on

Lessons Learned

- Importance of focusing on staff wellness
- Building capacity and sustainability
- When to bring in external trainers/facilitators/tools etc.
- Importance of focusing on specifically building trust
- Engagement throughout the organization





Contact Us

For any questions or clarifications on our presentation.

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