

Person-Centered Trauma-Informed Care (PCTIC) in Action



Examples of Anchoring Safety (Physical & Emotional):

- Asking what safety means to the individual
 - Viewing trauma-related symptoms/behaviors as attempts to cope
 - Considering the where and when interview/service is occurring
 - Having awareness of an individual's discomfort or unease
 - Utilizing compassion
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Examples of Anchoring Trustworthiness:

- Providing clear information as to how any information collected will be used
 - Communicating reasonable expectations and providing role clarity
 - Maintaining a commitment to confidentiality and individual privacy
 - Expressing patience, acceptance and reflective listening
 - Building relationships through respect and rapport
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Examples of Anchoring Choice:

- Building in choices during service provision (i.e. it's okay not to answer, choice to take a break, where to sit, etc.)
 - Respecting individual right to choose by giving choices/alternatives
 - Informing individual about choices and options available to them
 - Supporting individual to make their own choices
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Examples of Anchoring Collaboration:

- Identifying tasks that can be worked on together
 - Seeking ideas and feedback from individuals regularly
 - Communicating respect for life experience and history
 - Giving individual preferences/priorities substantial weight
 - Promoting shared decision making
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Examples of Anchoring Empowerment:

- Noticing what has already worked for an individual
 - Using strengths-based, solution-oriented language
 - Ensuring individuals have a voice in what they are seeking/hoping
 - Interactions are validating and affirming
 - Letting individual take responsibility for their care
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