

## Trauma-Informed Crisis Support

### Values and intentions:

- Honor each person's wholeness
- Provide culturally responsive support
- Preserve dignity and choice
- Use person-first language
- Avoid retraumatization
- Be present and non-judgmental
- Remain connected and caring
- Provide access to our services and supports

### What might it look like for someone who is experiencing distress or crisis?

- My experience is validated and understood
- I am believed
- Responses to me feel culturally resonant because others listened to what I shared
- I have flexible options
- What I say is important or helpful to me is trusted, remembered, and used in my support
- The person supporting me lets me know what they can and cannot do in clear plain language
- I can set boundaries about what I can and can't do (and will and won't do)
- My coping strategies are respected

### What might it look like for a person supporting someone experiencing distress or crisis?

- I know that I am not alone
- I can ask for help and receive it
- I have ways to get grounded or centered
- I know what my organization's policies are and feel like they help
- I can set boundaries about what I can and can't do
- I have information from the person I am supporting about what is (or is not) helpful to them
- I have timely space to be reflective and talk through what happened

### What tools help us provide trauma-informed crisis support?

- Organizational policies and practices
- Supports for advocates
- Attention to physical and sensory environments
- Ideas for when someone can't tell us what they need