



### Attitudes and Assumptions

Trauma informed care is provided by humans for humans though it seems a little silly to point it out. Yet as humans, we come with our own way of doing things that can challenge how we interact with and provide services to people who have been through traumatic experiences.

Attitudes and assumptions come through in our communications with others so it is important to examine just what drives us. In addition, exploring one's assumptions about trauma experiences, how people are impacted and how people recover will help to set the right tone for the interaction.

#### **Attitude:**

- How would I be feeling if I was this person?
  - Do you believe recovery is possible?
  - Are you prepared (mentally and emotionally) for the journey?
- How would I want to be treated?
  - Do you view this person as able to change, learn and grow?
  - Do you see hope for this person?
  - Do you see the humanity in this person?
- Why do I think and feel this way?
  - How must my perception change?
- Do I have the facts I need or am I making an assumption?
- Are my attitudes affecting the care I provide? If so, how?
- Are my personal beliefs, values, and life experiences influencing my attitude?

#### **Actions:**

- Reflect on these questions as part of your everyday practice.
- Discuss with team mates and colleagues how provider attitudes and assumptions can influence the care given.
- Help to foster a culture that values questioning and discussion.

*Adapted with permission: Patient and Family Centred Care Resource Kit, Alberta Health Services; the Trauma-Informed Toolkit, Klinik Community Health Centre; the Trauma-Informed Practice Guide, BC Provincial Mental Health and Substance Use Planning Council.*

