

Practice analysis


PUTTING TRAUMA AND VIOLENCE- INFORMED PRINCIPLES INTO PRACTICE

Meet Jane and Marie. Read their stories and identify if there is implicit bias in the way they are described. Reflect on how you might re-tell each story to change the language.

What might services providers do to support them, using trauma and violence-informed approaches?

Two sample analysis are on the next two pages to show one person's ideas and possible rewrites. You might see other elements and interpret the stories in other ways.





JANE

Jane is 26-year-old woman with developmental disabilities. Since discharge from her group home three years ago, she has had a series of unsuccessful housing placements followed by periods of homelessness. Jane is well known to shelter and services because of difficult relationships she chooses to be in. Jane is “hard to serve” because of her non-compliant behaviours and very poor hygiene. As a result, Jane has been banned from some services and the homeless shelter. Jane does not have a family support system. Jane is back in the women’s shelter refusing to shower or change her clothes.

IMPLICIT BIAS		CHANGE THE LANGUAGE	TVI PRINOPLES
“ unsuccessful housing placements ” suggest that Jane is to blame when homeless	←	Jane has not been able to secure housing and has had homelessness	There is a reason for Jane’s behaviour
“ difficult relationships she choose to be in ” implies that it is her fault she is in a difficult relationship	←	She has experienced some difficult relationships	Ask how to make it safer for her
“ hard to serve ” suggests it is her fault she has trouble accessing services and that she had to be “banned”	←	Services are not meeting her needs	Spend time connecting
“ non-compliant ” she won’t do what we want her to do	←	We have not yet figured out how to help her	Give her options and listen carefully
“ refuding to shower or change her clothes ” Jane is a problem for the shelter	←	We want to understand what she is trying to tell us	Recognize the strength it took her to get to you



MARIE

Marie is a 32 year old woman who relocated from Cameroon to a more isolated NWT community several years ago with her then partner who was working for a local contractor. Her first language is French. Marie is very withdrawn, will not meet shelter worker eyes, and is evasive of any questioning. She does not connect with other women and seems to not be eating. Shelter staff feel she is unappreciative of their efforts to engage her and tend to leave her on her own. Marie's time in the shelter is coming to an end soon.

IMPLICIT BIAS		CHANGE THE LANGUAGE	TVI PRINCIPLES
"Is withdrawn and will not meet shelter workers" suggests that Marie is uncooperative	←	Shelter staff haven't connected with Marie yet	Welcome Marie who is so far from home
"is evasive of any questioning" Implies she is not being honest	←	Language may be an issue or she may not fully trust us	Find an interpreter who speaks French
"does not connect and isn't eating" Implies she is not friendly or social	←	Marie is far from home and her language	Spend time connecting
"unappreciative of their efforts" suggests resentment of her by shelter staff	←	Staff are not sure if they have been helpful	Ask what food she likes
"Marie's time in shelter is coming to an end soon" sounds like "good riddance"	←	Staff are working to put next steps into place with Marie	Recognize the strength it took her to get to you