

# Trauma-Informed Care Code of Conduct

In alignment with LiveWell San Diego, the Trauma Informed Code of Conduct, facilitated by Clinton Health Matters Initiative, was developed by young adults from Project A.W.A.R.E., Just in Time for Foster Youth, and Youth Empowerment. It is a statement of their expectation about how children, youth, and families should be treated by government agencies and communities of support who interact with them. An organization that adopts the Code of Conduct commits to ensuring that its policies and staff

practices meet the standards below, and has a system of accountability to make sure that this is true.

Adopting organizations commit to apply trauma-informed care practices to ensure that their interactions, behaviors, services, and communities of support are accountable to avoid worsening the effects of trauma, to support youth in building resilience, and in being balanced, healthy, and empowered. Adopting organizations view each person as creative, resourceful, whole, and more than just a number.

## ADOPTING ORGANIZATIONS WILL ADHERE TO THESE PRINCIPLES:

### Safety

#### A safe and open-minded place where I feel welcome

- a. Nurtures a reliable environment with respect for privacy and self-expression
- b. Maintains nonviolent environment free of intimidation
- c. Respects confidentiality unless permission is given (unless someone is harming you, you are harming yourself, or you are harming someone else)

### Individualized Support

#### Assists me and considers the factors affecting my situation

- a. Implements a welcome process to the organization and community
- b. Builds mutually beneficial partnerships to promote successes and coach people to reach personal goals
- c. Connects people with services and partners, or offers alternatives until needs are properly addressed
- d. Views each person as creative, resourceful, whole, and more than just a number

### Effective Communication

#### Providing me with clear and consistent information

- a. Ensures needs are met with an appropriate level of urgency, prioritization, and follow-through
- b. Provides accessible means of communication, with appropriate measures taken for privacy (e.g. in-person, phone, email, social media)
- c. Maintains transparency about the organization's processes, and explains actions taken in any high-stress situation
- d. Utilizes a process to provide constructive feedback to the organization, and ensures steps are taken for improvement when appropriate

### Supportive Staff

#### Is kind and has a true and genuine passion for helping me

- a. Integrates trauma-informed care training and awareness
- b. Reflects the community served (e.g. lived experiences, ethnicity, race, gender, social status)
- c. Values everyone regardless of gender, race, sexual orientation, social status, religious and personal beliefs, or culture
- d. Offers a considerate, honest, and empathetic community that can be relied on

