

Firelands Counseling & Recovery Services is a committed Trauma Informed Care Partner and is operating in a trauma informed manner by:

Leadership structures established demonstrate support for the voice and participation of people using their services who have trauma histories.

Written policies and procedures include a focus on trauma and issues of safety and confidentiality.

Written policies and procedures recognize the pervasiveness of trauma in the lives of people using services, and express a commitment to reducing re-traumatization and promoting well-being and recovery.

Policies demonstrate a commitment to staff training and providing services and supports that are trauma-informed.

Physical environment promotes a sense of safety, calming, and de-escalation or clients and staff.

Staff are trained and strategies are in place to help those served feel comforted and empowered.

Training and development is established to address emotional stress that can arise when working with individuals with traumatic experiences.

Staff are trained on trauma, its impact, and strategies for trauma informed approaches across the agency.