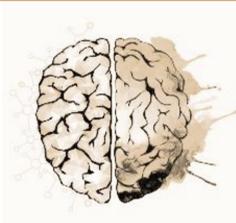


Caring For Vulnerable Populations During a COVID-19 Public Health Emergency

Population Care Guidelines

Trauma and Violence Informed Practice (TVIP)



TVIP recognizes that services are provided in ways that value an individual's need for physical and emotional safety, as well as choice and control in decisions affecting one's treatment. Indeed, it is the application of three core concepts of person and family centered care; dignity and respect, information sharing and participation.

- 1. Trauma Awareness:** Trauma is a common experience that people experience, and it can be central to personal development. People make a wide range of adaptations to cope and survive trauma, which result in a range of physical and mental health concerns.
- 2. Safety and Trustworthiness:** Emphasis on physical, emotional and cultural safety is crucial. Environments where individual safety, choice and control is essential.
- 3. Opportunity for Choice, Collaboration, and Connection:** Individual care must focus on self-determination, dignity and personal control. As safe connections and interactions are created, it may serve as a reparative experience for individuals coping with trauma.
- 4. Strength Based and Skill Building:** Care providers partner with clients to identify strengths, and develop self-efficacy, agency, resiliency and coping skills.

Harm Reduction



Harm Reduction is both a set of service delivery practices, and a fundamental philosophical approach to providing equitable health promotion, illness & injury prevention, treatment and care across all areas of health care. There are 6 Guiding principles:

- 1. Peer Involvement:** A peer is someone who may experience health harms related to drug use or sexual activity. Peers have a lot of knowledge and experience and must be involved in creating and delivering services for others.
- 2. Priority of Immediate Goals:** Meet the client "where they are at" & their most pressing needs.
- 3. Focus on Harms:** The goal is to decrease potential harms related to an activity, not to stop people from doing certain activities.
- 4. Maximize Intervention Options:** By providing prompt access to a broad range of services, harm reduction helps keep people alive and safe.
- 5. Human Rights:** respects the basic human dignity of people regardless of their activities, & emphasizes a person's right to choice & responsibility for their actions.
- 6. Pragmatism:** Substance use & sexual activity happen in all communities, can have benefits for individuals, but can also have harms. We need to do everything we can to reduce any harms.

Culturally Safe Care



Cultural Safety reduces barriers to care, increases the quality and safety of services, positively impacts patterns of service utilization, improves clinical outcomes and leads to fewer disparities in health status between Indigenous and non-Indigenous people. There are 3 areas in which healthcare can be transformed:

- 1. Inclusion of Indigenous Knowledge and Expertise in Health Care:** Indigenous communities are central in the identification, development, delivery and evaluation of health services for Indigenous people.
- 2. Welcoming and Acknowledgment of Traditional Territory:** Indigenous people's connection to traditional and unceded territories is recognized as an integral component to Indigenous health, well-being and care.
- 3. Right to Traditional Medicines:** Indigenous cultural practices are included in culturally competent health care delivery for Indigenous people. Indigenous people have an inherent and recognized right to access cultural practices as part of their health care plan.