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Building Trauma Informed Workplaces: Trustworthiness

One of the guiding principles of the trauma informed approach is trustworthiness. This principle refers to the degree to which decisions are made with transparency with the goal of building and maintaining trust with clients/ learners, among staff, and others involved in service delivery.

The existence of trust, or lack of it, is a foundational component of any interpersonal relationship, which is also central to how we engage with our clients and with each other in the workplace. As we work toward building trauma informed workplaces, we must also seek to understand how to build trust with people we work with. Remember that trust from clients/ learners needs to be “earned”, especially if they experienced trauma before.

Self-reflection: Are you an “automatic truster”- someone who trusts the other party unless something happens to break that trust- or an “evidence-based truster”- someone who approaches a new relationship with distrust as the default? Both are valid ways; don’t assume that others trust in the same way we do. Understanding your own approach to trust will help you tailor a strategy that works for you in creating a trusting environment for your clients and team members.

Clarity, consistency and follow through: From their initial contact onwards, all service users need to know what a service could and could not do for them. It is also important to have clarity with regard to the boundaries of confidentiality and the circumstances under which these boundaries would be breached. Building trust is often about following through on doing what you say you intend to do and making sure your actions are consistent with your words. If you cannot follow through, you should take the time to explain why.

Transparency: Transparency is a powerful tool to build trust. Sharing information openly, candidly and regularly with people you work with reduces uncertainty about where they are headed with their action plans or service goals and why. Transparency also helps them stay motivated to work toward achieving their goals.

Reflection/Take-Aways:

Do’s and don’ts of trust building:

- ✓ Do listen actively
- ✓ Do maintain professionalism
- ✓ Do admit mistakes
- ✓ Do personalize
- ✓ Do ask for feedback
- ✗ Don’t overpromise and underdeliver
- ✗ Don’t be vague
- ✗ Don’t be inaccessible
- ✗ Don’t avoid difficult conversations
- ✗ Don’t neglect issues or complaints





Power of Words: Land Acknowledgement

“When we talk about land, land is part of who we are. It’s a mixture of our blood, our past, our current, and our future. We carry our ancestors in us, & they’re around us. As you all do.” – Mary Lyons (Leech Lake Band of Ojibwe)

The Land Acknowledgement is a starting point to voice support of Indigenous communities. It can be easy to take for granted that “colonialism is a current on-going process, and we need to build our mindfulness of our present participation”. Speaking the land acknowledgement is a way to inject awareness into one’s daily life of Indigenous presence and land rights, so that we may not forget it so easily. [\(Source: Native Government Centre\)](#)

Resources

- ◆ [Building Trauma Informed Workplace - Trust & Transparency](#)
- ◆ [How Trauma- Informed Practices can Create a Safe and Supportive Workplaces](#)
- ◆ [ToolKit - Trauma-informed Workplaces](#)
- ◆ [Why Trauma-informed Workplaces Are Necessary...](#)
- ◆ [Advancing Trauma-Informed Approaches in the Workplace \[Video\]](#)

Heritage Months/Days of Significance

March



Greek Heritage Month at the TDSB Greek Heritage Month has been celebrated across the school board since March 2015 when a motion was carried by our Board of Trustees meeting. The theme for this year is: “Greek Thought and Civilization: From Myth to Logos” «Ελληνική Σκέψη και Πολιτισμός: Από τον Μύθο στον Λόγο»

April



Latin-America History Month at the TDSB: The month of April is proudly recognized as Latin–America History Month at the Toronto District School Board. This year the focus and theme of 2024 is: "Weaving Our Legacies: Return to Our Collective Path | Enlazar Nuestros Legados: Volver a Nuestro Camino Colectivo."



Sikh Heritage Month at the TDSB: This year’s Sikh Heritage Month’s theme is Chardi Kala (The Positive and Uplifted State of Mind). According to Sikh beliefs, Chardi Kala is a state of mind that radiates positive energy, optimistic attitude, strong confidence, and virtuosity. With true belief in the supreme power of the Almighty and the oneness of humanity, this state of mind can pave a way for the well-being and happiness of all.