



Brockton and Area Family Health Team

Standard of Care: Our Framework and Philosophy of Care

What is care, and why define it?

By defining care, we offer clarity to both our patients and providers. By defining care, our providers can deliver Trauma Informed services in a consistent and agreed upon manner. By defining care, we can endeavour to create a level of predictability and understanding that supports a feeling of safety for our providers, and for the people accessing our services.

At the Brockton and Area Family Health Team, our group of healthcare and administrative professionals are committed to providing a safe environment. We believe that creating trust and safety in our work is essential, and we do this through establishing genuine and caring connections with each other and with our patients.

To provide Trauma Informed Services, we strive to create an environment of trust, safety, and meaningful connections by committing to:

- 1) Understanding how our personal wellness, insight, and healthy attachment to patients matters in the process of their healing.
- 2) Understanding how our own history and experiences can intersect and affect the care we provide and using strategies to recognize and mitigate unintended impacts.
- 3) Practicing self-reflection to be aware of personal patterns of thinking, feeling, and behaving that can directly affect our patients and our ability to work effectively with them.
- 4) Examining our values, biases, stereotypes, and prejudices, and recognizing that there are multiple perspectives, truths, and interpretations of events and experiences.
- 5) Being attentive to the dynamics of power and practices rooted in compliance, and continually evaluating them from an individual and organizational perspective to minimize the hierarchical structure of the relationship between the patient and the provider.
- 6) Providing care within our credentialed scopes of practice, exercising our knowledge, skills, and judgement. Team members that do not belong to regulated bodies will derive their scope of practice within the parameters of their job descriptions and organizational policies.
- 7) Continuous learning and reflection to improve our service delivery through a Trauma Informed framework.

When accessing our programs and services, we will:

- 1) Create space for patients to share their symptoms, feelings, and experiences in a safe and confidential setting.



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- 2) Collaborate with patients to provide Trauma Informed holistic and individualistic assessment, treatment planning, and service delivery to support patients in meeting their goals.
- 3) Recognize adaptive survival behaviours and explore the experiences that they derived from.
- 4) Consider the patient's life experiences, life circumstances, and cultural and socio-economic background when making referrals and discussing community resources.
- 5) Empower patients to be autonomous in the management of their health.

Our Philosophy of Care

We understand how care that is rooted in connection, compassion, curiosity and understanding, can help people to heal and stay well.