

**SOAR CONFERENCE**  
*Meeting Client and  
Stakeholder Needs on the  
Frontlines - Practical Tips for  
Addressing Conflict and Crisis*

Parkdale Queen West Community Health Centre

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# Working with diverse populations: Anti-Oppressive Practices

- Interdisciplinary approach
- Critically examine the power imbalance inherent in an organizational structure with regards to the larger social cultural and political context
- Develop strategies for creating an environment free from oppression, such as racism, homophobia, transphobia, sexism, classism, and other forms of discrimination



# Trauma Informed Practice

- Trauma informed services do not need to be focused on treating symptoms or syndromes related to trauma. Rather, regardless of their primary mission – to deliver primary care, mental health, addictions services, housing, etc. – their commitment is to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma.

Harris & FalLOT, 2001

- “Zero tolerance for violence” approach does not help the clients we work with



# Respect Policy – We value respect

You will be respected here no matter what your race, gender, sexual orientation, gender identity, disability, financial status, ancestry, record of offences, substance use or family status.

We expect everyone to be polite, patient, understanding, treat others with respect, and to value property.

We ask all community members to refrain from the following behaviour on our property:

- Substance use – alcohol and or/drugs
- Fighting
- Loud, intimidating behaviour
- Leaving personal items (e.g. couches, sleeping bags, etc.)

If you choose to ignore this policy, you will be asked to leave the property.

Repeated behaviour may result in being banned on the property expect to receive services.



# *Practical Tips for Addressing Conflict and Crisis*

Adapted from National Alliance on Mental Illness (NAMI) – Greater Des Moines

## DOs

- Be calm
- Speak slowly in a low voice
- Use short, simple sentences
- Listen to the service user's story
- Avoid sudden or quick movements
- Ask the person what they need
- Explain policy if appropriate
- Give firm, clear directions/options - one person should talk to the service user at a time

## DON'Ts

- Shout/raise voice
- Argue
- Stand too close
- Stare at the service user
- Touch the service user
- Be racist, homophobic, transphobic, sexist, condescending, or rude, etc.