

CLIMATE CAUCUS COUNCILLOR'S HANDBOOK

Trauma Informed Approach to Engagement

A Part of The [Community Engagement Councillor's Handbook](#)



Stay tuned for the up-to-date version of this resource!

This document is undergoing fact checks and updates... you will be able to access the new version in September 2025.

Consultation can be re-traumatizing when:

- Individuals are not given any choice, time to consider options, or if there is a lack of transparency and collaboration, constituting a lack of control.
- Power dynamics are enforced between the consultants and the people experiencing homelessness.
- Being asked to share a story multiple times or personal experiences
- If Individuals don't understand that consultation is optional.
- The wrong terminology or terminology that does not align with the individual's experience is used.

Tips to provide a trauma-informed consultation process include:

- Consider ways to ensure physical, emotional, and interpersonal safety.
- Create a consultation environment that does not reinforce power dynamics. For example, consultants could wear casual clothing and lead the consultation in a manner that is conversational and where consultees can also pose questions.
- Be transparent about the purpose of consultation and the level of influence people experiencing homelessness can have over decisions.

- As much as possible, empower consultees to have control over the consultation process, and make accommodations when requested to ensure their safety and comfort.
- Provide a peer support element that is available for consultees and encourages people experiencing homelessness to work together on issues of concern.
- Build a long-term, sustaining relationship with people experiencing homelessness that builds trust that the city is listening to their needs and cares about their experience.

For additional information: [SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach](#)