

Rebuilding Trust After a Violent Incident

Violent behaviour from a person in your care can be traumatizing and may affect the therapeutic relationship.

Similarly, the actions of workers responding to violent behaviour can be traumatizing to the person who was violent and can affect their trust in their caregivers.

The person who is violent may feel remorseful and embarrassed after the incident.

The person's view of their care and staff may also be affected.

Re-establish a therapeutic relationship by using trauma-informed principles to create a safe, non-judgmental space where the patient feels a sense of personal control and feels heard.

It's important to talk about any break in the relationship openly and with kindness.

If it's safe, working together and collaborating to find a way forward can help.

By focusing on choice, safety, and respect, healthcare workers can create a stronger and more supportive connection.

Working together to create a stronger sense of trust can help prevent a similar incident from happening again.

If possible, involve the person in the violence prevention planning process.

What are some questions you could ask the person to re-establish the therapeutic relationship?

Text on Screen:

A: "How can we work together to avoid this in the future?" And "How would you suggest working together to avoid similar challenges?"