

# Retraumatization

What Hurts?

## System (Policies, procedures, “the way things are done”)

- Having to continually retell their story
- Being treated as a number
- Procedures that require disrobing
- Being seen as their label (ie. Addict, schizophrenic)
- No choice in service or treatment
- No opportunity to give feedback about their experience with the service delivery

## Relationship (Power, control, subversiveness)

- Not being seen/heard
- Violating trust
- Failure to ensure emotional safety
- Noncollaborative
- Does things for rather than with
- Use of punitive treatment, coercive practices and oppressive language