

# intervention development guide

what's the presenting issue?

## **individual**

*do they have access or resources for care?*

## **organizational systems**

*are there SOPs in place that can address the issue?*

## **training & development**

*are there job-related skills that would help?*

## **community**

*how do guests play a role in this issue?*

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## training do's and don'ts

- DO focus on skills and resources
- DO educate on occupational health and hazards
- DO use training to communicate changes
- DO use your values as a guide

- DON'T ask people to share their trauma
- DON'T center personal experience
- DON'T try and heal people
- DON'T provide psychoeducation without professional oversight

**healthy pour**

helping you pour from a full cup