



### For Each Step...

1. **HOW**: Outline how your client interacts with the organization
2. **BARRIERS**: Identify stop-gaps at each step, do they currently exist? Which barriers have you broken down already?
3. **TOOLS**: Identify where they are needed? What might they be?

### Tips!

1. Put yourself in their shoes!
2. Be open-minded and trauma-informed!
3. Consider diversity: ethnic, cultural and societal factors!
4. Invite your colleagues to do the same!