

De-Escalating Conflict: A Trauma-Informed Approach

How CKT staff and volunteers respond in the moment with guests



Reframe the Question

Shift from "What's wrong with you?" to "What happened to you?"
— meeting behavior with curiosity, not judgment.



Prioritize Emotional Safety

Replace a punitive reaction with a calm, steady response that keeps the guest — and the room — feeling secure.



Speak With Intention

"You are safe here. We will work through this together." Language that de-escalates instead of confronts.



Lower Defensiveness, Build Trust

Leading with respect helps guests feel heard rather than attacked — reducing conflict before it escalates.

The Results: A Trauma-Informed Approach Is Working

Measurable change in guest, family, and community trust since the shift



40%+

INCREASE IN GUEST TRAFFIC

As the community feels safer, more neighbors are turning to CKT for support.



3

POLICE CALLS IN 2.5 YEARS

Down from 3-4 times a week before the trauma-informed shift.



Trust Rebuilt

PARENTS & GUARDIANS

Families now feel comfortable letting their teens volunteer alongside CKT staff.



Growing Network

COMMUNITY PROVIDERS

An exponential rise in Torrington-area providers willing to collaborate with CKT.

Growing Access to Local, Organic Produce

Thomaston no longer has a Farmers market.

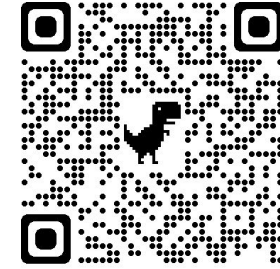
Farm market vouchers are hard to access, and availability markets can be difficult.

Donated fresh produce is limited in variety.

Identified and approached a small, organic, local grower and developed a plan for Spring plant starts and a voucher program for ongoing access to vegetables/herbs, during the growing season/ as long as the garden is producing.

- Vouchers are in \$5 increments, distributed \$20 / sheets, and replenished without limit
- Individuals shop directly at the garden and make their own selections.
- Dollars and Support stay with a local grower and bolsters local community relationships.
- Grower reimbursed periodically upon submission of vouchers.

Opened 9/23/2023
501(c)3
100% Volunteers
Town of Brooklyn Support



31 Tiffany Street, Lower Level Brooklyn, CT, 06234
(860) 779-3411 X311 Brooklyncares@brooklyncares.org

Food Pantry



Clothing Closet



Laundry Love



Grow an Extra Row Project!

Thank you to our local backyard gardeners for sharing their beautiful harvest and larger farmers who have shared with our shoppers! You make a difference!

**Start early when gardeners are planting seeds.
Advertise and thank often!**





Providing pathways
to hope that lead to
real solutions



ONE-STOP SHOP



Nutritious Food



Nutrition



Health



Career Services



Mental Health
Services



Youth Development



Recovery Services



Financial Freedom



School Readiness



SNAP Benefits

Stronger
Families.
Healthier
Communities.
Brighter
Futures.



**Bishop Jean Williams
Community Market**

857 Howard Ave. | Bridgeport, CT 06605



Who is CFAN?



City of New Haven
Food System Policy Division



St. Thomas More Soup Kitchen
Armory Community Garden
Mt. Hope Recovery Center Food Pantry

CFAN Advocacy

Quick Guide: Advocating to Elected Officials

1. Get organized
2. Decide what you want
3. Figure out what it will cost
4. Learn the political landscape & processes
5. Make a plan (with dates)
6. Create your documents
7. Find your champion(s)
8. Rally your supporters
9. Communicate, communicate, communicate
10. Get media coverage
11. Show up!
12. Follow up.

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CFAN 2025 Municipal
Legislative Agenda



CFAN Flyer for 2026 Municipal
Budget Hearings