

TRAUMA-INFORMED CARE

A Trauma-Informed Organization:

- **Realizes** widespread impact of trauma and understands potential paths for recovery.
- **Recognizes** signs and symptoms of trauma in clients, families, staff and others involved with the system.
- **Responds** by fully integrating knowledge about trauma into policies, procedures, and practices.
- Seeks to actively **Resist** re-traumatization.

Six Principles of a Trauma-Informed Approach

Principle	Definition	Questions
Safety	Throughout the organization, staff and the people they serve, whether children or adults, feel physically and psychologically safe	<ol style="list-style-type: none"> 1. Does staff feel safe? 2. Do people served feel safe? 3. What changes could be made to take everyone into account?
Trustworthiness and Transparency	Organizational operations and decisions are conducted with transparency and the goal of building and maintaining trust among clients, family members, staff, and others involved with the organization	<ol style="list-style-type: none"> 1. Do the people served trust staff? How do you know? 2. How can we promote trust throughout the organization? <i>Example: being authentic</i>
Peer Support	Peer support and mutual self-help are key vehicles for establishing safety and hope, building trust, enhancing collaboration, serving as models of recovery and healing, and maximizing a sense of empowerment	<ol style="list-style-type: none"> 1. Does your organization offer peer support? If so, how? 2. What are barriers to implementing peer support in your organization?
Collaboration and Mutuality	Partnering and leveling of power differences between staff and clients and among organizational staff from direct care to administrators; demonstrates that healing happens in relationships, and in the meaningful sharing of power and decision-making	<ol style="list-style-type: none"> 1. Can you think of examples from your agency of true partnership between staff and people served? 2. What about partnership between top-level administrators and line staff? <i>Example: No special parking for different levels of staff</i>
Empowerment, Voice, and Choice	Individuals' strengths and experiences are recognized and built upon; the experience of having a voice and choice is validated and new skills developed. The organization fosters a belief in resilience. Clients are supported in developing self-advocacy skill and self-empowerment	<ol style="list-style-type: none"> 1. Can you think of examples from your work setting of empowerment, voice and choice for people served? 2. What about for staff? 3. Can you think of policies or practices that do the opposite—that take voice, choice, and decision making away? Could any of these things be changed?
Cultural, Historical, and Gender Issues	The organization actively moves past cultural stereotypes and biases, offers gender-responsive services, leverages the healing value of traditional cultural connections, and recognizes and addresses historical trauma	<ol style="list-style-type: none"> 1. How does your organization offer cultural connections? 2. What gender-responsive services could be offered?



TRAUMA-INFORMED CARE EXERCISE

Principle	Questions	Answers
Safety	<ol style="list-style-type: none"> 1. Does staff feel safe? 2. Do people served feel safe? 3. What changes could be made to take everyone into account? 	
Trustworthiness and Transparency	<ol style="list-style-type: none"> 1. Do the people served trust staff? How do you know? 2. How can we promote trust throughout the organization? 	
Peer Support	<ol style="list-style-type: none"> 1. Does your organization offer peer support? If so, how? 2. What are barriers to implementing peer support in your organization? 	
Collaboration and Mutuality	<ol style="list-style-type: none"> 1. Can you think of examples from your agency of true partnership between staff and people served? 2. What about partnership between top-level administrators and line staff? 	
Empowerment, Voice, and Choice	<ol style="list-style-type: none"> 1. Can you think of examples from your work setting of empowerment, voice and choice for people served? 2. What about for staff? 3. Can you think of policies or practices that do the opposite—that take voice, choice, and decision making away? Could any of these things be changed? 	
Cultural, Historical, and Gender Issues	<ol style="list-style-type: none"> 1. How does your organization offer cultural connections? 2. What gender-responsive services could be offered? 	