

## The 6 Principles to a Trauma Informed Approach

### Assessment Tool

1 Non-existent	2 Insufficient	3 Improving	4 Adequate	5 Optimal
Domain has not been acknowledged by organization				Meets all qualifications central to area of competence; Plans for maintenance and sustainability are in place

Agency or Organization:		
<b>Safety</b>		
<i>“Throughout the organization, staff and the people they serve, whether children or adults, feel physically and psychologically safe; the physical setting is safe and interpersonal interactions promote a sense of safety. Understanding safety as defined by those served is a high priority”</i>		
<b>Core Competencies</b>	<b>Rating</b>	<b>Comments</b>
Has defined safety in the context of the clients served <i>Ex: Young children, refugee populations, etc.</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Integrates individual patient/client views of safety into treatment plans <i>Ex: Explaining a treatment plan to make sure patient understands why an invasive procedure is necessary</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Ensures that its physical environment promotes a sense of calming and de-escalation for staff and clients <i>Ex: Waiting rooms clean and comfortable, posters on the wall encourage conversation</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Has addressed and amended aspects of the physical environment and techniques for interacting with clients that may be re-traumatizing <i>Ex: Staff uses soothing and nonjudgmental tones</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	

Agency or Organization:

**Trustworthiness and Transparency**

*“Organizational operations and decisions are conducted with transparency with the goal of building and maintaining trust with clients and family members, among staff, and others involved in the operation”*

<b>Core Competencies</b>	<b>Rating</b>	<b>Comments</b>
Conducts organizational operations and decisions with transparency in order to foster trust with clients, family members, and among staff <i>Ex: Decisions and rationale are posted in a bulletin or newsletter</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Communicates rules, policies, and procedures clearly and consistently to staff members and clients <i>Ex: Materials are available in a multitude of languages</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Addresses the need to reduce power differentials among staff and clients <i>Ex: Overused displays of power (keys, security, etc.) are minimized, client and provider sit on equal levels when discussing</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	

## Peer Support

*“Peers’ refers to individuals with lived experiences of trauma, or in the case of children this may be family members who have experienced traumatic events. This type of mutual self-help is a key vehicle for establishing safety and hope, building trust, enhancing collaboration, and utilizing their stories to promote recovery and healing”*

Core Competencies	Rating	Comments
Actively makes peer support available through support groups, instructor-led education, or other form deemed appropriate by staff and client <i>Ex: Offers a space for guided peer support groups</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Is able to refer clients to resources outside the organization in the event that the types of services desired are beyond the scope of the work provided <i>Ex: Maintains a readily accessible, updated list of organizations that clients may need</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	

### Collaboration and Mutuality

*“Importance is placed on the leveling of power differentials between staff and clients and among organizational staff, demonstrating that healing happens in relationships and in the meaningful sharing of power and decision making. The agency recognizes that everyone has a role to play in a trauma-informed approach.”*

Core Competencies	Rating	Comments
<p>Ensures that <u>all staff</u> receive basic training on trauma, its impact, and strategies for trauma-informed approaches across agency personnel functions</p> <p><i>Ex: Janitors, receptionists..etc. all receive trauma training</i></p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
<p>Employs a system of communication with partner agencies for referral and information sharing that guarantees patients are receiving trauma-informed services across systems</p> <p><i>Ex: Electronic sharing database to compare notes and treatment plans</i></p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	

Agency or Organization:		
<b>Empowerment, Voice, and Choice</b>		
<i>“Throughout the organization and among the clients served, individual’s strengths and experiences are recognized and built upon. Organizations understand the important of power differentials and ways in which clients, historically, have been diminished in voice and choice. Clients are supported in shared decision-making, choice, and goal setting to determine the plan of action they need to heal and move forward. Staff are facilitators of recovery rather than controllers of recovery. Staff are empowered to do their work as well as possible by adequate organizational support.”</i>		
<b>Core Competencies</b>	<b>Rating</b>	<b>Comments</b>
Is aware that the experience of trauma may be prevalent across all staff personnel and people served <i>Ex: Provides a safe venue in which staff can cope with emotional stress that may arise</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Uses techniques that allow clients and staff to participate in shared-decision making, choice and goal setting <i>Ex: Staff asks the client about a realistic goal that they can set together</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Empowers staff through emphasizing self-care strategies <i>Ex: Staff engage in reflective supervision with someone other than their direct supervisor</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Allows clients served the opportunity to provide feedback to the organization on quality improvement processes <i>Ex: Anonymous feedback box in the waiting area</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	

### Cultural, Historical, and Gender Issues

*“The organization actively moves past cultural stereotypes and biases; offers access to gender responsive services; leverages the healing value of traditional cultural connections; incorporates policies, protocols, and processes that are responsive to the racial, ethnic, and cultural needs of individuals served; recognizes and addresses historical trauma.”*

Core Competencies	Rating	Comments
Recognizes and addresses gender-related physical and emotional safety concerns <i>Ex: A female client may feel unsafe with a male staff member, providing her with the option to change</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Offers access to gender-responsive services <i>Ex: There are procedures in place for responding to intimate partner violence</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Incorporates racial, ethnic and cultural needs of client population into agency-wide policies, protocols, and processes <i>Ex: Staff training address the ways identity, culture, community, and oppression can affect a person’s experience of trauma</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	
Realizes the importance of acknowledging historical trauma <i>Ex: Written policies and procedures recognize the prevalence of historical trauma</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	