

NTBHA

Trauma Informed Care

Helpful Checklist

How to Support Someone Who Has Experienced Trauma



✉ Person Centered Services

Are the people served:

- Called in the way they prefer on the telephone and in the waiting room?
- Referred by their name, gender, pronouns in their progress notes?
- The leader in what services they choose to receive?
- Allowed to express their individuality?
- Aware of their rights and how to report?
- Are given the opportunity to share feedback on the services they receive?
- Provided a strengths-based approach to care?
- Asked "What happened to you?" rather than "What's wrong with you?"
- Provided trauma-informed care that is adapted to meet the needs of the individual's cultural heritage and language?

✉ Leadership

- Does leadership buy into Trauma Informed Care Philosophy?
- Does leadership communicate internally Trauma Informed Care Philosophy?
- Does leadership communicate externally Trauma Informed Care Philosophy?
- Do job descriptions and job postings reflect Trauma Informed Care philosophy?
- Does the Hiring Process reflect including persons served?
- Does leadership communicate the clear expectation that all subcontractors will use trauma informed care practices?
- Does leadership promote proper self-care practices to promote wellness and to avoid secondary trauma issues with its employees?
- Does leadership involve people with lived experience in decision-making about services provided and opportunities for quality improvement?
- Does leadership ensure that all staff are trained in using trauma-informed care approaches to prevent and manage incidents?





✉️ Community Involvement

- Do staff promote Trauma Informed Care behavior in the community?
- Are staff involved in Trauma Informed Care community development?
- Does staff use culturally inclusive practices to promote and advocate for trauma-informed care in marginalized populations in the community?

✉️ Professional Staff

- Do all staff engage in Trauma Informed Care training - how is this documented?
- Do all staff understand the importance of self-care?
- Do staff supervision practices align with Trauma Informed Care?
- Do staff utilize Trauma Informed care evidenced based practices?
- Do job advertisements include a preference for experience with or knowledge of trauma informed care practices?
- Does staff have strategies in place to address aggression between staff and between staff and client?

✉️ Buildings and Offices

Are the buildings and Offices

- Safe?
- Culturally sensitive?
- Warm and inviting?
- Are there two waiting rooms so that if an individual feels uncomfortable in one waiting room they can go to the other?

✉️ Performance Improvement and Evaluation

- Are trauma Informed care practices included in employee performance evaluation?
- Does the organization have a process to ensure fidelity to trauma-informed evidenced based practices?
- Is the organization committed to continuous quality improvement in providing trauma-informed care and has processes in place (data reports, etc.) to monitor this?
- Does staff supervision include practices aligned with trauma-informed, resilience-oriented care?