

Discussion Prompts
Applying Principles of Trauma-Informed Care in Service Environments: Sharing Power and Building Partnerships

Safety:

Consider your service environment. What efforts does your site make to create a sense of calm and safety in the environment? What improvements could be made?

What happens when there is a breach of safety in the environment, like yelling between people, a fire, need for emergency personnel?

What about other environmental lapses, like missing light bulbs, slippery floors etc.?

How do staff, providers and administrators show an interest in accepting feedback about problems with safety in the environment?

How do they show that action is being taken?

Trustworthiness and Transparency:

How is paperwork (consents, measures, insurance forms) explained to clients?

How do staff, providers and administrators demonstrate good follow-through on their commitments?

If you say, "Two weeks wait for services" is it really two weeks? If not, do you follow up to inform clients about a longer wait?

How are errors/complaints of any type handled?

Is there a clear and responsive complaint process?

What happens where there are errors made that negatively affect clients?

Peer Support:

How does your site demonstrate that it places value on peer relationships?

Does your site have an orientation process that incorporates peer support?

Do you have peer support groups or demonstrate support for naturally-occurring support groups, like those that occur in the waiting room?

Do providers demonstrate that they value peer support by encouraging clients to find those opportunities?

Does your organization do anything to recruit former or ready to graduate consumers to be peer supporters?

Collaboration and Mutuality:

Within clinical interactions, are providers encouraged to work together with families towards shared goals?

Are the perspectives of all members of the treatment team valued?

Do those in leadership behave respectfully towards those in support roles?

Empowerment, voice and choice.

Are consumers invited to express their preferences or speak up when there are problems?

Are consumers included in decision-making about what they do and don't want included in their care?

How does your site create opportunities for consumers to make choices about their care and use their voices to speak up?

Is it easy to access administrators?

Is there a clear complaint process?

Cultural, Historical and Gender Issues.

Consider your site.

Does the physical environment show bias, cultural openness or variety of cultural perspectives?

How do you accommodate people with physical limitations?

How do you address the needs of non-English speakers or deaf/hard of hearing clients?

What do providers do to take interest in the unique cultural perspectives of consumers?

What do you do to orient your families to the mental health experience?

Do you pay attention to how a caregiver's history of trauma may affect his/her readiness to engage in services?

Do you pay attention to how generational trauma, like racism, affects the ability to engage in systems?

Are the services, assessments and interventions culturally relevant and can they be modified?

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