Trauma
and Violence-Informed Organizational Self-Assessment

Please complete the assessment, reading each item and rating from strongly disagree to strongly agree based on your experience in the organization over the last year. Use your initial impression: **Remember you are evaluating the organization, not individuals.**

I. Supporting Staff						
A. Training and Education	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Do Not Know**	**Not applicable**
Staff at all levels receive ongoing training on the following topics:						
1 What trauma and violence are.						
2 How trauma and violence affect the brain and body.						
3 The relationship between mental health, trauma, and violence.						
4 The relationship between substance use and trauma and violence.						
5 The relationship between homelessness and trauma and violence.						
6 The relationship between childhood trauma and violence and adult re-victimization (e.g. family violence, sexual assault).						
7 Differences in how people understand and respond to trauma and violence (gender, culture, age).						
8 How working with trauma and violence survivors impacts staff.						

		Strongly Disagree	Disagree	Agree	Strongly Agree	Do Not Know	Not applicable
9	De-escalation strategies (i.e. ways to help people to calm down before reaching the point of crisis).						
10	How to establish and maintain healthy professional boundaries.						
B. Staff Supervision, Support, and Self-Care		**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Do Not Know**	**Not applicable**
1	Staff members have regular team meetings.						
2	Topics related to self-care are addressed in team meetings (e.g. vicarious trauma, burn-out, stress-reducing strategies).						
3	Staff members have a regularly scheduled time for individual supervision.						
4	Staff members receive individual supervision from a supervisor who is trained in understanding trauma and violence and vicarious trauma.						
5	Part of supervision time is used to help staff members understand how their stress reactions and own history of trauma and violence impact their work with clients.						
6	The organization helps staff debrief after a crisis.						
7	The organization has a formal system for reviewing staff performance.						
8	The organization provides opportunities for ongoing staff evaluation of the program/ organization.						
9	The organization provides opportunities for staff input into program practices.						

II. Creating a Safe and Supportive Environment

A. Establishing a Safe Physical Environment	Strongly Disagree	Disagree	Agree	Strongly Agree	Do Not Know	Not applicable
1 Staff monitors who are coming in and out.						
3 The environment around the building is safe: the parking lot, sidewalks, and entrances/exits are well-lit, signage provides clear directions, and the building is accessible.						
4 The organization's space is accessible, avoids clutter, has clear sightlines, few barriers, and comfortable, well-spaced furniture.						
5 Thoughtfulness is given to ambient lighting, background noise, reducing clutter, and minimizing scents (possible triggers/allergens).						
6 Bathrooms are well-maintained, with adequate lighting and bathroom doors are lockable.						
7 Efforts are made to reduce known triggers, adverse stimuli, and other environmental stressors.						
8 The organization incorporates inclusive art and material, including those for children.						
B. Establishing a Supportive Environment	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Do Not Know**	**Not applicable**
Information Sharing						
1 The organization reviews rules, rights and grievance procedures with clients.						
2 Clients are informed about how the organization responds to personal crises (e.g. suicidal statements, violent behaviour, and mandatory reports) in advance of need.						
3 Materials are posted about traumatic stress (e.g. what it is, how it impacts people, and available trauma and violence-specific resources).						
Cultural Safety						
1 Staff and clients are allowed to speak their language within the organization.						
2 Staff and clients see themselves reflected in resource materials.						
3 Cultural humility is practiced by all staff.						

B. Establishing a Supportive Environment	Strongly Disagree	Disagree	Agree	Strongly Agree	Do Not Know	Not applicable
Privacy and Confidentiality						
1 The organization informs clients about the extent and limits of privacy and confidentiality (kinds of records kept, where/who has access, when obligated to make a report to police/ social services etc.).						
2 Staff do not talk about clients in common spaces.						
3 Staff do not discuss the personal issues of one client with another client.						
4 Clients who have violated rules are approached in private.						
5 There are private spaces for staff and client conversations.						
Open and Respectful Communication						
1 Staff members practise motivational interviewing techniques with clients (e.g., open-ended questions, affirmations, and reflective listening).						
2 The organization uses "people first" language rather than labels (e.g. "people who are experiencing homelessness" rather than "homeless people").						
3 Staff uses descriptive language rather than characterizing terms to describe clients (e.g. describing a person as 'having a hard time getting her needs met' rather than 'attention seeking').						
Consistency and Predictability						
1 The organization follows schedules and keeps appointments as much as possible.						
2 The organization has consistently and equitably applied policies and procedures.						

III. Service Delivery

A. Developing Goals and Plans

		Strongly Disagree	Disagree	Agree	Strongly Agree	Do Not Know	Not applicable
1	Staff collaborate with clients in setting their goals.						
2	Client needs and goals are reviewed and updated regularly.						
3	Staff offer to work with clients to develop plans to address possible future needs.						

B. Choice and Collaboration

1	The organization allows sufficient time and flexibility to staff to respond to unique client needs.						
2	The program provides opportunities for coordination for services not provided within that organization.						

C. The Journey

1	The program evaluates its efforts and ability to provide trauma and violence-informed service regularly.						

IV. Involving Clients

A. Involving Current and Former Clients

		Strongly Disagree	Disagree	Agree	Strongly Agree	Do Not Know	Not applicable
1	Current clients are given opportunities to evaluate the services they receive and offer their suggestions for improvement in anonymous and/or confidential ways.						
2	Former clients are invited to share their thoughts, ideas and experiences with the services they received.						

V. Adapting Policies

A. Creating Written Policies	Strongly Disagree	Disagree	Agree	Strongly Agree	Do Not Know	Not applicable
1	The organization has a written statement that includes a commitment to implementing trauma and violence-informed approaches.						
2	The organization has a written commitment to demonstrating respect for cultural differences and practices.						
4	The organization has a written policy to address potential threats to clients and staff.						
5	The organization has a written policy outlining organizational responses to staff burnout and/or vicarious trauma needs.						
6	The organization has written policies outlining professional conduct for staff (e.g. boundaries, responses to clients, etc.).						
B. Reviewing Policies						
1	The organization reviews its policies on a regular basis to identify whether they are sensitive to the needs of trauma and violence survivors.						
2	The organization involves staff in its review of policies.						

Adopted from the National Center on Family Homelessness Trauma-Informed Organizational Self-Assessment and "Creating Cultures of Trauma- Informed Care: A Self-Assessment and Planning Protocol" article by Roger D. Fallot, Ph.D. & Maxine Harris, Ph.D.