Trauma-Informed Care understands and considers the pervasive nature of trauma and promotes environments of healing and recovery rather than practices and services that may inadvertently re-traumatize.

**THE EFFECTS OF TRAUMA**

- **Impairs**: memory, concentration, new learning, and focus.
- **Impacts**: an individual’s ability to trust, cope, or form healthy relationships.
- **Disrupts**: emotion identification, ability to self-soothe or control expression of emotions; and ability to distinguish between what is safe and unsafe.
- **Shapes**: a person’s belief about self and others, ability to hope, and outlook on life.
- **Correlates**: to heart disease, obesity, addiction, pulmonary illness, diabetes, autoimmune disorders, and cancer.

**RE-TRAUMATIZATION: WHAT HURTS?**

**System**
- Having to continually retell their story
- Being treated as a number
- Being seen as their label (i.e., addict, schizophrenic)
- No choice in service or treatment
- No opportunity to give feedback about their experience with the service delivery

**Relationship**
- Not being seen/heard
- Violating trust
- Failure to ensure emotional safety
- Non-collaborative
- Does things for rather than with
- Use of punitive treatment, coercive practices, and oppressive language

**WHAT HELPS?**

Create a Trauma-Informed Care environment using the following five principles:

1. **Safety**
   - Creating areas that are calm and comfortable

2. **Choice**
   - Providing individualized options in treatment

3. **Empowerment**
   - Noticing capabilities in an individual

4. **Collaboration**
   - Making decisions together

5. **Trustworthiness**
   - Providing clear and consistent information

**The Road To TRAUMA-INFORMED CARE**

- Ensure administrative commitment to integrating a trauma-informed culture.
- Provide introductory training to all staff.
- Establish an internal trauma team.
- Address any potential retraumatizing policies and procedures.
- Conduct early and respectful trauma screening and assessment for all.

**Take care of your mental health and well-being.**

*You don’t have to do it alone.*

**Turn to your Employee Assistance Program (EAP) for confidential support.**

- Call or Text 24/7 | 800.456.6327
- For access to online resources, log in to your WorkLife Online Portal at perspectivesltd.com/login

Sources: Simpson, R. & Green, S.A. Adapted from: Fallot, R.D & Harris, M. Using trauma theory to design service systems. New directions for mental health services. Jossey-Bass: San Francisco, CA, Jennings, A. The Anna Institute, National Council for Community Behavioral Healthcare. Is your organization trauma-informed?