

Create Safe and Respectful Service Environments: Assessment Tool

To fully adopt and sustain a trauma-informed approach, leaders must work to embed a commitment to trauma-informed care into organizational infrastructure. Adopting a trauma-informed approach means developing policies, procedures, and processes that aim to institutionalize trauma-informed care beyond one champion, department, or program. This tool includes reflection questions and an assessment tool pulled from the American Institutes for Research's larger Trauma-Informed Systems Change model that agencies can use to identify areas of strength and opportunities for growth related to promoting trauma-informed policies and procedures.

REFLECTION QUESTIONS: CREATING SAFE AND RESPECTFUL SERVICE ENVIRONMENTS

Domain 3: Create Safe and Respectful Service Environments

1. What standards does your agency have in place for ensuring safe and respectful environments for service users? (Consider standards related to the physical safety in the environment, privacy, open communication, information-sharing, consistency and predictability, crisis prevention and intervention.)
2. How does your agency identify and reduce potentially re-traumatizing practices/situations in the service environment?
3. How does your agency involve people with similar lived experiences in the work of the agency?
4. How does your agency determine staff sense of safety in the work environment (physical and emotional)?

CREATE SAFE AND RESPECTFUL SERVICE ENVIRONMENTS: ASSESSMENT

The table below outlines agency-level practice standards related to promoting trauma-informed policies and procedures. Begin by rating the extent to which each standard is an established part of agency practice. You may complete this for an agency as a whole or for particular programs within the agency depending on the focus for change. Review with your team to identify standards to prioritize for further integration across a program or the agency.

Practice Standards	Program Rating: 4 = Fully established 3 = Partially in place 2 = Under consideration 1 = Not currently in place	Priority Area for Growth
The physical service environment is safe, well-monitored and well-maintained.		<input type="checkbox"/> Yes <input type="checkbox"/> No
The physical service environment is welcoming to all service recipients		<input type="checkbox"/> Yes <input type="checkbox"/> No
The agency has established standards of practice for ensuring safe and respectful service environments that align with the guiding principles of a trauma-informed approach.		<input type="checkbox"/> Yes <input type="checkbox"/> No
The extent to which service recipients feel safe in the service environment is monitored regularly.		<input type="checkbox"/> Yes <input type="checkbox"/> No
The extent to which staff feels safe in the service environment is monitored regularly.		<input type="checkbox"/> Yes <input type="checkbox"/> No
There is a process in place for regularly scanning and reducing potential trauma reminders (triggers) for service recipients in the service environment.		
There is a process in place for regularly scanning and eliminated potentially retraumatizing practices for service recipients in the service environment.		
Crisis prevention and intervention practices are informed by an understanding of trauma and trauma-informed principles.		
Peer support services are available.		

Next Steps

Choose one or more practice standards that you would like to more fully adopt, and create a concrete plan for adoption using the action planning template below.

Practice Standard:			
Action Steps	Lead/Team	Timeframe	Benchmarks of Success

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