

AGENCY ENVIRONMENTAL COMPONENTS FOR TRAUMA INFORMED CARE

Name of Agency: _____

Reviewers: _____

Date of Assessment: _____

Organizational Assessment

Positive Trauma Informed Care Environment

| | YES | NO | DID NOT OBSERVE |
|---|--------------------------|--------------------------|--------------------------|
| Initial greeting at agency was welcoming | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff is friendly/respectful/caring/welcoming/calm | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Comfort/Healing/Meditation room(s) or comfort areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Manipulatives (play dough, crayons etc.) area available at meetings/groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Age appropriate toys and materials available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Soothing smells | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fish tanks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pet therapy option/opportunity to have pet interaction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waterfall/fountains | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Comforting music | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff offices are welcoming/engaging | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Artwork is: | | | |
| Empowering | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Culturally diverse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Done by consumers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Soothing/calming | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Clear, concise, positive signage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | YES | NO | DID NOT OBSERVE |
|--|--------------------------|--------------------------|--------------------------|
| Consumers screened/assessed for trauma | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| “Consumer Rights” are posted several places and clearly visible and consumers are informed of their rights | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumers/Families are educated about treatment and diagnosis | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumer accomplishments posted/celebrated | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Paint colors soothing/calming | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lighting is soothing/calming (non-institutional/not fluorescent lighting) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Trauma/Stress Reduction/Wellness materials available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| English/Spanish reading materials available in reception area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lutheran Family Veteran "At Ease" Program materials in reception area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Gender specific reading materials are available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Operating hours are consumer-friendly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumers are kept informed about any changes in the day's agenda | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Conference rooms/offices are sound proof for confidentiality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assistance to complete paperwork and/or surveys is provided if needed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumers are encouraged to provide feedback (or surveys) on services/experiences | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumers are encouraged to provide <u>immediate</u> feedback | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Opportunity for consumers to complete forms ahead of appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If there is a smoking area, it is safe and 20 feet away from the building | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-caffeine drinks or water offered to consumers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | YES | NO | DID NOT OBSERVE |
|---|--------------------------|--------------------------|----------------------------|
| Physical environment shows evidence of on-going attention to safe practices | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Designated/adequate consumer parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bike racks available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parking lot is safe with lights | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Office location is safe | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Agency Employed Peer Support and Wellness Specialist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Non-Trauma Informed Care Environment

| | | | |
|--|--------------------------|--------------------------|--------------------------|
| Staff using first/last names to identify consumers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff dress (uniforms, identification) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Special staff parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff not welcoming/friendly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security guards and procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff talk with consumers behind a desk and/or completing paperwork on computer without facing consumers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Uncomfortable seating | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Chairs with arms only | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumers kept waiting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Paneled wood | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Signage (list of do's, don'ts, no's, rules, language of oppression, we/they language) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Glass bubble/wall/glass separating consumers from registration/admission area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Separate bathrooms for staff and consumers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Smoking area located right outside the entrance door | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Noisy/chaotic environment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | YES | NO | DID NOT OBSERVE |
|--|--------------------------|--------------------------|----------------------------|
| Damaged walls | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dirty facility | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Chairs or couches that don't allow for personal space (group rooms are crowded) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Slamming doors | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Loud intercom systems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Offices are not inviting/closed doors | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cubicles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Religious materials available in reception area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Religious themes in offices | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other: _____

Overall Comments:

What you liked about the environment?

What you didn't like about the environment?

Date: _____ Exit interview completed with _____
 (Agency Staff)

Residential Settings

(Please also complete this portion if facility is a Residential Setting)

- Space available for staff and consumers to talk privately
- Staff/consumer name tags are similar
- Consumers are welcoming and friendly
- Ability to move bed where it feels safe
- Clear boundaries between men and women (if mixed gender program)
- Rules are rigid and not age appropriate
- Consumers can personalize their rooms
- If smoke free campus (smoking cessation, patches offered)
- Seclusion and restraint practices
- Dining areas are comfortable (not cafeteria style)
- Options available for meals and snacks
- Snacks, coffee, drinks accessible to consumers and visitors
- Accessibility for privacy
- Accessibility to nature (yard, outside benches, trees)

Other: _____

