

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
Welcome Sign Posted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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, quiet areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manipulatives and/or soothing kits (play dough, crayons, washcloths, etc.) area available	<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"/>

	YES	NO	DID NOT OBSERVE
Clear, concise, positive signage (use of stencils - art work)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumers screened/assessed for trauma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Consumer Rights" (includes 'Trauma Rights') are posted several places, 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"/>
Carpet/flooring - safe & non-institutional	<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/Recovery 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 (reading level, audio tapes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumers are encouraged to provide feedback (or surveys) on services/experiences, Grievance Policy is explained	<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"/>

	YES	NO	DID NOT OBSERVE
Opportunity for consumers to complete forms ahead of appointment/forms available on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If there is a smoking area, it is safe and 15- 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"/>
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"/>
Recreational games, crafts, sports equipment is available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Trauma Informed Care training is offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Non-Trauma Informed Care Environment ("no's" are a positive observation)

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"/>

	YES	NO	DID NOT OBSERVE
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"/>
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)

	YES	NO	DID NOT OBSERVE
Staff and consumers are interactive (not separated)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space available for staff and consumers to talk privately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff/consumer name tags are similar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumers are welcoming and friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to move bed where it feels safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear boundaries between men and women (if mixed gender program)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rules are rigid and not age appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumers can personalize their rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If smoke free campus (smoking cessation, patches offered)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seclusion and restraint practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dining areas are comfortable (not cafeteria style)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Options available for meals and snacks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snacks, coffee, drinks accessible to consumers and visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility for privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility to nature (yard, outside benches, trees, Garden)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumers are given considerations to feel safe, (e.g. cd player for calming music, reading light after lights out, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: _____

Follow-up items needed from Environmental Scan from Reviewers to Agency;

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- _____
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- _____
- _____
- _____
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- _____