



WHAT YOU NEED TO KNOW: These questions were developed to review a specific policy about service exclusion through a trauma informed lens. Some of these questions may be helpful as you are developing or reviewing policies. (TIO, 2013)

Guide to Reviewing Existing Policies

Safety:

Does this policy put service recipients' safety at risk?

If so how? What precautions are in place to prevent, mitigate, or respond?

Does this policy put staff's safety at risk?

If so how? What precautions are in place to prevent, mitigate, or respond?

Is the policy clear and understandable to those who implement this policy?

Are all impacted parties trained on this policy?

Who, how, when, frequency?

Are service users informed of this policy?

Who, how, when, frequency?

Are partner agencies informed of this policy?

Who, how, when, frequency?

Is this policy carried out consistently across programs, staff, and agencies?

When it is not consistent is there an explanation given (consistent but flexible)?

Does this policy ask staff to work outside of their job or skill level? What support do they have?

Does this policy result in confidences being broken?

Can staff from one program explain another program's decision or have a way to find this out?

Are policy decisions communicated in a timely manner within the agency?

Restore Power:

Are policy decisions made in collaboration with other staff?

Do staff know what they can decide without approval?

Are staff trained in de-escalation so as to avoid unnecessary power struggles?

Are policies and procedures easily accessible (e.g. location, language)?

Are skills necessary to implement the policy provided and practiced (simulations)?

Is it clear how and why this policy was developed (transparency)?

Value Individuals:

Have staff been consulted about the policy?

Have service recipients been consulted about the policy?

Are mental health advanced directives in place where necessary?

Have service recipients been asked what is helpful and not asked about the implementation of this policy?

Are staff debriefed after events (exclusions, suicidal calls, police calls, aggressive behavior)?

How, when, by whom?

Have staff been asked what is helpful and not asked about implementing this policy?

Do all parties have a voice in decisions? How? If not, why not or when?