

Trauma Informed Organizational Framework Policy

Policy Statement

[Organization Name] is committed to integrating trauma informed care as an organizational engagement framework across all levels of our organization. Integration will follow SAMHSA's (2014) definition of trauma-informed care. Additionally, N.E.A.R. (Neurobiology, Epigenetics, ACEs, and Resilience) science will inform how trauma impacts service recipients, the workforce, and trauma-informed principles. SAMHSA's definition of trauma informed care is as follows:

A program, organization, or system that is trauma informed:

- Realizes the widespread impact of trauma and understand potential paths for recovery;
- Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
- Responds by fully integrating knowledge about trauma into policies, procedures, and practices and actively resists re-traumatization of both clients and staff.

With these guiding definitions, [Organization Name] recognizes the prevalence of trauma within the workforce and community served. Trauma can impact individuals, teams, and communities, influencing how people engage with work, services, and organizational culture. This policy establishes a framework for trauma informed implementation, ensuring that our policies, practices, and culture promote safety, trust, collaboration, and resilience.

Guiding Principles

Our organization adopts the following **trauma informed principles** as a foundation for decision-making, workplace culture, and core services:

1. **Safety** – Creating an environment where employees, partners, and service recipients feel physically and emotionally secure.
2. **Trust & Transparency** – Ensuring open, consistent, and honest communication in policies, leadership, and decision-making while centering and fostering positive relationships.
3. **Peer Support** – Centering the expertise of people with lived experiences of trauma in key organizational decision-making spaces.
4. **Collaboration & Mutuality** – Valuing shared power, teamwork, and inclusive participation at all organizational levels.
5. **Voice & Choice** – Encouraging autonomy, flexibility, and meaningful participation in shaping organizational direction and core services.
6. **Cultural Humility & Responsiveness** – Recognizing and addressing the impact of systemic inequities, biases, and cultural differences in policies and services.

Trauma Informed Implementation Areas

1. Organizational Commitment

- Leadership will model trauma informed practices in decision-making, supervision, and communication.

- Leadership will dedicate support for trauma informed infrastructure that includes specific funding and employee time for implementing and maintaining trauma informed care and diversity, equity, and inclusion.
- [Organization Name] is committed to the need for community wide efforts to resist retraumatization and mitigate community wide impacts of trauma.

2. Culture & Climate

- [Organization name] will weave trauma informed care in physical and social spaces people work in through language, protocols, behaviors, and the climate that holds the workforce, partners, and service recipients together. This integration will be reflected in the following aspects of [Organization Name]'s workplace culture:
 - 1st Point of Contact
 - Physical & Inclusive Environment
 - Core Services
 - Workforce Wellness
 - Relationship-centered polices
- Equity and cultural responsiveness will be prioritized in service delivery, outreach, partnership-building, and workforce well-being.

3. Training & Education

- All employees regardless of position will be trained in foundational trauma informed education and skills.
- [Organization Name] will provide a trauma informed developmental educational plan with competencies and skills that will include onboarding, ongoing education, managerial or supervisor specific trauma informed education, and skill assessment.
- Hiring and termination processes will be designed with trauma informed engagement strategies to reduce harm and increase accessibility.

4. Policy, Procedure, & Practice

- Programs and services will be designed with trauma informed principles, flexibility, and be relationship-centered in collaboration with staff, service recipients, and those most impacted by these policies, procedures, and practices.
- Supervision and performance reviews will integrate trauma-informed values, focusing on assessing and supporting employees' emotional well-being through a reciprocal feedback process.

5. Feedback & Quality Assurance

- [Organization Name] will maintain robust feedback processes for individuals served, partners, and employees to provide input on the organization's environment, methods, language, and policies, especially in relation to trauma activation. Feedback processes will include trauma informed principles in their administration, follow up, review, and outcomes.
- Service recipient and community feedback will be incorporated into service improvements and organizational decision-making.

Implementation & Accountability

- A **Trauma Informed Implementation Team** will oversee the adoption, evaluation, and sustainability of this framework.
- Annual **workplace climate and impact assessments** will track progress, identify challenges, and inform continuous improvement.
- Employees, supervisors, and leadership will be required to complete **ongoing trauma informed training** to reinforce best practices.
- A **clear reporting structure** will be established to ensure concerns related to trauma informed implementation are addressed effectively.
- This framework will be **reviewed and updated annually** to align with emerging best practices and organizational needs.

Review & Updates

This policy will be reviewed annually to integrate staff and community feedback and ensure alignment with the evolving trauma informed care framework.