

TRAUMA INFORMED CARE CLINIC ASSESSMENT TOOL

Name of Agency: _____

Reviewers: _____

Date of Assessment: _____

Positive Trauma Informed Care Environment

	YES	PARTIALLY	NO	NOTES
A welcome sign is posted				
Initial greeting at agency is welcoming				
Staff are friendly/respectful/caring/welcoming/calm				
Waiting rooms are welcoming/engaging				
Clinic environment allows for privacy/confidentiality to be maintained				
Certifying rooms are welcoming/engaging				
Offices/rooms have anti-slamming doors				
Conference rooms/offices are sound proof for confidentiality				
The intercom or notification system is low-key and non-jarring				
There is an accessible restroom nearby				
Quiet areas, breastfeeding rooms and/or private areas are available if needed				
Comfortable, size appropriate chairs without arms are available				
Seating arrangement allows for personal space				
Space is available to make private phone calls if necessary				

	YES	PARTIALLY	NO	NOTES
Participant and/or program accomplishments are posted/celebrated				
Clear, concise, positive signage (limited use of do's, don'ts, no's, rules and we/they language)				
Spanish signage				
English/Spanish reading materials available in waiting/reception area				
Services are provided in participant's language of choice				
Participants' rights are clearly explained; 'Justice for All' posters are posted and clearly visible to participants and potential participants in an area accessible to everyone.				
Trauma/Stress Reduction/Wellness/Recovery materials available				
Gender specific reading materials are available				
Operating hours are convenient for working parents and families (open early, late, during lunch)				
Manipulatives and/or self-soothing items are available (play dough, crayons, washcloths, heated blankets, etc.)				
Age appropriate toys and materials available				
Easy access to drinking water				
Environment includes green plants				
Use of comforting music played at low volume				
Artwork is:				
Empowering and hopeful				
Positive, cheerful and optimistic				
Culturally diverse				
Soothing/calming				

	YES	PARTIALLY	NO	NOTES
Décor uses paint colors that are soothing/calming				
Carpet/flooring is safe & non-institutional				
Environment has natural lighting				
Artificial lighting is soothing/calming (non-institutional/not fluorescent lighting)				
The facility is clean				
The walls and furniture are damage free				
If there is a smoking area, it is safe, well-marked and 15-20 feet away from the building entrance				
Environment demonstrates attention to participant safety and safe practices				
Designated/adequate participant parking				
Parking lot is safe and well-lit at night				
Bike racks available				
Office location is safe and easy to locate				
Building meets ADA requirements				
Duration and reason for the appointment is explained to the participant				
Participants referred to trauma services or other referrals as needed				
Participants are kept informed about any changes in the schedule				
Assistance to complete paperwork and/or surveys is provided if needed				
Opportunity for participants to complete forms ahead of appointment or online is available				
Participants are encouraged to provide feedback on services and experiences				
Process for making a complaint is explained to participants				
Staff are offered ongoing trauma informed care and resiliency training				

Adopted 4/19 from Trauma Informed Oregon's
'Agency Environmental Component for Trauma Informed Care'

Overall Comments:

What are positive aspects about your clinic environment?

What aspects could be changed or modified to better meet trauma informed principles?

Potential Changes to improve the clinic environment:

For Nutrition Services Plan:

Which two new practices related to trauma informed care do you plan to implement in your agency?

1.

2.