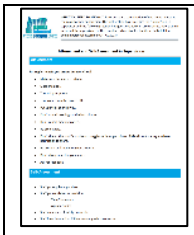
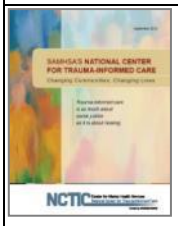
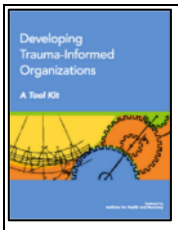
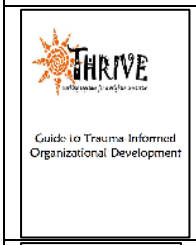
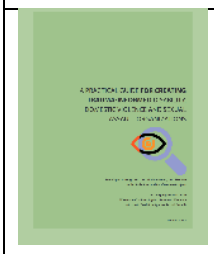
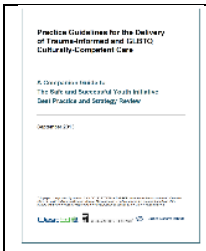
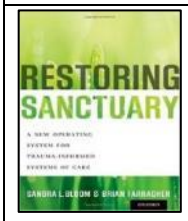
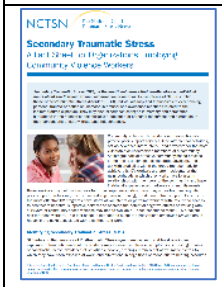
Centre of Excellence for Women's Health

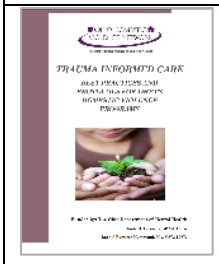
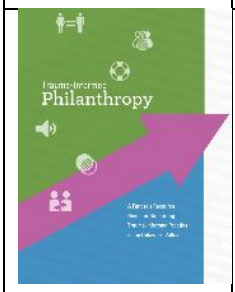
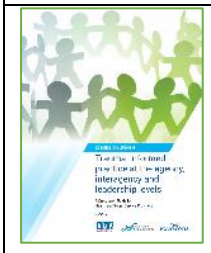
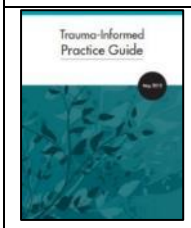
Resources on Vicarious Trauma and Trauma-Informed Organizations

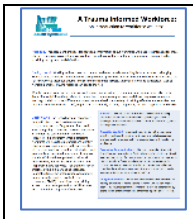
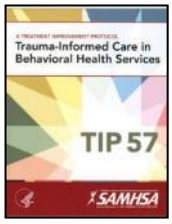
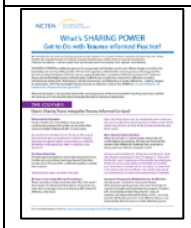
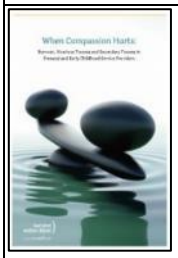
The following includes a selection of resources on building trauma-informed organizations. In addition to focusing on trauma-informed practice at the level of organizational and system change, many of the resources include a focus on promoting the well-being of the workforce, including preventing and addressing vicarious trauma and encouraging self-care.

	**Attunement and Self-Assessment in Supervision** A resource developed by Trauma Informed Oregon with strategies for "tuning" in as a supervisor as well as questions you can use to assess how trauma informed the supervision is. It is not an exhaustive list but it can be helpful in doing a personal assessment. 2 pages. https://traumainformedoregon.org/wp-content/uploads/2016/01/Attunement-and-Self-Assessment-in-Supervision.pdf
	Building Dignity: Design Strategies for Domestic Violence Shelter Building Dignity, a project of the Washington Coalition Against Domestic Violence, explores design strategies for domestic violence emergency housing. Thoughtful design dignifies survivors by meeting their needs for self-determination, security, and connection, while supporting parenting and minimizing the need for rules. The ideas on the website reflect a commitment to creating welcoming, accessible environments that help to empower survivors and their children, and have their origins in conversations with shelter residents and advocates. The site is designed to be useful to advocates, executive directors, architects and designers. http://buildingdignity.wscadv.org/
	Breaking the Silence Trauma-informed Behavioral Healthcare (2011) A special issue of the National Council for Community Behavioural Healthcare's Magazine focused on trauma-informed care. Includes "stories of change" from over 25 organizations ranging from mental health centres to correctional facilities. 84 pages. https://www.thenationalcouncil.org/wp-content/uploads/2012/11/NC-Mag-Trauma-Web-Email.pdf
	**Changing Communities, Changing Lives (2012)** This report prepared for SAMHSA describes trauma informed care as a social movement: tracing its history, the strong role of survivors, and the ongoing need to support organizational and system change. 10 pages. https://www.nasmhpd.org/sites/default/files/NCTIC_Marketing_Brochure_FINAL(2).pdf
	Creating Cultures of Trauma-Informed Care (CCTIC): A Self-Assessment and Planning Protocol (2009) A self-assessment and planning protocol developed by authors Fallot and Harris (2009). Includes assessment of six domains addressing both services level and administrative or systems-level changes, along with guiding questions to stimulate discussion, and indicators of a trauma informed approach. 18 pages. https://www.homelesshub.ca/resource/creating-cultures-trauma-informed-care-cctic-self-assessment-and-planning-protocol

	**Developing Trauma Informed Organizations: A Tool Kit (2012)** This Tool Kit is designed to help organizations improve the quality of services offered by integrating an understanding of the impact of trauma and violence into the organization's policies, procedures, and interactions with those being served. It includes the principles for trauma-informed treatment, a self-assessment for provider organizations, an organizational assessment and ideas for using assessments to provide trauma-informed, integrated care, trauma informed supervision and staff competency in trauma informed care. 59 pages. https://healthrecovery.org/images/products/30_inside.pdf
	The Frontline of Revitalization: Influences Impacting Aboriginal Helpers (2009) This article by Suzy Goodleaf and Wanda Gabriel highlights the influence of life/family, organizational, and community factors on the well-being of elders, healers, counselors, social workers, police, teachers and faith keepers and other frontline workers in Indigenous contexts. It includes discussion of self-care and vicarious trauma, lateral violence, culture, and historical trauma http://journals.sfu.ca/fpcfr/index.php/FPCFR/article/view/135
	**Guide to Trauma-Informed Organizational Development (2010)** Developed by THRIVE, an organization in Maine that focuses on trauma informed practice to improve community responses to children, youth, and families, this guide helps agencies develop strategies to create and enhance trauma-informed system of care service. The youth and family perspective may be particularly relevant to behavioural health, juvenile justice, child welfare, and special education systems. 41 pages. https://www.maine.gov/dhhs/ocfs/cbhs/webinars/documents/THRIVE-Guide-to-Trauma-Informed-Organizational-Development.pdf
	Hell Yeah Self Care (2017) A zine written by Dr. Meg-John Barker which addresses the topic of self-care from an academic, therapeutic and activist perspective. It discusses self-care in difficult times, types of self-care, and strategies for individuals in determining the best kind of self-care for them. 20 pages. https://rewriting-the-rules.com/wp-content/uploads/2017/02/HellYeahSelfCare.pdf
	Laying the Groundwork for Trauma-Informed Care (2018) A brief with practical recommendations for taking foundational steps towards becoming a trauma informed organization. It includes discussion of building awareness and generating buy-in, supporting a culture of staff wellness, hiring a workforce that embodies the values of trauma-informed care (with examples of trauma informed interview questions), and creating a safe physical, social, and emotional environment. 8 pages. https://www.chcs.org/media/Laying-the-Groundwork-for-TIC_012418.pdf
	**A Practical Guide for Creating Trauma-Informed Disability, Domestic Violence and Sexual Assault Organizations (2011)** This guidebook focuses on the impact of domestic violence, sexual assault, and other forms of trauma on people with disabilities. It describes four conditions for a trauma-informed organization and provides tips on trauma-informed practices, creating organizational change, and providing universal safeguards. http://www.disabilityrightswi.org/wp-content/uploads/2018/06/A-Practical-Guide-For.pdf

	**Practice Guidelines for the Delivery of Trauma-Informed and GLBTQ Culturally-Competent Care (2013)** This practice guide from The American Institute for Research, WestEd and Justice Resource Institute highlights key practice issues related to serving youth impacted by trauma who may also be dealing with issues of sexual orientation and gender identity. The guide provides standards based on the principles of understanding the combined impact of these circumstances, creating safety, adapting policies and practices appropriately, and fostering a participatory culture. 17 pages. https://www.air.org/sites/default/files/downloads/report/Trauma-Informed%20and%20GLBTQ%20Culturally%20Competent%20Care.pdf
	Resisting Burnout & Vicarious Trauma with Connection (2018) In this series of short videos, Vikki Reynolds, PhD, RCC, describes a client-centred approach to resisting burnout and vicarious trauma that encourages collective care (as opposed to solely self-care), connection, and "justice-doing." https://vikkireynolds.ca/opioid-epidemic-responses/
	**Restoring Sanctuary: A New Operating System for Trauma Informed Systems of Care (2013)** The third in the trilogy of Sanctuary books, authored by Sandra Bloom. This book is a manual for organizational change, addressing how to transform a dysfunctional human service system into a trauma-informed environment of care. sanctuaryweb.com/Products/Books.aspx
	**Secondary Traumatic Stress: A Fact Sheet for Organizations Employing Community Violence Workers** Community violence workers are often residents of the neighborhoods in which they work, have long-term relationships with members of the community, and have first-hand experience with adverse community events. This fact sheet from The National Child Traumatic Stress Network is intended to support organizations employing community violence workers. 5 pages. https://www.nctsn.org/sites/default/files/resources//secondary_traumatic_stress_community_violence_workers.pdf
	Self Care Starter Kit Collection of self-care resources put together by the University at Buffalo School of Social Work. The resources are appropriate for both students in training and for professionals already working in the field. Includes assessment tools on burnout, vicarious trauma, and compassion satisfaction. http://socialwork.buffalo.edu/resources/self-care-starter-kit.html
	Shelter from the Storm: Addressing Vicarious Traumatization Through Wellness-Based Supervision (2015) The purpose of this article is to introduce a framework and related strategies for counseling supervisors based on wellness theory to address vicarious traumatization in counselors. A case study is provided to illustrate an integrated wellness approach to supervision. 14 pages. http://tpcjournal.nbcc.org/wp-content/uploads/2015/12/Pages_529-542.pdf

	Strategies for Encouraging Staff Wellness in Trauma-Informed Organizations (2016) This brief from the Center for Health Care Strategies outlines the impact of chronic work-related stress and provides examples of two organizations that prioritize staff wellness: Camden Coalition of Healthcare Providers and Stephen and Sandra Sheller 11th Street Family Health Services of Drexel University. The companion infographic "Encouraging Staff Wellness in Trauma-Informed Organizations" highlights the impact that chronic emotional stress can have on staff and shares strategies that organizations can use to promote staff wellness. 4 pages. https://www.chcs.org/resource/strategies-encouraging-staff-wellness-trauma-informed-organizations/
	Trauma-Informed Boards for Women's Shelters and Transition Houses (2017) This webinar from Women's Shelters Canada provides a review of the role of boards in adopting trauma-informed practices and in influencing organizational culture. https://endvaw.ca/our-work/open-doors-project/ https://www.youtube.com/watch?v=F1GqlV_fkQk
	**Trauma-Informed Care: Best Practices and Protocols for Ohio's Domestic Violence Programs (2013)** This manual was developed by the Ohio Domestic Violence Network. It includes information on understanding trauma, responding to trauma survivors, trauma-informed care best practices, trauma-informed protocols (for hotline calls, intakes, support groups, exit interviews, safety planning and parenting), and vicarious trauma. It also includes a practice checklist developed by the Center on Domestic Violence, Trauma & Mental Health and a comparison between the empowerment model and a trauma-informed approach. http://www.ncdsv.org/images/ODVN_Trauma-InformedCareBestPracticesAndProtocols.pdf
	**Trauma-Informed Philanthropy, Volume 1 (2016) and 2 (2018)** These guides developed by Philanthropy Network Greater Philadelphia, Thomas Scattergood Behavioral Health Foundation, and United Way of Greater Philadelphia and Southern New Jersey describe how funders can support organizations, staff, and community members grappling with the effects of trauma. *Volume One* lays the groundwork for funders to understand how trauma contributes to poor health and social outcomes across the lifespan and provided initial ideas for applying a trauma-informed lens to philanthropy. *Volume Two* builds on the information and insights presented in the first guide to identify how philanthropy can leverage resources and relationships to advance trauma-informed practice and move from knowledge to action. http://www.scattergoodfoundation.org/sites/default/files/TraumaGuide_V1.pdf http://www.scattergoodfoundation.org/sites/default/files/Trauma2_singleUPDATE.pdf
	**Trauma informed practice at the agency, interagency and leadership levels (2015)** A discussion guide for health and social service providers developed by organizations in Nova Scotia. It includes examples, suggested resources, and questions to stimulate further discussion. 16 pages. https://novascotia.ca/dhw/addictions/documents/TIP_Discussion_Guide_4.pdf
	**Trauma informed Practice Guide (2013)** This Guide was developed on for the BC Provincial Mental Health and Substance Use Planning Council in consultation with researchers, practitioners and health system planners across BC. The TIP Guide and Organizational Checklist support the translation of trauma-informed principles into practice. Included are concrete strategies to guide the professional work of practitioners assisting clients with mental health and substance use concerns. 97 pages. bccewh.bc.ca/wp-content/uploads/2012/05/2013_TIP-Guide.pdf

	**A Trauma Informed Workforce: An Introduction to Workforce Wellness** A brief introduction for organizations that are beginning to address workforce wellness, including background information and definitions. Developed by Trauma Informed Oregon. 2 pages. https://traumainformedoregon.org/wp-content/uploads/2016/01/A-Trauma-Informed-Workforce_An-introduction-to-workforce-wellness.pdf
	**TIP 57: Trauma-Informed Care in Behavioral Health Services (2014)** Published by the US Substance Abuse Mental Health Services Administration. Assists behavioral health professionals in understanding the impact and consequences for those who experience trauma. Discusses patient assessment, treatment planning strategies that support recovery, and building a trauma-informed care workforce. 319 pages. store.samhsa.gov/product/TIP-57-Trauma-Informed-Care-in-Behavioral-Health-Services/SMA14-4816
	Tools for Transformation: Becoming Accessible, Culturally Responsive, and Trauma-Informed Organizations — An Organizational Reflection Toolkit (2018) The National Center on Domestic Violence, Trauma & Mental Health designed this tool for organizations serving survivors of domestic and sexual violence and their children. The toolkit draws upon a number of different perspectives – from the voices and experiences of survivors, advocates, and clinicians; from the insights of social and political movements; and from research and science, including a growing body of research on child development and neurobiology. It includes sections on accessibility, cultural responsiveness and inclusion, and on collaboration with community partners such as health, mental health, substance abuse, peer support, child welfare, and other child- and family-serving systems and agencies. 66 pages. http://www.nationalcenterdvtraumamh.org/wp-content/uploads/2018/04/NCDVTMH_2018_ToolsforTransformation_WarshawTinnonCave.pdf
	The Vicarious Trauma Toolkit (2018) The Vicarious Trauma Toolkit focuses on organizational responses to work-related exposure to trauma and is intended to provide organizations with the tools they need to fulfill their responsibility to support staff and become more vicarious trauma-informed. While relevant to all fields, it focuses on victim services, emergency medical services, fire services, and law enforcement. https://vtt.ovc.ojp.gov/
	**What's Sharing Power Got to Do with Trauma-Informed Practice? (2016)** This fact sheet from The National Child Traumatic Stress Network describes what sharing power is, how it is integral to trauma-informed services, and how sharing power can improve outcomes of trauma-informed care. 2 pages. https://www.nctsn.org/resources/whats-sharing-power-got-do-trauma-informed-practice
	**When Compassion Hurts: Burnout, Vicarious Trauma and Secondary Trauma in Prenatal and Early Childhood Service Providers (2012)** A manual from the Best Start Resource Centre in Toronto, aimed at supporting service providers to cope with secondary trauma, burnout and compassion fatigue. Includes definitions and case illustrations of each condition, reflective questions for self-study and tools and suggestions to support resilience and self-care. 44 pages. https://www.beststart.org/resources/howto/pdf/Compassion_14MY01_Final.pdf