

Organizational Culture Foundations

Trauma-Informed Care Training

What is Trauma-Informed Care?

Trauma-informed care is an approach to care that acknowledges that most individuals have experienced some level of trauma in their lives and provides organizations with a framework for recognizing, respecting, and appropriately responding to the effects of trauma. The approach helps facilitate safe, nonjudgmental communication and trust and reduces the potential for re-traumatization for both organizational staff and the public they serve.

The Trauma-Informed Care Implementation Resource Center provides [an overview of this approach](#), emphasizing six key principles:

1. Safety
2. Trustworthiness and transparency
3. Peer support
4. Collaboration and mutuality
5. Empowerment, voice, and choice
6. Cultural, historical, and gender issues

A trauma-informed approach has historically been implemented in healthcare organizations, social work, and other human-welfare industries. Because of this, many training and learning resources are directed towards human health services and may need adjustments to better reflect pet-based processes. As animal welfare continues to lean into the [One Health methodology](#) which holistically supports both people and their pets, a trauma-informed approach is increasingly important to prevent unnecessary separation of pets and the people who care for them.

Organizational Overview

If your organization is approaching trauma-informed care for the first time, the following guides include supporting research to build a foundational understanding of key concepts and recommendations for organizational changes. Training recommendations may vary by organizational goals and resources.

- [Laying the Groundwork for Trauma-Informed Care](#) - Trauma-Informed Care Implementation Resource Center

- This brief offers practical recommendations for healthcare organizations looking to create a more welcoming clinical environment for patients who have experienced trauma.
- [Adopting a Trauma-Informed Approach to Improve Patient Care: Foundational Organizational-Level Steps](#) - Better Care Playbook
 - The goal of this play is to help practitioners understand potential organizational-level steps to begin incorporating trauma-informed care into a healthcare organization (Adjust as needed for animal welfare purposes).
- [5 Key Elements to Trauma-Informed Care](#) - RELIAS
 - A white paper highlighting trauma-informed care basics and organizational steps to implementation.
- [SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach](#) - SAMHSA
 - The purpose of this paper is to develop a working concept of trauma and a trauma-informed approach and to develop a shared understanding of these concepts that would be acceptable and appropriate across an array of service systems and stakeholder groups.
- [Vicarious Trauma Organizational Readiness Guide for Victim Services](#)
 - The Vicarious Trauma—Organizational Readiness Guide (VT-ORG) for Victim Services will help you to recognize and appreciate your organization’s strengths regarding supportive vicarious trauma-informed policies, procedures, practices, and programs already in place. You will likely also discover gaps that deserve attention
- [Trauma-Informed Systems \(TIS\)](#) - Trauma Transformed
 - TIS is an organizational change model developed by the San Francisco Department of Public Health to create context that nurture and sustain trauma-informed practices.

Training Options

Training Options for Trauma-Informed Care may vary based on available resources. To ensure your organization can provide the training best suited for your needs and capacity, consider the following options in addition to the Organizational Overview section above.

Free/Low Cost

Basic Guides and Information

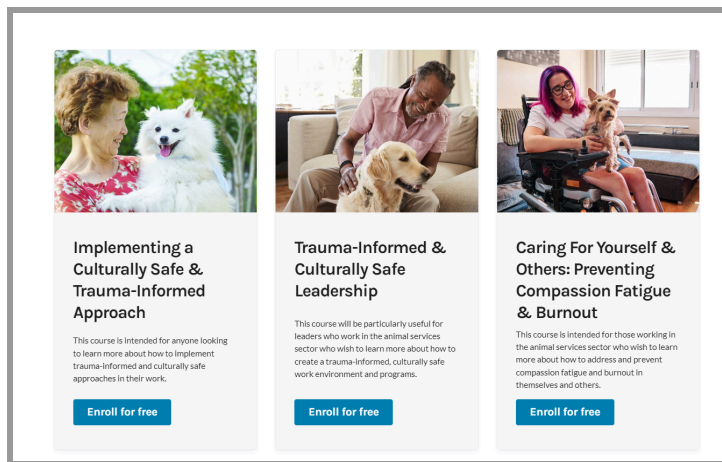
The following resources contain reading materials and video-based information related to trauma-informed care. They do not contain supplemental tests or worksheets.

- [Trauma-Informed Care 101: Basics of Trauma and the TIC Framework](#) - RELIAS
 - Webinar, 1 hr.
- [Trauma-Informed Care](#) - Trauma Policy
 - Trauma-informed care overview and video of what NOT to do.

- [What is Trauma-Informed Care?](#) - Trauma-Informed Care Implementation Resource Center
 - Core principles, benefits, and preliminary steps to implementation
- [10 Key Ingredients for Trauma-Informed Care](#) - Trauma-Informed Care Implementation Resource Center
 - Infographic overview

Training Modules/Series

- [Trauma-Informed and Culturally Safe Training](#) - Vancouver Humane Society
 - Free training program for the animal services sector



- [Intro to Trauma Informed Care Training Modules](#) - Trauma Informed Oregon
 - Four free, self-directed, self-paced modules that walk you through the basics of trauma-informed care, as well as an introduction and closing video. Each module includes a course content video, an additional Voices from the Community video that highlights how trauma-informed care is being implemented in a specific community, additional resources that you can read to further your learning, questions that can be used for personal reflection, and a knowledge check. Upon successful completion of the course and submission of our feedback survey, you will be eligible to download a certificate of course completion.

For Purchase

- [Introduction to Trauma-Informed Care \[Course Preview\]](#) - RELIAS
 - Over 90% of people receiving behavioral healthcare have a history of trauma. In this course, you will learn about the various types of trauma, the long-lasting consequences of trauma, and what it means to provide care through a trauma-informed lens.
- [Trauma Informed Care Training And Workshops](#) - Crisis & Trauma Resource Institute

- Based on our book, *A Little Book About Trauma-Informed Workplaces*, this workshop explores five key principles to integrate a trauma-informed approach throughout the organization.
- [Trauma-Informed Care Practitioner Training](#) - TIC Training Center
 - This training covers questions like: What is trauma-informed care, how do you identify trauma, and how do you heal trauma?

Tracking Efforts

When providing training to various personnel, tracking assignments and completion status may allow for easier follow-up or continued training and progress-tracking support for organizational goals. If your organization has an established employee and volunteer training protocol, connect with the relevant personnel to integrate new training efforts into the existing process.

Creating a tracking process for staff and volunteer training

- Prior to the creation of a new training tracking process, discuss options with leadership and Human Resources at your organization. If available, this may be an opportunity for collaboration within an existing employee management or project management software. Confirm whether volunteers may also be able to use this software if volunteer training is also required.
 - If an existing software solution is not available, consider who may need access to the tracking information and how the organization currently tracks training progress such as spreadsheets, documents, forms, or other formats.
- Identify the person(s) responsible for the management and distribution of training. How do they currently track training efforts? Is this process working, or should it be updated?
 - Who needs access to training progress files for monitoring? How do they currently monitor progress? Is this process working, or should it be updated?
 - Should the training progress files be live/online or offline documents?
 - Is there a budget to purchase a Learning Management System (LMS) for the organization to track training progress? *Note: An LMS can both distribute and track learning/training progress.*
- Consider if there are different processes in place for employee versus volunteer training efforts. Is there an opportunity to combine the processes? If not, ensure both are updated when changes are made.
- If creating a new tracking system, consider including the following items:
 - First and last name (Trainee)
 - Email (Trainee)
 - Title/Role (Trainee)
 - Direct supervisor

- Type of training assigned
- Training required? Y/N
- Date assigned
- Assigned by or required by (Ex: Supervisor assignment, HR requirement, Grant fulfillment requirement)
- Due date
- Scheduled check-in date
- Responsible for check-in (Person)
- Date of completion
- Notes
- If there is an interest in tracking not only the status and progress of training, but also time spent, consider adding a metric for the length of time the training will take. You may later use this in reports to calculate time spent as an organization or individuals to complete assigned training assignments.
- Consider adding training to the onboarding process for all new personnel
- Consider integrating the collection of training process feedback for continuous improvement.

Sample Solutions (Spreadsheet Based)

- [Simplified Tracking Sheet for Training Assignments](#) - Suitable for any size group or training assignments, but does not elaborate on details or follow-up procedure.
- [Tracking Sheet for Training Assignments I](#) - Suitable for small personnel groups and limited training assignments.
- [Tracking Sheet for Training Assignments II](#) - Suitable for larger groups and training assignments if software is not available. As resources allow, it may be beneficial to consider non-spreadsheet tracking options for ease.

Learning Management Systems (LMS)

Learning management systems vary greatly in cost, capacity, simplicity of use, and best fit for organizational goals. We highly recommend your organization take the time to complete individual research on the solution that makes the most sense for your organizational needs. To get you started, here is a short list of existing LMS systems you may consider.

- Cypher Learning LMS
- TalentLMS
- Absorb
- iSpring
- Docebo
- D2L Brightspace LMS
- Blackboard Learn LMS
- Canvas LMS
- Moodle LMS
- Adobe Learning Manager