

## **Mercy Health-Willard is a committed Trauma Informed Care Partner and is operating in a trauma informed manner by:**

**Leadership communicates its support and guidance for implementing a trauma-informed approach.**

**Leadership structures demonstrate support for the voice and participation of people using their services who have trauma histories.**

**Policies recognize the pervasiveness of trauma in the lives of people using services, and express a commitment to reducing re-traumatization and promoting well-being and recovery.**

**Staffing policies demonstrate a commitment to staff training on providing services and supports that are culturally relevant and trauma-informed as part of staff orientation and in-service training.**

**Organization has the capacity to provide trauma-specific treatment or refer to appropriate trauma-specific services.**

**A communication system is in place with other partner agencies working with individuals receiving services for making trauma-informed decisions.**

**Staff members talk with people about the range of trauma reactions and work to minimize feelings of fear or shame and to increase self-understanding.**

**Ongoing workforce development/staff training provides staff support in developing the knowledge and skills to work sensitively and effectively with trauma survivors.**