

The NORD Center 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.

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.

Physical environment promotes a sense of safety, calming, and de-escalation for clients and staff.

Staff members recognize and address aspects of the physical environment that may be re-traumatizing, and work with people on developing strategies to deal with this.

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

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 supports in developing the knowledge and skills to work sensitively and effectively with trauma survivors.