



Trauma-Informed Care Action Plan

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Organization/Team Name: _____

My organization/team name

What is one domain where you would like to see change? **ENVIRONMENT**

What is one challenge within this domain that you would like to address?

The waiting room is unfriendly and unwelcoming.

GOAL: Create a safe and welcoming environment for consumers and staff

Who will need to be involved? Internal? External? Specific tools needed?

- Consumers
- Consumer family members
- Management
- Support staff
- Direct service staff

What are the barriers that will need to be addressed?

- Some of our above-mentioned stakeholders will need training on TIC
- We will need to get approval to reallocate some of our budget funds toward this goal



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STEPS TO ACHIEVE GOAL:

	TASK	TIMEFRAME
1	Identify lead staff or consumer	May 19, 2018
2	Lead person creates small work team	June 2018
3	Work team meets and makes assignments <ul style="list-style-type: none">• Survey current environment through the lens of a trauma survivor• Visit other agencies using the same lens – document what creates a feeling of safety and warmth and what leads to feelings of fear and alienation• Identify elements of a ‘dream reception area’ and write down this vision	July – September 2018
4	Work team meets with full staff and consumer advisory committee to propose small and large changes, and receives feedback	September – October 2018
5	Work team creates a plan for change <ul style="list-style-type: none">• Changes not requiring cost• Changes requiring cost• Timeline and assignments	October – December 2018
6	Implement changes	January, 2019

How will you communicate with stakeholders?

Include plan updates on monthly staff meeting agenda, and receive feedback