PROCEDURE TITLE	Trauma Informed Care Procedure	**DOCUMENT ID**	PROG-0226.01
OWNER	Senior Vice President of Emerging and Prevention Services	**CREATION**	9.2025
STANDARDS AND REGULATIONS	**COA:** (MHSU 1.04; 5.02; 5.04; 6.01) **Admin Code:** **Statute:**	**REVIEW DATE**	9.2027
RELATED OMC POLICIES / PROCEDURES	Trauma Informed Care Policy	**LAST MODIFIED/ APPROVAL**	8.2025 – Chief Operating Officer
APPLICABLE TO	1 – All Staff	**EXPERT REVIEW**	

PURPOSE

This procedure establishes the process for administering trauma informed care in compliance with the Trauma Informed Care Policy.

DEFINITIONS

Term	Definition
Trauma	Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual, or physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental physical, social, emotional or spiritual well-being. (US Department of Health and Human Services-Substance, Abuse and Mental Health Administration, 2013).

FORMS AND REFERENCE DOCUMENT

Title	Description

POLICY

One More Child (OMC) recognizes the prevalence of trauma within the workforce and community served. Trauma can impact individuals, teams, and communities, influencing how people engage with work, services, and organizational culture.

One More Child adopts the following trauma informed principles as a foundation for decision-making, workplace culture, and core services:

Trauma Informed Implementation Areas:

1. Organizational Commitment

- Leadership will model trauma informed practices in decision-making, supervision, and communication.
- Leadership will dedicate support for trauma informed infrastructure that includes specific funding and employee time for implementing and maintaining trauma informed care.
- OMC is committed to the need for community wide efforts to resist retraumatization and mitigate community wide impacts of trauma.

2. Culture & Climate

OMC will weave trauma informed care in physical and social spaces people work in through language, protocols, behaviors, and the climate that holds the workforce, partners, and service recipients together. This integration will be reflected in the following aspects of OMC workplace culture:

- Initial Point of Contact
- Physical & Inclusive Environment
- Core Services
- Workforce Wellness
- Relationship-centered policies

Equity and cultural responsiveness will be prioritized in service delivery, outreach, partnership-building, and workforce well-being.

3. Training & Education

- All employees regardless of position will be trained in foundational trauma informed education and skills.
- OMC will provide a trauma informed developmental educational plan with competencies and skills that will include onboarding, ongoing education, managerial or supervisor specific trauma informed education, and skill assessment.
- Hiring and termination processes will be designed with trauma informed engagement strategies to reduce harm and increase accessibility.

4. Policy, Procedure, & Practice

- Programs and services will be designed with trauma informed principles, flexibility, and relationship-centered in collaboration with staff, service recipients, and those most impacted by these policies, procedures, and practices.
- Supervision and performance reviews will integrate trauma-informed values, focusing on assessing and supporting employees' emotional well-being through a reciprocal feedback process.

5. Feedback & Quality Assurance

- OMC will maintain robust feedback processes for individuals served, partners, and employees to provide input on the organization’s environment, methods, language, and policies, especially in relation to trauma activation. Feedback processes will include trauma informed principles in their administration, follow up, review, and outcomes.
- Service recipient and community feedback will be incorporated into service improvements and organizational decision-making.

6. Implementation & Accountability

- A Trauma Informed Implementation Team will oversee the adoption, evaluation, and sustainability of this framework.
- Regular workplace climate and impact assessments will track progress, identify challenges, and inform continuous improvement.
- Employees, supervisors, and leadership will be required to complete ongoing trauma informed care training to reinforce leading practices.
- A clear reporting structure will be established to ensure concerns related to trauma informed implementation are addressed effectively.
- This framework will be reviewed and updated by the Trauma Informed Implementation Team annually to align with emerging practices and organizational needs.