

The Four R's: An organisation that is trauma informed **realises** the widespread impact of trauma, stress & adversity, & understands potential paths for healing & recovery. **Recognises** the signs & symptoms of trauma in staff, pupils & all others within the organisation. Actively **resists** re-traumatisation (committed to being trauma-reducing instead of trauma-inducing). **Responds** by fully & meaningfully integrating, embedding, & infusing knowledge about trauma into policies, procedures, language, culture, practices & settings.



- Accountability
- Recording
- Process
- Evaluation

Policies & Procedures

Leadership & Management

- Empathetic
- Compassionate
- Supportive
- Curious
- Committed
- Collaborative

The physical environment

- Design
- Building
- Space

Language & Interaction

- PACE (Playful, Accepting, Empathetic & Curious)
- Every interaction is important
- Type & choice of language

Staff wellness, well-being & self-care

- The 5 steps to support staff well-being are:
- Connect (with staff)
 - Reflect & Respond
 - Take notice
 - Keep learning
 - Give

- See it
- Learn it
- Do it

Agency, Choice, Mastery & Voice

- To be able to:
- Listen
 - Compromise
 - Problem solve
 - Trust
 - Be aspirational

Integration & Connection

- History
- Identity
- Recovery

The pupil

- Felt/internal
- External
- Physical
- Emotional
- Relational
- Moral

Cultural humility & responsiveness

- Acknowledge
- Respect
- Reflect
- Honour

Recruitment & Training

- Job description
- Communication
- Interview
- Feedback
- Induction

Trust & Multi-layered safety

Relationship-focused

- Relational trauma requires relational repair

Acknowledging, holding & celebrating

- Strengths
- Hopes
- Resilience

Behaviour is communication

- Relationships
- Feelings
- Needs
- Emotions

Supervision
Performance reviews & appraisals

- Support
- Empathy
- Knowledge
- Availability
- Compassion

Team meetings, Evaluation & Monitoring

- Working groups, feedback & communication forums
- Meaningful consultation & decision making in all aspects. By those with lived experience & multiple different voices