

TIS Principles in Action

Understanding Trauma & Stress

Individual



- Increase your understanding of trauma through attending trainings, reading, and research and share your knowledge with others
- Find out your ACE score and your resiliency score, visit: <https://acestoohigh.com/got-your-ace-score/> to learn more
- Make a list of what happens when your stress is too high and what can help

Organizational



- Provide trainings on trauma, resilience, and recovery
- Make informational material (brochures, posters, readings, etc) on the impacts of trauma and stress readily available within the organization
- Post a sign reminding us to shift from “What is wrong with you?” to “What has happened?”

Cultural Humility & Equity

Individual



- Regularly reflect on the ways your cultural, social and racial identity informs your thinking and acting
- Increase your knowledge of implicit and structural bias, oppression, racial equity, and racial justice through attending relevant trainings, reading and research, take an implicit bias test : <https://implicit.harvard.edu/>

Organizational



- Value diversity & practice inclusive behaviors
- Include a variety of people from different backgrounds to participate in organizational evaluations, planning, decision-making and hiring. Make it the norm to ask “Who is missing from the table?”
- Identify a cultural consultant or specialist that you or your staff can consult with, as-needed.

Safety & Stability

Individual



- Identify a professional boundary that you can improve and clarify, such as not doing, checking or sending emails after work hours.
- Schedule meetings and events on your calendar with a 30 minute cushion before and after to allow time to commute and connect with others
- Commit to personally notifying clients/staff about changes that impact them before they are announced.

Organizational



- Have transparent decision-making rules for meetings, projects, and products
- Do environmental scans on a regular basis to identify needed repairs (e.g. broken lines, electronic safety hazards), and cleanliness (e.g. everything clearly labeled, no graffiti, sharp objects, etc.) Have consumers help with walk throughs and be on a safety committee. Post results to website.

TIS Principles in Action

Compassion & Dependability

Individual



- Treat yourself with kindness, gentleness, support, and understanding. Use mindfulness to recognize when you are struggling and ground yourself in the here and now, acknowledge that you are not alone in your humanity, and then be kind to yourself in your struggle. What advice and support would you offer a friend if they were in your situation? Offer yourself this same support.
- Don't overcommit: Be optimistic about what's achievable while being realistic about challenges
- Offer to help an overwhelmed coworker with a difficult task or a piece of their workload.

Organizational



- Cross train staff and have succession plans for when there are staffing shortages or changes
- Maintain consistency in practice and policy, when changes are needed make sure staff and clients have been provided adequate notice

Collaboration & Empowerment

Individual



- Build connection: learn about the work of other colleagues, teams, departments, and agencies
- Learn about and understand the stress responses of those on your team, and let them know what you need when you look "distressed" (creating accountability healing partners)
- Create a quarterly "community" meeting where the clients you serve are welcomed to provide their feedback and input on your services.

Organizational



- Create mini-retreat teams or groups that participate in regular healing activities, such as lunch walks, social lunches, art time, or other activities that allow others to connect
- Have a common policy and procedure folder with all the policies and procedures written in plain language and available for everyone

Resilience & Recovery

Individual



- Find wellness practices that you can integrate into your life that fit your style such as using breathing practices in your day at regular intervals, or stand up and stretch for 5 minutes every hour (set an alarm bell to remind yourself)
- Offer a weekly private or public thank you to specific coworkers for their effort and support.

Organizational



- Promote a culture of learning
- Show staff their well-being is important and valued