



Trauma-Informed Design

Quick Reference Guide

Organizations Leading the Way in Trauma-Informed Practices

SAMHSA

- [SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach](#)

Trauma Informed Oregon

- [Trauma Informed Oregon \(Oregon Health Authority\)](#)
- [Trauma Informed Oregon – Standards of Practice](#)

Missouri Department of Mental Health

- [The MO Model](#)

Trauma-Informed Practices

Research & Design

- [Implementing a Four-Phased Trauma Informed Design Process](#)
- [Building a Trauma-Informed Research Practice](#)
- [Practicing Without a License: Design Research as Psychotherapy](#)
- [The Call for Trauma-Informed Design Research and Practice](#)
- [Trauma-Responsive Design Research: A New Model for Change](#)
- [Responding to Collective Trauma](#)
- [Trauma-Informed Design: Understanding Trauma and Healing](#)
- [The Importance of Trauma-Informed Design](#)
- [What Is Trauma-Informed Design? \(Article\)](#)
- [What Is Trauma-Informed Design? \(Video\)](#)
- [Code for America Qualitative Research Guide](#)

Addressing Secondary Trauma

- [Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others](#)

Interviewing Practices

- [Successful Trauma-Informed Victim Interviewing \(IACP\)](#)

User Experience Design

- [Is Your Website Trauma-Informed?](#)

Physical Space Design

- [Creating Trauma-Informed Correctional Care](#)
- [Trauma-Informed Design Evaluation Tool for K-12 Schools](#)
- [Architectural Principles in the Service of Trauma-Informed Design](#)

Healthcare Practices

- [What is Trauma-Informed Care?](#)
- [Creating Cultures of Trauma-Informed Care \(CCTIC\): A Self-Assessment and Planning Protocol](#)
- [Central Activities and Program Components of a Systems-Level Trauma-Informed Approach \(HHS Study\)](#)

Trauma-Informed Communities

- [SAMHSA Interagency Task Force on Trauma-Informed Care](#)
- [Trauma-Informed Design Group](#)

Trauma-Informed Research Tactics Employed by HUD's CX team

- **Always include trauma trigger warnings** – Any time you are presenting information that may be sensitive, warn the audience first and give them the option to proceed.
- **Introduce everyone on the call or in the room** – Let participants know why everyone is there and what their role is. Make sure to ask them if they are still comfortable proceeding.
- **Receive informed consent throughout the engagement** – Receive consent before and at the end of the interview or focus group. When closing out, ask if it is still okay to use their feedback and if there is anything they would like to redact.
- **Ask questions that minimize risk of re-traumatization** – Questions that are too open-ended can sometimes cause stress and lead to the participant sharing unnecessary information. Questions should be phrased thoughtfully, to minimize any words or topics that may surprise the participant, unnecessarily trigger past trauma, or come across as accusatory.
- **Clarify why you are asking questions** – Especially when topic areas are sensitive in nature, make sure research participants know the purpose behind what you are asking of them. For example, say: "The challenges you are sharing will help us understand what to support customers with" or "I'm asking you this question because..."
- **Body language and facial expressions matter** – Even when off camera, simple behaviors such as facial expressions or crossing your arms can impact how you come across and how *you as the interviewer may feel* during and after the engagement.
- **If someone gets emotional** – Acknowledge their situation and ask them if they need to step away or take a break- "you must be a strong person to...I see this is bringing up... for you. Would you like to take a break or reschedule?"
- **Have a plan to escalate needs** – Have a plan in place to route participants to someone from the organization that can help them if they have needs or concerns related to the services they've received. Also have a plan in place to direct people to emergency resources if they indicate they are in crisis.
- **Trauma-informed debriefing** – Following research engagements that involve sensitive topics, make sure to check in on how the research team is feeling, and not just about what you learned from the research engagement.