



AGENCY-WIDE COMMUNICATION CHECKLIST

Throughout the implementation process, it is important to involve all levels of an organization. Agency-wide communication is a critical opportunity to promote trauma-informed care principles while keeping staff informed of the change process. Effective communication will create constructive avenues for staff feedback and suggestions. Walk through this checklist before sending out agency-wide communications to ensure the message and the mode are trauma-informed.

Message:

Check if Complete

✓	QUALITIES OF A TRAUMA-INFORMED MESSAGE
	Message uses clear and direct language at an accessible reading level for all staff
	Language seeks to be as transparent as possible while respecting confidentiality requirements
	Opportunities to provide anonymous feedback are included in the message (e.g., suggestion boxes, forums, meetings, supervision, focus groups)
	Messages that require staff to take action (e.g., enrolling in health benefits) provide clear timelines and instructions of how to do so
	Printed messages use an easy-to-read font no smaller than 12 pt
	Messages are communicated in the languages used by staff

Mode:

✓	QUALITIES OF TRAUMA-INFORMED COMMUNICATION
	Multiple forms of communication are utilized (e.g., email, newsletter, break room flyers, face-to-face)
	Decisions that impact staff are communicated in a timely manner
	Messages that require staff to take action (e.g., enrolling in health benefits) are provided with adequate time for staff to do so
	Opportunities to provide anonymous feedback are provided (e.g., suggestion boxes, forums, meetings, supervision, focus groups)

Adapted from "Agency Wide Communication" developed by Trauma Informed Oregon