EXERCISE and DISCUSSION:

1. How is transparency and trustworthiness among staff and clients promoted and demonstrated?

   • How about within the following interactions as related to trauma related issues:
     • Staff with staff?
     • Staff with supervisors?
     • Staff with administration?

2. What strategies are used to reduce the sense of power differentials among staff and clients?

3. How do staff help people identify strategies that contribute to feeling comforted and empowered?

4. How do staff members keep people fully informed of rules, procedures, activities, and schedules, while being mindful that people who are frightened or overwhelmed may have difficulty processing information?

   • Suggestions for improvement?

5. How do people with lived experience have the opportunity to provide feedback to the organization on quality improvement processes for better engagement and services?

   • Suggestions for improvement?

Facilitator note: please record and scan/send notes to Crystal Smith at crystal.smith@case.edu