



Part of the Partnership for a Healthier Fairfax

**Creating Trauma-Informed Spaces**

**Facility Review Checklist**

## Accessing the Facility

	Yes/No	Notes/Comments
<b>Accurate Phone Number(s) Listed</b> - online - in printed materials		
<b>Accurate Directions Available</b> - online - in printed materials * Walking directions (using sidewalks/crosswalks) from closest public transportation stops (Bus, METRO) should be available		
<b>Parking</b> - available/accessible - well marked - well maintained - well lit - appears safe * If parking is not available, that should be clearly indicated online and in all printed materials. If clients/consumers will need to use public or paid parking that is not immediately adjacent to the facility, those details and directions should be highlighted.		
<b>Approaching the Facility</b> - sidewalks and crosswalks are present, clear, and well maintained - well lit - appears safe		
<b>Entrance</b> - clear - well lit - includes clear directions on how to access if door is locked		
<b>Upon Entrance</b> - warm welcome by a knowledgeable receptionist OR immediately visible building directory		

<ul style="list-style-type: none"> <li>- directions about how to access different parts of the building are clear and easily followed (if applicable)</li> <li>- consideration has been given to the different needs of those accessing services, and different populations are separated as appropriate in a strategic and sensitive manner</li> <li>* If consumers do not or may not speak English, how can they interpret the building directory (is it in Spanish, does it include recognizable agency logos, etc.)?</li> </ul>		
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## The Facility

	Yes/No	Notes/Comments
<p><b>Comfortable and Inviting</b></p> <ul style="list-style-type: none"> <li>- minimal institutional appearance or feel</li> <li>- adequate space for the number of clients being served</li> <li>- comfortable waiting areas with adequate seating</li> <li>- easy and clear access to necessities (water, restrooms, public phone)</li> <li>- offers the opportunity for privacy as appropriate</li> </ul>		
<p><b>Safe</b></p> <ul style="list-style-type: none"> <li>- hours of operation coincide with the hours of public transportation, and take the time of day (light vs. dark outside) into consideration as appropriate</li> <li>- exits are clearly marked, and both staff and clients/consumers know what doors are locked/unlocked and when</li> <li>- there is security presence as appropriate</li> </ul>		
<p><b>Family Friendly</b></p> <ul style="list-style-type: none"> <li>- waiting areas include books, toys, etc. that are clean and in good repair</li> </ul>		

<ul style="list-style-type: none"> <li>- waiting areas do not require absolute quiet, and if they do, there are alternative areas for those with children to access if needed</li> <li>- restrooms include changing tables</li> </ul>		
<p><b>Access to Nature</b></p> <ul style="list-style-type: none"> <li>- windows overlook green spaces</li> <li>- courtyards or other outdoor areas are accessible and inviting</li> <li>- when windows are not available, things like plants or other purposeful design elements are used in the space to invoke nature</li> </ul>		

## Decor

	Yes/No	Notes/Comments
<p><b>Floors</b></p> <ul style="list-style-type: none"> <li>- carpet, tile, etc. is clean and in good repair</li> <li>- floor is free of obstacles</li> </ul>		
<p><b>Paint</b></p> <ul style="list-style-type: none"> <li>- appears fresh and non-institutional</li> </ul>		
<p><b>Furnishings</b></p> <ul style="list-style-type: none"> <li>- clean, comfortable, and in good repair</li> <li>- are not used to create unnecessary barriers between staff and clients/consumers</li> </ul>		
<p><b>Lighting</b></p> <ul style="list-style-type: none"> <li>- is in working order</li> <li>- takes advantage of opportunities to use natural light when possible</li> <li>- relies on softer, non-institutional options</li> </ul>		
<p><b>Printed Materials on Display</b></p> <ul style="list-style-type: none"> <li>- are clear, legible and in good repair</li> <li>- are inclusive of various cultures, languages, genders, etc.</li> <li>- use language that is empowering, strengths based, educational, inspiring, etc.</li> <li>- avoid language that is labeling, potentially stigmatizing or overly directive</li> </ul>		

<ul style="list-style-type: none"> <li>- include information about client rights and grievance procedures</li> <li>* Bonus Points for having materials on display that educate clients/consumers about traumatic stress 😊</li> </ul>		
<p><b>General Feel</b></p> <ul style="list-style-type: none"> <li>- is not overly institutional <u>for the setting</u></li> <li>- reflects attention to detail in terms of creating an attractive and comfortable environment that includes decorative elements (pictures, plants, fountains, etc.) that personalize the space and are appealing to clients/consumers</li> <li>- design elements that emphasize hierarchy (workers behind large desks when talking to consumers, closed door meetings within view of clients, glass partitions separating staff and consumers) are eliminated when possible</li> <li>- staff have the opportunity to observe spaces throughout the facility in a <u>non-intrusive</u> manner (in person and via camera)</li> </ul>		

## Spaces

	Yes/No	Notes/Comments
<p><b>Restrooms</b></p> <ul style="list-style-type: none"> <li>- easily accessible</li> <li>- well marked</li> <li>- offer doors that lock</li> <li>- are clean and well stocked with supplies (soap, paper towels, toilet paper, lotion, etc.)</li> </ul>		
<p><b>Offices (if applicable)</b></p> <ul style="list-style-type: none"> <li>- are arranged in such a way that both staff and clients/consumers have a clear view and path to the exit(s)</li> <li>- include calming elements that promote self-care (access to water, nature sounds, fountains or calming background music,</li> </ul>		

<p>aromatherapy, rocking chairs, mandalas, stress balls or other manipulatives)</p>		
<p><b>Bedrooms (if applicable)</b>  - offer privacy as appropriate  - allow for calming elements that promote self-care (access to water, nature sounds, fountains or calming background music, aromatherapy, rocking chairs, mandalas, stress balls or other manipulatives) when appropriate.  * In light of any safety concerns, efforts are made to creatively employ strategies to offer elements of privacy and self-care as much as possible</p>		
<p><b>Common Areas- Living and Dining Areas, Group Counseling Spaces (if applicable)</b>  - are arranged in such a way that both staff and clients/consumers have a clear view and path to the exit(s)  - include calming elements that promote self-care (access to water, nature sounds, fountains or calming background music, aromatherapy, rocking chairs, mandalas, stress balls or other manipulatives) as appropriate</p>		
<p><b>Outdoor Spaces (if applicable)</b>  - are well lit  - are free of hazards  - offer adequate seating as appropriate  - include appropriate recreational equipment that is in good repair (if applicable)  - appear to be safe and secure from outside intrusion (utilize fences or natural barriers, not directly visible or accessible from public sidewalks, etc.)</p>		

## Other Considerations

	Yes/No	Notes/Comments
<p><b>Confidentiality</b></p> <ul style="list-style-type: none"> <li>- client/consumer information is not visible at reception, or in staff offices or any public areas (consider things like sign-in sheets, visible schedules/calendars, etc.)</li> <li>- staff do not discuss clients/consumers in spaces where they can be heard at any time</li> <li>- attention is made to direct clients/consumers to the right areas within the building in ways that are non-stigmatizing and that take their privacy into consideration (avoid labels)</li> </ul>		
<p><b>Creativity</b></p> <ul style="list-style-type: none"> <li>- secure facilities (hospitals, correctional facilities, etc.) have considered the limitations of their environment, and have employed creative strategies to make the best of what they have to work with</li> <li>- in cases where facilities cannot be modified to be in line with best practices for creating trauma-informed spaces, policies, procedures and practices have been considered and implemented to mitigate any potential negative impacts (ex: staff explain why privacy may be limited, staff check-in with clients/consumers and are as transparent as possible about how safety is maintained in the facility)</li> </ul>		
<p><b>Client/Consumer Input</b></p> <ul style="list-style-type: none"> <li>- those accessing services have an opportunity to offer feedback on the space (did they feel safe, welcome, comfortable, etc.) as part of regular client/consumer survey processes</li> </ul>		

**For questions about how to use this checklist, or to request assistance from TICN members with your facility walkthrough, please contact:**

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Deaf or hearing impaired, dial 711

[www.fairfaxcounty.gov/ncs/prevention](http://www.fairfaxcounty.gov/ncs/prevention)

[@ffxyouththrive](https://twitter.com/ffxyouththrive)

[http://www.fairfaxcounty.gov/ncs/prevention/trauma-informed\\_community\\_network.htm](http://www.fairfaxcounty.gov/ncs/prevention/trauma-informed_community_network.htm)

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Reasonable accommodations will be provided upon request. For more information, call 703-324-4600, TTY 711.

