



# Foundational Knowledge

All staff benefit from having fundamental knowledge of trauma-informed and healing-centered approaches. Training all staff helps form a common language within an organization and demonstrates a commitment to creating a sensitive, safe, and welcoming environment for people with HIV and the workforce. An organization that is actively working through the Foundational Knowledge module is at *Trauma-Sensitive* on the Roadmap to Healing.

## CONSIDERATIONS

- » Train all staff including reception, billing, management, volunteers, leadership, and direct providers. The frequency and availability of foundational training and education should reflect the needs of the bureau or organization. Trainings, webinars, videos, books, and discussion groups could include the following content:
  - o [NEAR Science](#)
  - o [Trauma-Informed Principles](#)
  - o The prevalence and impact of resilience and trauma among people with HIV
  - o Role and benefit of peer support services
  - o Issues of power, oppression, stigma, and racial equity
  - o [Vicarious trauma and burnout](#)
  - o Intersectionality
  - o De-escalation and motivational interviewing techniques

## ACTIONS

- Provide a kick-off training for all staff within your bureau or organization. Consider providing trauma- and healing-related education to new employees as part of the hiring and onboarding process.
  - o Additional training might be needed for supervisors (i.e., trauma-informed supervision) or persons in direct care positions.
- Incorporate trauma- and healing-related content into ongoing trainings. Consider [online modules](#), [videos](#), and [Ted-Talks](#).
- Start a monthly lunch-time book club with staff. Consider books such as: *My Grandmother's Hands: Racialized Trauma and the Pathway to Mending Our Hearts and Bodies* by Resmaa Menakem; *The Body Keeps the Score* by Bessel van der Kolk; and, *Destroying Sanctuary: The Crisis in Human Service Delivery Systems* by Dr. Sandra L. Bloom.
- Build knowledge among clients. Distribute or hang [posters](#), [infographics](#), and other client-specific information about resilience and the impact of trauma on health outcomes.

## STATE EXAMPLE

### IOWA

Iowa implemented a “Trauma-Informed Excellence” training for all contractors and Bureau of HIV, STD, and Hepatitis staff. The training is a six-month online program that is delivered via weekly modules of approximately 45 - 60 minutes.