

Trauma-Informed Design Framework



Core Values



Hope, Dignity, and Self-Esteem

We celebrate each individual's inherent worth, communicating positivity, emphasizing strengths, and maximizing potential.



Connection and Community

We create spaces that encourage camaraderie and collaboration—among residents as well as between residents and staff—and offer the opportunity to belong, helping residents to rebuild relationships built on trust.



Joy, Beauty, and Meaning

We honor culture and identity while creating spaces that spark and nurture imagination, hope, and aspiration.



Peace of Mind

We cultivate a comfortable, calm ambiance that supports relaxation, self-soothing, stress management, and coping through design details such as lighting, sound mitigation, natural elements, and access to nature.



Safety, Security, and Privacy

We understand that residents' perceived safety is just as important as actual safety. We prioritize clear wayfinding, sight lines, and boundaries; minimize negative triggers; offer vantages of both prospect and refuge and paths of retreat; and recognize the role of program staff in creating a sense of safety and security.



Empowerment and Personal Control

We encourage individual agency, welcome self-expression, and offer choices for residents.

3 C's / Key Concepts

With each design decision, the housing team should ask:

- Is this giving the residents and staff **choice**?
- Is this helping to create **community** among residents, and between residents and staff?
- Are we creating **comfort** for residents—does this bring calm or spark joy?

Context

Throughout the design process, the housing team should seek to understand the **cultural and environmental context** through direct conversations with those with **lived experiences** of homelessness and trauma.