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Relates to: Safety/Risk Management	Written By: Jamie Haack	Technical Review/Accountability: Jamie Haack, Risk Management Chairperson	Authorized By: Jeff De Lay, President/CEO
Effective Date: November 17, 2016		Revised Date: November 17, 2016	

UNISON BEHAVIORAL HEALTH GROUP, INC.

APPLIES TO:

All Staff

PURPOSE:

To provide a safe, accessible, effective, and efficient environment for clients, staff members, others in the organization and visitors.

POLICY:

Unison Behavioral Health Group, Inc. maintains a positive therapeutic environment at all sites.

PROCEDURE:

1. The facility establishes an environment that enhances the positive self-image of clients and preserves their human dignity. Unison Behavioral Health Group, Inc. provides an environment which promotes the treatment and recovery of clients along with a positive self-image. All offices are decorated with appropriate furnishings and wall coverings, those that give a warm, friendly atmosphere. Offices are also well lighted and most have windows to provide a feeling of openness. Reception areas provide comfortable seating.
2. Clients are always courteously greeted by the receptionist and handled in a professional manner. Personal questions are never asked in common-public areas of the office to provide confidentiality.
3. The facility is accessible to individuals with disabilities. Elevators are provided to increase accessibility. All buildings have ramps from parking areas or sidewalks to the building. Unison Behavioral Health Group, Inc. also has a policy for assistance to individuals with disabilities. It states that the counselor or other designated person will assist the individual in every aspect should appropriate facilities be lacking.
4. All areas and surfaces shall be free of undesirable odors. Unison Behavioral Health Group, Inc. promotes and provides a healthy, clean environment for all staff and clients at all times. Janitorial services ensure that areas and surfaces in the office area are clean and free from such materials as food/snacks that might cause any odor. Smoking is not permitted in the facilities or in agency vehicles.

Appropriate furnishings and equipment are available. Unison Behavioral Health Group, Inc. is furnished to provide an atmosphere of professionalism for both staff and clients. Such furnishings are also suitable to the work environment and satisfy the needs of staff and clients. An adequate amount of seating area for clients, ample work areas for staff, along with necessary equipment are provided. Films, videotapes, projection equipment, televisions, video recorders, computer, etc., are available for staff use in order to provide a

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continuum of quality care for clients.

5. All interior stairwells, attics, and basement storage areas shall remain clear and uncluttered. All exterior sidewalks and stairwells shall remain free of ice, snow and debris.