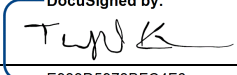


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<b>Relates to:</b> Safety/Risk Management	<b>Written By:</b> Jamie Haack, CHRO	<b>Technical Review/Accountability:</b> Amy Kobold, VP Clinical Services April White, Manager, Customer Service	<b>Authorized By:</b> Jeffrey R. De Lay, President/CEO
<b>Effective Date:</b> November 17, 2016		<b>Reviewed:</b> October 4, 2022	<b>Revised Date:</b> October 4, 2022
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## UNISON HEALTH

### **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 Health 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 Health 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 lit and several 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 in order to maintain 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 Health 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 unavailable.
4. All areas and surfaces shall be free of undesirable odors. Unison Health 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, in agency vehicles, or on agency property.

Appropriate furnishings and equipment are available. Unison Health is furnished to provide an atmosphere of professionalism for both staff and clients. Such furnishings are also suitable to the

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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, computers, etc., are available for staff use in order to provide a continuum of quality care for clients.

5. All interior stairwells, attics, and basement storage areas shall remain clear and uncluttered. Hallways are well lit and kept clear for safety and cleanliness. All exterior sidewalks and stairwells shall remain free of ice, snow and debris. Exits are clearly marked.