


CHAPTER: 8	SECTION: 6	SUBJECT: Environment of Care
TITLE: Therapeutic Environment		
EFFECTIVE DATE: 12-15-95	REVISED/REVIEWED DATE: 9/7/99, 7/30/02, 10/19/04, 8/16/05, 2/28/08, 2/14/11, 1/26/12, 3/25/13, 3/17/14, 3/17/15, 4/21/16, 4/17/17, 7/13/18, 9/1/19; 10/01/2020; 05/01/2021, 01/03/2023	
ISSUED AND APPROVED BY:  <p style="text-align: center;">EXECUTIVE DIRECTOR</p>		

- I. PURPOSE:**
To establish policy and procedure for the provision of a therapeutic environment for consumers and providers of Agency services.
- II. APPLICATION:**
To all Community Mental Health of Ottawa County (CMHOC) operated and contracted programs.
- III. DEFINITIONS:**
Not Applicable
- IV. POLICY:**
It is the policy of CMHOC to provide, within the limits of financial constraints, facilities that enhance the positive image and dignity of consumers and staff.
- V. PROCEDURE:**
 1. Adequate "personal" space is provided for the needs of both consumers and staff. This includes attention to the provision of privacy during confidential exchanges and adequate staff supervision of public areas.
 2. Services will be provided in physical locations designed with adequate space (floor/ parking/ restroom/ height/ etc.), lighting, directional signage, personal protection, safety equipment, safe and clean furnishings, adaptive equipment, and any other needed amenity to provide services in a healthy, safe, and secure environment to minimize risk to staff, consumers, and visitors.
 3. Waiting/reception areas are comfortable, and are furnished to accommodate the facility's expected consumers and visitors.
 4. Consumers may elect to receive outpatient services at CMHOC since the majority of its facilities are fully accessible, including rest rooms in convenient locations for the consumers' use. Should a facility not accommodate a person's needs, CMHOC will

- attempt to make modifications if practicable; if not, a referral will be made to a facility able to accommodate the individual's specific need.
5. Drinking cups and/or drinking fountains are available in the facilities.
 6. Residential care settings and contractual placements are designed to appear more home-like and less institutional. Consumers are encouraged to display personal items and to gain a feeling of belonging within the home. Privacy is encouraged for both staff and consumers. The person responsible for safety is the Home Supervisor or designated licensee'. Residential settings will comply with all regulatory standards, will provide views of the outdoors to assist in orientation, and will be accessible to the individual(s) residing there.
 6. Consumers' satisfaction with the environment(s) in which they receive services will be monitored; their input and comments will be regularly solicited via surveys, comment boxes, and/or focus groups. As appropriate, this data will be forwarded to either Consumer Services or to the Health and Safety Coordinator for action.

VI. ATTACHMENT:

None Applicable

VII. REFERENCE:

CARF Behavioral Health Standards Manual
CMHOC Accessibility Plan