Physical Safety and Accommodations

☐ Office space is secure
  o Organization monitors entrance/exit of guests
  o Locked entrances, only accessible with organization permission
☐ Outgoing calls appear as “Private” or “Blocked” on recipients’ caller ID
☐ Staff always inquire as to the safety of calling a client on the number provided
☐ Staff always inquire as to the safety of sending client mail to the address provided
☐ Organization has emergency protocols in place
  o If perpetrator tries to access space
  o If a client becomes a danger to self or others
☐ Physical spaces are accessible for survivors with physical/mobility limitations
☐ Gender-inclusive facilities are available

Population Sensitivity and Accommodations

☐ Artwork and décor is welcoming to all and non-triggering
  o If using photos of people, the photos include a diversity of race, gender, age, sexual orientation, etc.
  o Toys, books, art supplies are available for younger guests
☐ Emotional support animals are welcome
☐ Guests are welcomed by warm, friendly staff
☐ Guests are provided a comfortable place to wait for their appointment
☐ Guests are not made to wait extensively
☐ Guests are offered refreshments
☐ Guests are offered an opportunity to use the restroom
Office Privacy and Safety Checklist

Privacy

☐ Clients meet with staff in private, enclosed spaces, so they may speak freely without concern of being overheard

☐ Physical client records are maintained securely, in locked offices or drawers, and in compliance with state and ethical privacy obligations

☐ Digital client records are maintained on a secure network, accessible only by authorized users

☐ Physical and digital client records are retained only so long as required by state and ethical obligations

☐ Organization has and enforces policies on accessing client information, including emails, from mobile devices