

Agency Climate Bingo

Without using the same person twice, find others in the room who experience the following conditions in their workplace. Ask them to give an example and sign the appropriate square.

Décor (especially pictures & posters) is culturally diverse and representative of community	Agency clearly communicates positive behavior expectations	Agency is open at times convenient to youth and families (evenings, weekends)	Agency is easily accessible to individuals with disabilities	Translation services are provided for non-English speaking families
Agency is accessible by public transportation	Staff engage youth in a range of skill building activities	Staff use everyday language (non-technical, inclusive)	Staff are easily identified by name badges/t-shirts, etc.	Agency provides space for community events/groups
Has a well-publicized grievance/complaint procedure for youth/families	Offices are easily identified by signage	Youth/family message board for improvements & feedback	Reception area is welcoming; comfortable chairs, access to restroom and water	Program activities lead to tangible products/performances that reflect ideas of youth
Staff deal with conflicts and negative behavior in a non-threatening way (calm, stop hurtful actions, acknowledges youth's feelings)	Agency mission and goals are clearly posted	Staff seeks input from youth in order to determine cause and solutions to conflict	Effective, small staff-youth ratio	Open door policy (easy access to administration, board)
Outdoor spaces invite social & recreational use (benches, flower boxes, murals, play areas)	Youth take on meaningful roles in the agency	Agency invites community regularly (open house, etc.)	Phone system is user friendly	Agency is clean, well-lit, and well-maintained, indoors and outdoors