

PHYSICAL ENVIRONMENT GUIDE



Print signs guiding neighbors through each step of check in.

1

SIGNAGE

LAYOUT &
SEATING

2

Adjust waiting area for ease of flow and wheelchair accessibility. Position chairs so people can choose to sit together or alone.

Simplify the color scheme. Add pops of color that invite and calm neighbors such as teal and blue. Could be a rug, artwork, etc.

3

COLOR
SCHEME

ARTWORK

4

Utilize nutrition education and positive messaging. Display 1 - 2 messages and swap them out once a quarter.

Add real or artificial plants. Tip: Find a volunteer with a green thumb.

5

PLANTS

LIGHTING

6

Incorporate lamps with warm light bulbs to cut down on harsh overhead florescent lights. Ensure your spaces are well-lit.

Add a few magazines or short reads. Include reading materials for adults and children.

7

READING
MATERIAL

REFRESHMENTS

8

Add a drink or snack station.

EMOTIONAL ENVIRONMENT GUIDE



Practice acceptance and empathy. Smile more frequently. It naturally fights off stress and can be contagious.

1

EMPATHY
& SMILING

ASSET BASED
LANGUAGE

2

Use language that describe people as having or experiencing a condition or circumstance, not being a condition.

Reflect internally to determine your stigma & bias. Practice working through any biases you may have. Call on others to do the same.

3

STIGMA &
BIAS

EMPOWERMENT

4

Empower your neighbors through giving them dignity of choice.

Build relationships by fostering an environment that invites connection.

5

CONNECTION

TRANSPARENCY

6

Be transparent about your organization and inventory. Explaining why can increase trust.

Incorporate policies, processes, & systems that consider cultural, ethnic, and gender needs while recognizing historical trauma.

7

POLICIES,
PROCESSES,
& SYSTEMS

COLLABORATION

8

Collaborate with & engage in mutual decision making with your community. Ex.: Are your hours good for you or your neighbors?