In addressing unsafe situations, it is imperative that agencies adopt comprehensive emergency procedures that are clearly communicated and regularly practiced by all personnel. These procedures should include evacuation plans, communication protocols, and immediate response actions tailored to various types of emergencies. Additionally, managing agitated or escalated clients requires specific strategies, including de-escalation techniques and staff training to handle such encounters effectively. According to Stewart and Reeves, understanding the root causes of agitation and implementing targeted interventions can significantly reduce the risk of harm to both clients and staff (Ref-s175953). Agencies must ensure that these strategies are integrated into their operational guidelines, aligning them with best practices to maintain a safe and supportive environment for all involved.