

BENCO
24 Hour
POLICIES AND PROCEDURES

SUBJECT: PHYSICAL ENVIRONMENT

OAR: 411-325-0140 (1-14)

POLICY:

Benco has policies and procedures for the physical conditions of the environment in the program and outside the programs.

PROCEDURE:

- Physical Environment 411-325-0140 (1-14)
 - **(1-2)** All floors, walls, ceiling, windows, furniture, and fixtures will be kept in good repair, clean, and free from odors. Walls, ceilings, and floors will be of such character to permit frequent washing, cleaning, or painting. The interior and exterior will be well maintained and accessible according to the needs of the individuals.
 - **(3)** The water supply and sewage disposal will meet the requirements of the current rules of the Oregon Health Authority governing domestic water supply.
 - **(4)** A public water supply will be utilized if available. If a non-municipal water source is used, a sample will be collected yearly by the service provider, sanitarian, or a technician from a certified water-testing laboratory. The water sample will be tested for coliform bacteria and action taken to ensure portability. Test records will be retained for three years.
 - **(5-6)** Septic tank or other non-municipal sewage disposal systems will be in good working order. Incontinence garments will be disposed of in closed containers.
 - **(7)** Employees will use personal protective equipment such as gloves, gowns and face masks to clean and dispose of biohazards and medical waste. Employees will put biohazards and medical waste into a garbage bag and place that bag into another garbage bag and label the bag "biohazard". The employee will notify the Program Coordinator of the biohazard bag and the Program Coordinator will take the biohazard bag to the Benco Administrative Office and place it in the locked biohazard container to be pick up by a biohazard waste facility

BENCO
24 Hour
POLICIES AND PROCEDURES

when the container is full. All sharps will be placed in a sharps container and each program disposes of the sharp's container at the appropriate pharmacy that has been set up for that program.

- **(8)** All heating and cooling devices and systems will be installed in accordance with current building codes and will be in working order. Areas of a home used by individuals will be maintained at a temperature within a comfort range reasonable for the individuals residing in the home. Minimum temperatures when individuals are in the home will not be less than 60 degrees Fahrenheit.
 - **(a)** During times of extreme summer heat, a provider will make every reasonable effort to make the individuals comfortable and safe using ventilation, fans, or air conditioners. The temperature in a home will not exceed 85 degrees Fahrenheit.
- **(9)** Screening for workable fireplaces and open-faced heaters will be provided and all heating and cooling devices will be installed in accordance with current building codes and maintained in good working order.
- **(10-11)** Handrails will be provided on all stairways. Yard and exterior steps will be accessible and appropriate to the needs of the individuals.
- **(12)** Swimming pools, hot tubs, saunas, or spas will be equipped with safety barriers or devices designed to prevent accidental injury and unsupervised access.
- **(13)** Sanitation for household pets and other domestic animals will be adequate to prevent health hazards. Proof of current rabies vaccinations and any other vaccinations that are required for the pet by a licensed veterinarian will be maintained at the program. Pets not confined in enclosures will be under control and will not present a danger or health risk to individuals or guests.
- **(14)** All measures necessary will be taken to prevent the entry of rodents, flies, mosquitoes, and other insects.
- **(15)** The interior and exterior of the residence will be kept free of litter, garbage, and refuse.
- **(16)** Any work undertaken at a residence, including but not limited to demolition, construction, remodeling, maintenance, repair, or

BENCO
24 Hour
POLICIES AND PROCEDURES

replacement will comply with all applicable state and local building, electrical, plumbing, and zoning codes appropriate to the individuals served.

- **(17)** Benco will comply with all applicable legal zoning ordinances pertaining to the number of individuals receiving services at the program.
- **(18) (a) A-B (b) A-E (c) (d)** A telephone will be provided in the home. The telephone will be available and accessible for the individuals 18 years of age and older. The following emergency telephone numbers will be located in an accessible place within a home:
 - **(A)** Local CDDP;
 - **(B)** Police, fire, and medical, if not served by 911;
 - **(C)** Provider agency on-call or designee;
 - **(D)** Emergency physician; and
 - **(E)** Additional people to be contacted in the case of an emergency.
- Telephone numbers for making complaints or a report of alleged abuse to the Department, the local CDDP, and Disability Rights Oregon will also be posted.
- A licensee will notify the Department, individuals, and as applicable the individuals' families, legal representatives, and service coordinators, of any change in the home's telephone number within 24 hours of the change.
- **(19)** A poster for the Residential Facilities Ombudsman Program will be posted in a conspicuous location in accordance with ORS 443.392 no later than July 1, 2019.

Approved By: Kristen Gregory
Kristen Gregory, Benco Board President

Date: 12-10-2019