

MINIMUM AND DESIRED STANDARDS AND REGULATIONS

Homes for the Aged and Infirm  
(With a capacity of six or more)

1-1-71

North Carolina Department of Human Resources  
Division of Facility Services



State of North Carolina

DEPARTMENT OF SOCIAL SERVICES

POST OFFICE BOX 2599 RALEIGH 27602

January 15, 1971

CLIFTON M. CRAIG  
COMMISSIONER

IN REPLY REFER TO: CODE SSA

Dear Operator:

We are enclosing a copy of the revised rules and regulations approved by the State Board of Social Services. These Minimum and Desired Standards and Regulations are effective January 1, 1971. Please review them now and destroy your old set of Rules and Regulations.

The North Carolina Homes for the Aged Association contributed to the formulation of these revisions. The objectives of these revisions are as follows:

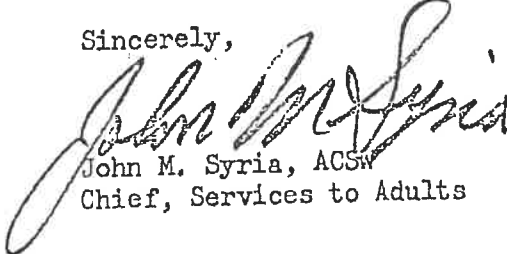
1. To establish a minimum standard and a desired standard which is to serve as an incentive for the operator to improve his operation and to clarify in writing what is minimum and what is a recommendation.
2. To establish separate sets of standards and regulations for Family Care Homes and Homes for the Aged.
3. To establish a staffing standard in Homes for Aged according to attendants or aides serving the residents. This standard is enumerated by a chart in the Minimum and Desired Standards and Regulations for Homes for the Aged and should be implemented by you as soon as possible.
4. To establish better standards for drug administration.
5. Incorporation of the most pertinent of the institutional requirements of the State Board of Health regarding sanitation and N. C. Department of Insurance regarding Building Code in the standards and regulations for Homes for the Aged.
6. To clarify regulations with the most important changes being that:
  - a. All applications or reports or requests for changes or additions, etc., must be submitted through local department of social services.
  - b. Annual evaluation of all homes and recommendation as to licensure is to be made by local department of social services.
7. To make more explicit the services to be provided by operators to residents.

The regional Services to Adults Consultant will review the annual evaluation of your home made by the local department of social services. Your home will no longer be visited routinely by the Services to Adults Consultant, unless the annual evaluation indicates the need for a visit, the county department of social services requests a visit, or you request such a visit through the county department of social services.

In addition to the above, central heating must be installed in all currently licensed homes by January 1, 1972. All other requirements for existing facilities must be met by January 1, 1974. Institutional buildings (Homes for the Aged) must meet the Building Code requirements of the North Carolina Insurance Department and sanitation requirements of the State Board of Health. Therefore, these institutional requirements are subject to interpretation and approval by the responsible agencies, and must be one of the factors adhered to by the State Department of Social Services in determining when minimum requirements have been met for purposes of licensure. All other requirements fall within the State Department of Social Services' realm of responsibility. The State Department of Social Services has final authority for issuing, reissuing, denying, or revoking a license for Family Care Homes and Homes for the Aged.

Your local department of social services Specialist on Aging will be contacting you to review these standards and regulations.

Sincerely,

  
John M. Syria, ACSW  
Chief, Services to Adults

JMS:eh

Enclosure

cc: County Department of Social Services  
Field Representative  
Services to Adults Consultant

## INTRODUCTION

The North Carolina General Assembly, in 1945, authorized the North Carolina Department of Social Services (then North Carolina Department of Public Welfare) to establish standards, provide rules and regulations, to inspect and license boarding homes and rest homes for two or more persons who are aged or mentally or physically infirm and who are not connected by blood or marriage to the applicant for license when a charge is made for their care. (See text G.S. 108-4 (10) and G.S. 108-77, page 3)

The purpose of the license is to guarantee that at least minimum standards are provided to give aged and disabled persons the protection they need; therefore, these minimum standards and regulations must be met before a license can be issued. Those standards and regulations marked by an asterisk are recommended to provide a higher standard of accommodations and services for adults and to enable the operator to meet the ever growing competition in this area of service to adults.

In 1958, licensed homes were classified into two types:

1. the Family Care Homes with a capacity of 5 or less; and
2. ~~the Home for the Aged~~ with a capacity of 6 or more.

A Home for the Aged and Infirm is a place for the care of adults over age 18 whose mental or physical infirmities prevent their maintaining a home of their own, and where their principal need is a home. Medical care provided is such as might be required in the home of any individual or family. The activities of the home are usually structured to the needs of the individual within a group setting. Residents of a Home for the Aged are given supervision and assistance in maintaining personal hygiene, and encouraged to participate in meaningful personal, family and community activities to the maximum of their abilities.

The Services to Adults Section of the North Carolina Department of Social Services is responsible for licensing Homes for the Aged. It also offers consultation services, small group meetings, workshops and seminars to operators and staff of licensed Homes for the Aged in order to assist operators and staff to understand human behavior better and to learn new ways of improving services and accommodations to meet the varied needs of adults. The Services to Adults Section now has one Chief, one Supervisor, six Consultants, one Licensing Specialist and six clerical staff to fulfill its functions.

The county departments of social services assign a social worker, usually called Specialist on Aging, to assist interested persons in applying for a license and to provide continuous supervision of the homes through monthly or more frequent visits. The Specialist on Aging submits to the State Department of Social Services on an annual basis a written evaluation and recommendation as to continued licensure.

Social workers in the county departments of social services also carry responsibility for assisting individuals and their families in locating a home with accommodations, services and charges suitable to their needs. In order to provide the right home for the right person, the operator must understand

the needs of the individual. The individual must know the services and accommodations of the home, the cost of care, and the opportunities available for participation in family and community life in order to make a wise decision.

The state and local departments of social services are not allowed to make referrals to or participate in plans for placing individuals in homes which have not signed the Civil Rights Statement of Compliance (Form DSS-CR-2) with the Civil Rights Act of 1964.

Homes for the Aged must meet all institutional building code requirements of North Carolina Insurance Department and the institutional sanitation requirements of North Carolina Board of Health. Some of these requirements have been incorporated into these rules and regulations after consultation with both agencies.

## I. LEGAL RESPONSIBILITY

The authority of the State Board of Social Services is set forth in G. S. 108-4 (10) which is as follows:

"To adopt standards for the inspection and licensing of all boarding homes, rest homes, and convalescent homes for aged or infirm persons as provided by G.S. 108-77."

G.S. 108-77 is as follows:

"Licensing of Homes for the aged and infirm.--(a) The State Department of Social Services shall inspect and license, under the rules and regulations adopted by the State Board of Social Services, all boarding homes, rest homes, and convalescent homes for persons who are aged or are mentally or physically infirm, except those exempted in subsection (c) below. Licenses issued under the authority of this section shall be valid for one year from the date of issuance unless revoked for cause earlier by the Commissioner.

"(b) Any individual or corporation that shall operate a facility subject to license under this section without such license shall be guilty of a misdemeanor.

"(c) Facilities which are exempt from the provisions of this section are as follows:

"(1) Those which care for one person only;

"(2) Those which care for two or more persons, all of whom are related or connected by blood or marriage to the operators of the facility;

"(3) Those which make no charge for care, either directly or indirectly;

"(4) Those which care for no more than four persons, all of whom are under the supervision of the United States Veterans Administration.

"(d) This section shall not apply to any institution which is established, maintained or operator by any unit of government; any commercial inn or hotel; or any facility licensed by the State Board of Health under the provisions of G.S. 130-9 (a), entitled 'Nursing Homes'."

G.S. 108-28 is as follows:

"Limitations on payments.--No payment of public assistance derived from federal, state, or local sources shall be made for the care of any person in a nursing home, home for the aged, family care home, or intermediate care home which is owned or operated in whole or part by any of the following:

- (1) A member of the State Board of Social Services, of any county board of social services, or of any board of county commissioners;

- (2) An official or employee of the State Department of Social Services or of any county department of social services;
- (3) A spouse of a person designated in subsections (1) and (2)."

## II. DEFINITIONS

- A. Minimum Standards: The accommodations and services required by the State Department of Social Services for granting a license to operate a home for the aged.
- B. Desired Standards: Accommodations and services which are recommended by the State Department of Social Services to provide higher standards of care and to help the operator to meet competition.
- C. Home for Aged and Infirm: A home for the aged and infirm is an institution which provides sheltered care to six or more adults who because of age or disability require some personal services along with room and board to assure their safety and comfort.
- D. Close Proximity: Within approximately 250 feet.
- E. Applicant: One who applies for a license to operate a home for the aged and infirm.
- F. Operator: A board or person who has the responsibility of operating a home for the aged and infirm.
- G. Cc-operator: One who shares the responsibility of operating a home for the aged and infirm with the operator.
- H. Responsible Person Living In: A person whose qualifications have been cleared by the County Department of Social Services and approved by the State Department of Social Services to live in the home full time and have charge of the management of it when the operator does not live in or in close proximity or does not remain in the home full time.
- I. Relief Person In Charge: A mature, competent adult capable of being in charge of a home for the aged during the temporary (not more than 24 hours) absence of the operator or responsible person living in.
- J. Staff: Qualified persons employed such as attendants who assist with the personal care of the residents, and housekeeping and dietary personnel whose duties include food service, housekeeping and maintenance of the home or grounds.
- K. Residents: Aged or disabled persons residing in the home who pay for their care and are not related to the operator (s).



- L. Current: Within a twelve months' period.
- M. Specialist on Aging: The social worker in the local department of social services who has been designated to work with operators.
- N. Licensing Agency: The North Carolina Department of Social Services.
- O. Central Heating System: A central furnace with ducts or other approved methods of distributing heat to each room, or electric heat thermostatically controlled in each room.
- P. Space Heater or Room Heater: A self-contained, free-standing, non-recessed air heating appliance intended for installation in the space heated and not intended for duct connections.
- Q. Portable Heater: Any kind of heater which can be manually carried from one place to another.
- R. Restraints: The application of a mechanical device to a person to limit movements for therapeutic or protective reasons. [These include anklets, wristlets, and restraining sheets for non-invalids (side rails and restraining sheets for invalids are not considered restraints)]
- S. Immediately Available: Pertains to a standby person in the building, or within approximately 150 feet of the building; provided special equipment as recommended by North Carolina Insurance Department is installed in the licensed home and the standby person's bedroom.

*\* desirable*

### III. STANDARDS

The following minimum standards apply to all homes for the aged and infirm. Those standards marked by an asterisk are not required but are desirable and recommended for all homes interested in providing better services and accommodations to meet the growing competition in the field of substitute homes for the aged and infirm.

#### A. Management

##### 1. The Operator

- a. Is responsible to the licensing agency and its representatives for maintaining licensing standards and carrying out recommendations of proper authorities.
- b. Must live in the home or in close proximity to the home and be in charge of the home at all times.

or

- c. Must employ a responsible person whose qualifications are cleared by the county department of social services and approved by the State Department of Social Services to live in full time and be in charge of the operation of the home.
- d. If the operator lives in but is not in the home full time, a responsible person whose qualifications have been cleared by the local department of social services and approved by the State Department of Social Services must be in charge of the home during operator's absence.
- e. At age 70, or upon evidence of chronic physical or emotional disability, the county Specialist on Aging shall review the ability of the operator to continue managing the home and make appropriate recommendations to the State Department of Social Services for their approval or disapproval of continuing operation.
- f. A qualified staff member (over 21 and under 70 years of age) must be in charge of the home during the temporary absence of the operator or responsible person living in.

NOTE: Where to contact the operator or responsible person living in must be known to the person left in charge.

- g. The plan for the continued operation of the home during an extended absence of the operator must be approved by the local department of social services prior to leaving.

##### 2. The Co-operator

- a. Shares the responsibilities for maintaining licensing standards with the operator.

6. Health requirements of operator, family and staff

A medical examination (Form DSS-Adm-19) including a tuberculin test and/or chest x-ray is required for the following individuals at the time of application and annually thereafter:

- a. Operator and each family member living and sleeping in the home
- b. Responsible person living in and her family members when living and sleeping in the home on a regular basis
- c. Any non-resident living and sleeping in the home on a regular basis

If a tuberculin test result is positive on any of the above individuals, the individual must have a chest x-ray and the results rendered on DSS-Adm-19.

- d. A currently valid health certificate or a physician's statement (DSS-Adm-19 may be used) showing freedom from communicable disease and indicating that the individual is physically and emotionally capable of performing his assigned duties shall be maintained on each employee.

NOTE: A copy of the Health Certificate or physician's statement must be in the home and available for inspection by proper authorities at all times while the person is in the employ of the home.

C. The Building

1. Location - must be approved by local zoning boards and be in an attractive area, a safe distance from streets, highways, railroads, open lakes and other hazards.

- a. Within small town or city limits.
- b. Rural or suburban areas, if transportation is furnished for appropriate services (medical, recreational, etc.)

2. Construction

- a. All buildings must be constructed in accordance with the institutional requirements of the North Carolina Building Code (See excerpts from the North Carolina State Building Code Requirements for Nursing Homes and Boarding Homes pamphlets revised by the North Carolina Department of Insurance and dated January 1968), and meet sanitary requirements for institutions as determined by State Board of Health. (Contact the Sanitary Engineering Division of the North Carolina State Board of Health, Post Office Box 2091, Raleigh, North Carolina 27602)

- b. Building materials and size of building (See page 3, North Carolina State Building Code Requirements for Nursing Homes and Boarding Homes).

- (1) If of wood frame, it must be only one-story in height and not exceed 2500 square feet in area. Basements and attics cannot be used for sleeping purpose or storage of combustible material.

- (2) If of protected, ordinary construction (block, brick, or combination of block-brick) and one-story in height, it may contain up to 9000 square feet. If two stories in height, each floor cannot exceed 6000 square feet.
  - (3) If of protected non-combustible material, refer to the pamphlet issued by the North Carolina Insurance Department dated January 1968 for size.
3. Arrangement and size of rooms (See excerpts from the North Carolina State Building Code Requirements for Nursing Homes and Boarding Homes).

Each home shall provide:

- a. Ample living arrangements with sufficient bedrooms to meet the individual needs according to age and sex of the operator or the responsible person and the family living in.
- b. Living room/recreational areas
  - (1) Located off a lobby or corridor.
  - (2) In existing buildings the living room area must be large enough to meet group needs of residents and their visitors.
  - (3) In new buildings for a capacity of 15 or less a minimum area of 250 square feet.
  - (4) In new buildings for a capacity of 16 or more a minimum of 16 square feet per person.
  - (5) Well-lighted, ventilated and heated.
  - \*(6) An area large enough for recreational and social activities separate from the living room.
- c. Dining room
  - (1) Located near the kitchen.
  - (2) In existing buildings the dining room must be large enough to seat all the residents.
  - (3) In new buildings for a capacity of 15 or less the dining room must have a minimum of 200 square feet.
  - (4) In new buildings for a capacity of 16 or more the dining room must have a minimum of 14 square feet per person.
  - (5) Well-lighted, heated and ventilated with outside exposure.
  - \*(6) Large enough to entertain friends, relatives, and residents.
- d. Bedrooms
  - (1) Located on an outside wall and off a corridor.

NOTE: No rooms can be approved for a resident's bedroom where access is through a bathroom, kitchen or another bedroom.

- (2) A minimum area of 100 square feet per bed excluding closet space in rooms occupied by one person.
  - (3) A minimum area of 80 square feet per bed excluding closet space in rooms occupied by two to four persons.
  - (4) Doors - 1 3/4 inch solid core wood or equivalent, 3 1/2 feet wide, open to swing into room for capacity 6 - 29; 44 inch door for capacity of 30 or more.
  - (5) Windows - a minimum of 10% of floor space for adequate light and ventilation and low enough to see out from bed and chair.
  - (6) Walls and ceilings - cleanable and light colored.
  - (7) Dividers if personal services are rendered to residents in bed.
  - \*(8) Handwashing lavatories in rooms.
  - \*(9) Only private and/or semi-private rooms.
  - \*(10) All rooms have an area of square feet above the minimum.
- e. The size of the kitchen and the equipment in it must meet the institutional sanitary requirements of the State Board of Health. (Scaled drawings and specifications according to capacity are available upon request from the Sanitary Engineering Division of the State Board of Health, Post Office Box 2091, Raleigh, North Carolina 27602.)

NOTE: In areas where approved water and sewer services are not available, the owner must visit with the local sanitarian and request instructions on the installation of an approved water and sewer system.

f. Bathrooms and/or toilet rooms

- (1) Located off corridor.
- (2) See note above regarding the inavailability of water and sewer services.
- (3) Minimum bathroom facilities include a toilet and hand lavatory for each five residents and a tub or shower for each ten residents.

NOTE: Minimum toilet and lavatory facilities (half bath) must be no less than 18 square feet in area and for each additional fixture add 10 square feet. (Article XX, Plumbing of the North Carolina State Building Code)

- (4) Sufficient full or half baths other than those used by residents to accommodate family and staff living in.
- (5) Half baths for staff other than those used by the residents.
- (6) Half baths for visitors other than those used by the residents and staff.
- (7) Hand grips shall be installed at all tubs, showers, and commodes.
- (8) Floors shall be covered with water-resistant covering.
- (9) Kept clean and in good repair.
- (10) In buildings to be constructed each home shall have at least one bathroom opening off the corridor with a door 3 or 3 1/2 feet wide opened to swing in flush with wall, equipped with roll-in shower (4' x 4' or 3' x 5') with movable spray attachment, a bathtub open on two sides, preferably three, a lavatory and a commode with the seat 20" from floor. (See Section F, pages 13-14 of North Carolina Building Code pamphlet.)

\*(11) Located between two bedrooms or in a bedroom.

g. Storage areas

(1) General

(a) Adequate for storage of residents' luggage, furnishings, and equipment.

\*(b) A minimum area of 10 square feet per bed.

(2) Linen

(a) Sufficient storage for clean linens.

\*(b) Located convenient to the bedrooms.

(3) Janitor's closets

(a) Number dependent upon size of home.

(b) Specifications and type of equipment must be secured by contacting the Sanitary Engineering Division of the State Board of Health, Post Office Box 2091, Raleigh, North Carolina 27602.

(c) Cleaning and laundry supplies must be in a locked closet or cabinet.

(4) Food storage

Specifications must be obtained by contacting the Sanitary Engineering Division of the State Board of Health, Post Office Box 2091, Raleigh, North Carolina 27602.

(5) Medicine cabinet

- (a) Well-lighted, locked cabinet or closet large enough to store all medication in an orderly manner.
- (b) A separate space large enough to store first aid supplies.
- \*(c) Located off the corridor but not in bathroom, utility room, or kitchen.
- \*(d) Dividers installed in the cabinet to separate each resident's medication.
- \*(e) Medicine cabinet over counter cabinets with formica top and sink.

(6) Bedroom closets

Large enough to provide each resident with approximately 6 square feet of clothing storage space.

h. Laundry room

- (1) Large enough to accommodate washer, dryer, and ironing equipment and a storage area for soiled linens.
- (2) Located where soiled linens will not be carried through the kitchen.

i. Utility room (for the storage and cleaning of bedpans)

Size and equipment must meet the requirements of the Sanitary Engineering Division of the State Board of Health, Post Office Box 2091, Raleigh, North Carolina 27602.

j. Office

- (1) In existing buildings an area where business can be conducted in private and necessary records maintained.
- (2) In new buildings an area large enough to accommodate office equipment and chairs for interviewing.
- (3) Well-lighted and ventilated.
- \*(4) With outside exposure.

k. Lounge for staff

- (1) There must be accommodations for staff to change clothes and store valuables.

\*(2) A dressing room for staff with individual lockers.

1. Corridors (See North Carolina State Building Code Requirements for Nursing Homes and Boarding Homes).

- (1) 6' wide in homes with capacity of 6 through 29 and not longer than 150' between one hour fire partitions and smokestop doors therein.
- (2) 8' wide in homes with capacities of 30 or more and no longer than 150' between one hour fire partitions and smokestop doors therein.
- (3) Handrails on both sides of corridors.
- (4) Well-lighted with appropriate night lights (recessed about one foot from floor).
- (5) Emergency light bearing the U/L label on all parts equipped with a wet cell auxiliary battery with trickle charge.
- (6) Exit signs in homes with capacities of 30 or more shall be lighted from a source independent of the general building lighting, namely by tapping ahead of the main service with a disconnecting means and overcurrent protection.
- (7) Exit signs in homes with capacity of 101 or more shall be lighted by two separate lighting systems, one supplied from the main building lighting and the other from an emergency generator located on the premises or approved storage batteries with suitable provisions to keep automatically charged.
- (8) Exit doors - 42" wide for not over 29 residents and 44" wide for 30 or more residents, opened to swing out, and constructed to allow for light and ventilation.
- (9) Free of all obstructions or impediments to full instant use in case of fire or other emergency.
- (10) Floors - of non-skid, easily cleanable material.

m. Outside entrances

- (1) At ground level  
or
- (2) All steps and porches protected by handrails.
- (3) For height of risers and width of treads see North Carolina Building Code.
- (4) Ramps (See North Carolina State Building Code Requirements for Nursing Homes and Boarding Homes). Slope not



to exceed one inch in twelve inches and be in compliance with Section (11-x) 5.1 of North Carolina Building Code. Handrails on both sides 32" high.

n. Attic and ceiling

- (1) Attics shall not be used for storage.
- (2) The one hour fire-rated ceiling shall not be pierced by openings for disappearing stairways or fans.
- (3) Ceiling heights must be at least 7 feet 6 inches from the floor.

o. Basements are optional; however, if constructed:

- (1) Walls and ceiling must be of at least one hour fire-rated materials.
- (2) Must meet requirements of North Carolina State Building Code Requirements for Nursing Homes and Boarding Homes.
- (3) May be used for non-combustible storage and laundry.

p. Boiler and heating rooms

- (1) Shall be separated from the rest of the building by construction having a fire resistant rating of at least one hour.
- (2) Any opening between such rooms and other areas shall be protected by approved automatic or self-closing fire doors.
- (3) Combustion and ventilation air for boiler or furnace rooms shall be taken directly from and discharged directly to the outside air.
- (4) The heating system shall be an approved method of conducting heat (capable of maintaining a temperature of 75° throughout the building) or be electric heat with thermostat control to each room.
- (5) Corridors shall not be used as return air plenums for buildings with more than 15 people.
- (6) Fuel burning space heaters and portable electric space heaters are prohibited (See North Carolina Building Code dated January 1968).

4. Fire safety requirements

a. Fire alarm system

- (1) An automatic fire detection system with a wet cell auxiliary battery with trickle charge bearing the U/L label on all parts must be installed in conformance with pamphlets #71, #72, and #74 of the National Fire Protection Association.
- (2) These must be subject to semi-annual inspection and tests conducted under contract by a qualified organization.
- \*(3) A maintenance service contract shall be provided by a qualified organization.

b. Fire extinguishers

- (1) At least one 2 1/2 gallon type extinguisher shall be required for each 2,500 square feet of floor area or fraction thereof.
  - (2) In addition, an approved fire extinguisher (dry chemical or powder) shall be installed at each kitchen and workshop.
- c. A plan for the evacuation of residents in case of fire, which has the approval of the local fire department must be posted.
- d. An electrical system must be approved by the local electrical inspector.

5. Other

- a. A plumbing system must be approved by the local plumbing inspector.
- b. Hot water heater large enough to provide continuous hot water to kitchen, bathrooms, laundry and janitor's closets.
- c. Telephones - for business and use by residents for a reasonable number of local personal calls. (A pay station telephone is not acceptable.)
- \*d. A nourishment station - equipped with work space, cabinets, a refrigerator, a small stove or hot plate, table and chairs for residents' personal use. A ready made nourishment cabinet approximately 4' x 6' is on the market. When installing allow 2' in front of cabinet.
- \*e. An area for shampooing hair and a barber's chair.

6. Housekeeping and furnishings

a. Each home:

- (1) Shall provide an attractive homelike and comfortable atmosphere and
- (2) Be maintained in a clean and orderly manner.
- (3) There should be no unpleasant odors and clutter.

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- (4) A sanitary grade of 90 or above must be maintained.
- (5) Throw rugs are not allowed.
- (6) All floors shall be of smooth, non-skid material and so constructed as to be easily cleanable.

b. Each bedroom shall be furnished with:

- (1) Single beds equipped with box springs and mattress or solid link springs and no-sag innerspring or foam mattress. Hospital beds appropriately equipped shall be furnished as needed.
- (2) Pillows suited to individual needs and preferences.
- (3) A clean top and bottom sheet and pillow cases.
- (4) Bedspreads.
- (5) Clean, warm, washable coverings.

NOTE: A complete supply of clean sheets, pillow cases, and additional coverings must be on hand at all times in order to assure that beds are changed as often as necessary but not less than once a week.

- (6) Bedside table.
- (7) Chest of drawers or bureau.
- (8) A mirror.
- (9) Arm chairs (rocker or straight, as preferred, high enough from floor for easy rising) in sufficient numbers for use of residents and visitors.
- (10) Individual towels and wash cloths.
- (11) A bedside lamp or light over head of bed, or toggle switch within reach of person lying on bed.
- (12) Attractively decorated in cheerful colors.
- (13) Protective sheets and clean, absorbent soft and smooth pads shall be furnished as needed.
- (14) Bedpans, urinals, hot water bottles, and ice caps shall be furnished as needed.
- (15) Bedside commodes, walkers, and wheelchairs shall be furnished as needed.

c. Living room and recreational areas

Are to be painted in light colors and should have the following furnishings:

- (1) Attractive living room furnishings constructed especially for the comfort of aged and infirm persons (with covering easily cleanable and kept in good repair).
- (2) A musical instrument and television or radio.
- (3) Accessory furnishings for attractive decor.
- (4) Flame resistant curtains or draperies designed to allow for maximum light and ventilation.
- \*(5) Recreational equipment and supplies for games, crafts, and hobbies.
- \*(6) Sufficient stereos, televisions or radios to meet various entertainment preferences of the residents.

d. The dining room

Decorated in cheerful, light colors and furnished with:

- (1) Tables to accommodate all residents and staff.
- (2) A sufficient number of high tables to accommodate persons in wheelchairs.
- (3) Movable chairs strong enough to bear weight without tilting.
- \*(4) Small tables serving from 2 to 6 persons.
- \*(5) Movable chairs with arms and strong enough to bear weight without tilting.

D. Services

1. Personal Care

Responsible staff on duty must at all times:

- a. Encourage and assist residents to care for their grooming, clothing, and toilet articles. This includes care of hair, mouth, gums, body, teeth/dentures, fingernails, toenails, clothing and personal items (comb, brush, etc.)
- b. Allow residents freedom of movement (not to be locked in rooms or physically restrained unless on written instruction of the resident's physician. (See Section IV, D, 1, d, page 29)
- c. Assist residents on an individual basis with their eating, walking, dressing, bathing, going up and down steps, and correspondence and shopping when necessary.
- d. Supervise residents who smoke.
- e. Evacuate all residents in an emergency. (See page 19, 4-c)

\*f. Residents be dressed in day clothing when using the living room, dining room and other recreational areas.

2. Health Care (Restorative and Rehabilitative)

- a. Only occasional or incidental medical care, such as one receives in his own home, is provided.
- b. The resident and/or his family must be allowed to choose a physician to attend him.
- c. Only medication (both legend and non-legend) ordered by a physician shall be given.
- d. Medication shall be given out to the residents by the operator or a qualified person authorized by the operator.

NOTE: Only persons authorized by a physician shall perform injections.

- e. The operator must have specific written instructions as to what to do at time of sudden illness, accident, or death.
- \*f. Arrangements shall be made by the operator for a physician to be available to attend residents when the resident's physician is not available.
- \*g. Arrangements shall be made for securing medication, especially in case of emergency.
- \*h. Arrangements shall be made by the operator with the resident, family or social worker for necessary specialized professional care (dental, eye, etc.) to enable the resident to be as healthy as possible.
- \*i. A list of medication to be taken and the time for taking it shall be made for each resident to serve as a guideline for personnel responsible for giving out medication.

3. Food service

- a. Table service shall be planned in an attractive and colorful manner and include full place settings with napkins.
- b. Sufficient staff shall be available in dining room to serve food and give individual attention to residents as needed.
- c. If tray service is sometimes necessary for physical or emotional reasons, it shall be as complete and attractive as table service with special attention to preparation and prompt serving in order that correct temperature of food is maintained.
- d. All food being served must be protected from contamination.
- e. Each resident shall be served a minimum of three nutritionally balanced meals a day. Suitable nutritious food (fruit, juice, milk, etc.) must be available between meals and shown on the menu.