



Series: Operating Procedure
COA: ASE 1.01, 1.03, 1.04, 2.01, 2..02, 2.03, 3.01, 3.02, 4.0, 6.02, 6.03

Name: Promotion of Health and Safety, Facility and Tools Maintenance

Policy Number: OP BC 1023

Revision #/Date: (1)12/10/2012, (2)09/04/2013, (3)07/06/2017

Effective Date: 08/01/2011

Applicable to: All Staff, Visitors and Vendors at the Brevard C.A.R.E.S. Facility

SUBJECT: Promotion of Health and Safety, Facility and Tools Maintenance

PURPOSE: The purpose of this operating procedure is to ensure the health and safety of all Brevard C.A.R.E.S. personnel and the individuals and families served. This ensures that organization's administrative and service environments are respectful, caring, safe and accessible and contribute positively towards Brevard C.A.R.E.S. productivity and effective service delivery. This operating procedure also outlines how the agency manages the maintenance of the facility and tools.

PROCEDURE:

Healthy Living Resources:

All Brevard C.A.R.E.S personnel have access to copies of resources and educational materials on healthy living that are also available to service recipients. Brevard C.A.R.E.S. ensures that it's administrative and service environments promote the health and safety of personnel and service recipients. Brevard C.A.R.E.S. offers information on healthy living choices to families served and staff. These resources can be accessed through the Brevard C.A.R.E.S. Family Resource Center and include: nutrition, healthy eating, stress management, smoking cessation, parenting resources and how to access various community resources (for example, for children with developmental disabilities how to access services for children with autism). Information includes books (available for check out) magazines, brochures, pamphlets, websites, organization names, phone numbers and addresses. Healthy Living resources can also be accessed through the Employee Assistant Program.

Smoking Policy:

Smoking is prohibited in the Brevard C.A.R.E.S. facility and in all areas of the building except in specified locations that are environmentally separate from administrative and service areas. A smoke free workplace is the only effective way to successfully eliminate second hand smoke and the dangers associated with second hand smoke in the workplace. No smoking signs are posted throughout the facility. A designated smoking area is provided (where smoking is permitted) located outside on the Northeast location of the building in designated smoking areas where cigarette dispensers are provided to allow for safely disposing of cigarettes. This area was

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identified after consideration of fire risks and staff safety. Minors are never permitted to use tobacco.

Reducing Environmental Impact:

Brevard C.A.R.E.S. has implemented a process for recycling. A recycling bin has been placed in the staff break room area so that products that can be recycled are placed in the recycling bin for weekly pick up. Whenever possible, the agency uses environmentally friendly products in an effort to go “green” and reduce water and energy consumption.

Accessibility:

The Brevard C.A.R.E.S. facility complies with all applicable legal, federal, state and local regulatory requirements that include compliance with the Title III of Americans with Disabilities Act (ADA) by providing handicapped accessible parking, widened doorways that are wheelchair accessible, and ensuring that all obstructed furniture and other barriers are removed. The Brevard C.A.R.E.S. facility is free from any architectural barriers. The Brevard C.A.R.E.S. Child and Family Handbook is also available in large print and an audio version is also available for vision impaired service recipients.

The Brevard C.A.R.E.S. facility is in near proximity to a bus stop that is approximately half a mile away near the crossroads of Barnes and US 1; (the nearest bus stop.) The facility is located on US 1 and easily accessible from both the North and the South parts of the County. The office is centrally located at nearly the midpoint of the County. There are other relevant community resources in the area that include the early childhood education providers, local workforce development board, child protective investigations, youth shelter facility and United Way office.

Legal and Regulatory Compliance:

Brevard C.A.R.E.S. complies with all applicable health regulations and codes, including certification of occupancy requirements, zoning and building codes, occupational safety and health administration codes, and health, sanitation and fire codes. The agency participates in regular fire drills and fire extinguisher inspections to ensure that all equipment is in proper working order.

Building Security

1. Brevard C.A.R.E.S. utilizes a monitored a security system for each building.
2. Door codes are issued to all employees and are changed on a regular basis and as needed.
3. Keys are distributed to staff for their respective buildings and offices based on access records.
4. All staff are required to sign in and out appropriately and are required to wear their name badges when visiting other facilities.
5. All visitors will sign in and will be issued a visitor’s badge. Visitors will not be allowed to roam unescorted.

Facility Maintenance:

The Brevard C.A.R.E.S. Executive Assistant maintains logs of all necessary facility information and maintenance checks including records of sign and sign out logs of any service recipients, personnel and visitors. Brevard C.A.R.E.S. is in compliance with all applicable health regulations and codes including certification of occupancy requirements, zoning and building codes, occupational safety and health administration codes and health, sanitation and fire codes.

On an ongoing basis the following is provided:

1. Pest Control services; regular pest control services are provided to maintain a safe environment;

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2. A First Aid and Safety Kit is provided in the staff break room and near the front lobby of the Brevard C.A.R.E.S. office;
3. Preventative Maintenance; this includes review of the agency's lighting internally and externally to ensure safety and proper working order by a qualified electrician whom also makes routine repairs and replacement of any light fixtures as necessary;
4. Air Conditioning and Heating Maintenance: Regular checks are completed to ensure that the air conditioner and heaters are working properly and qualified professionals are deployed as necessary for troubleshooting.
5. Plumbing; when necessary a qualified professional plumber is utilized to ensure proper working of such dishwasher and to attend to any water leaks;
6. Tools and Equipment: Ongoing, the copy maintenance company provides regular checks on the agency's two leased copy machines to ensure proper working order and condition. Any repairs are completed timely to ensure that there are no barriers in staff's ability to complete activities.
7. Phone system and fax machines: Ongoing, a data management specialist is assigned to Brevard C.A.R.E.S. to provide regular checks on the agency phone system to ensure that it is working properly as well as the agency's voice mail, fax machine and after hours on call voice message are operating correctly.
8. When undertaking building construction, demolition, or renovation, the agency uses proper controls to reduce risk and minimize impact on the environment, service recipients and staff though the use of professional contracting companies that serve as subcontractors. Building construction most often occurs outside of the agency's normal business hours so to have minimal impact on the agency's operations and staff interruption to regular work duties.
9. Emergency maintenance issues such as overflowing toilets and defective heating and cooling systems are attended to immediately.

The following procedures occur annually through a facility walk through:

1. The building is inspected by fire safety specialists to ensure compliance with mandates and that all fire extinguishers are working properly.
2. Appropriate city personnel ensure that the agency maintains the required amount of lighting for required lighting standards outside the facility.
3. The facility managers or their designee will conduct monthly and quarterly maintenance checks of their facilities to address the areas listed on the checklist (attached).
4. Monthly Checks: The facility manager or designee will inspect their facility by the 7th of each month to make sure everything is in order;
5. Quarterly Checks: Once each quarter the items from the quarterly section of the checklist will be inspected in addition to the monthly items checked.
6. It is the facility manager's responsibility to ensure that any action needed has been completed.
7. Maintenance checks will be completed by the 7th of the month and the original form will be maintained in the Facility Maintenance binder. A scanned copy will be kept in an appropriate location on the share drive.

Evacuation (drills):

- Evacuation drills are held, unannounced, at the Brevard C.A.R.E.S. facility at minimum of (2) times per year at a time when most of the staff are expected to be on-site.
- The Executive Director or designee conducts the drill and is the person who will activate the alarm. The specific method of 'alarm' will consist of a message over the intercom, in lieu of the actual alarm.
- If the actual fire alarm is to be used, the Executive Director will notify the alarm company and fire department, property manager, and other neighboring building tenants (as applicable) of the test ahead of time.
- All persons in the building are required to exit during the drill, no exceptions. This will include staff, visitors, contractors, and any other persons in the building.
- Goal for evacuation time of all persons in the building is two minutes.
- All persons will go to the designated meeting spot for the Brevard C.A.R.E.S facility and remain there until the drill is completed and the signal to return to work is given by the Executive Director or designee.

Meeting Location:

- The meeting location for the Brevard C.A.R.E.S. facility is 4087 South US 1 in Rockledge. (Note that this is the building to the left of the Brevard C.A.R.E.S. facility.)
- The receptionist(s), or designated staff member, will bring the staff and visitor sign in/sign out logs with them to the meeting site. At the meeting site a roll call, (based on the sign in logs), will be done by the receptionist or designee to ensure everyone is accounted for and has left the building. If the receptionist is not available, the person filling their role will bring the logs and then will conduct the roll call.
- Total evacuation time will be noted and recorded at this point.
- The Executive Director or designee, (and a second person if needed), will return to the building to inspect all areas of the building (including restrooms and conference rooms) and confirm that there are no staff remaining inside.
- The Executive Director will then give everyone the okay to return to the building.
- A record will be kept of all fire drills completed throughout the year, including the total time for evacuation, any issues noted including any persons who did not leave and any problems with the meeting place.
- Any issues noted or changes needed to the evacuation plan will be discussed by the Brevard C.A.R.E.S. Management Staff and the procedure will be updated as necessary and appropriate.

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- Records of all drills will be maintained in a central location by the Brevard C.A.R.E.S. Administrative Assistant.

Lockdowns:

- Examples of outside threats include potential intruders, active shooters or threats outside or in the area of the Brevard C.A.R.E.S. building.
- Examples of inside threats include intruders, active shooters, or threats inside the Brevard C.A.R.E.S. building.
- A lockdown may be initiated by law enforcement personnel, the fire department, facility manager, staff or the public.
- If a lockdown situation is initiated by one of the above persons, staff will be notified immediately by use of a designated notification system* and 911 will be called immediately.
- The following protective measures will be taken as appropriate:
 - Staff will check halls and rest rooms for other staff members and building visitors;
 - Exterior doors and windows will remain closed and locked;
 - Staff and visitors will move to safe areas to reduce visibility;
 - Lights (including computer monitors) shall be checked;
 - Attendance will be verified of all employees and site visitors; employees shall be alerted offsite to stay away from building;
 - The notification system will be activated * and
 - All employees will remain in position until all clear and notified by law enforcement, fire department, emergency manager, or appointed Brevard C.A.R.E.S designee.

* The designated notification system will be a method appropriate to the Brevard C.A.R.E.S. site, and may involve the use of a code word or phrase.

Special Health Precautions:

Brevard C.A.R.E.S. does not serve high numbers of groups that are identified by the Center for Disease Control as high risk populations that would render a requirement that the agency implement a targeted tuberculosis testing program of direct service personnel. Brevard C.A.R.E.S. does consult with local health authorities at the Department of Health and staff receives annual training on infectious disease that includes minimizing the risk of contagious and infectious disease.

Training:

Brevard C.A.R.E.S. will provide training to staff on appropriate topics (such as universal precautions, fire safety, safety in the field, etc.) to ensure staff remain knowledgeable in these areas.

BY DIRECTION OF THE EXECUTIVE DIRECTOR:



Phebe Powell
Executive Director
Brevard C.A.R.E.S Inc.

APPROVAL DATE: 7/19/2017

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Date and
Location: _____

Total Time to Evacuate: _____

Goal is 2 minutes

Notes: Any issues, suggestions for improvement, comments

Manager/Designee Signature:
