Division of Prevention and Behavioral Health Services
Department of Services for Children Youth and Their Families
State of Delaware

ADM 002	ENVIRONMENT OF CARE		
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PURPOSE

The purpose of this policy is to ensure that all service providers of the Division of Prevention and Behavioral Health Services provide a safe, accessible, supportive, effective and efficient environment for clients, visitors and staff.

POLICY STATEMENT

The Division of Prevention and Behavioral Health Services recognizes that a crucial factor in providing care and achieving good outcomes is the environment in which care is provided. The environment of care should be conducive to treatment and reflect the age of population served. To this end, effective management of the environment of care includes processes and activities to reduce and control environmental hazards and risks to prevent accidents and injuries and to maintain safe conditions for clients, visitors and staff. In order to achieve this goal the Division requires each service provider to complete the following:

1) Planning - Service providers shall plan and design for the space, equipment and resources needed to safely and effectively support the services provided.

2) Education of Staff - Service providers shall educate staff about the role of the environment in safely and effectively supporting care. This includes educating staff about physical characteristics and processes for environmental monitoring and reporting.

3) Performance Standards - Service providers shall develop performance standards to measure the staffs' and the organization's performance in managing the environment of care.

4) Management Plans - Service providers shall develop and carry out the following management plans to address the environment of care: Safety Program, Security, Hazardous Materials, Emergency Preparedness, Life Safety, Medical Equipment, Utility Systems, and Physical Environment.

5) Education and Collection Evaluation System - Service providers shall develop and utilize an information and evaluation system to continuously measure, assess and improve the status of the environment of care.

DEFINITIONS

Policy -	A concise statement of intent, course of action, or conduct applicable to the Division and its employees or providers.
Procedure -	Statements pertaining to the method(s) by which a policy should be implemented, which are ideally arranged in order of occurrence. These identify, when appropriate, responsible persons by role.
Safety Program -	A description of how the facility protects clients, staff and visitors from injury.
Security -	A description of how the facility protects clients, staff and visitors from harm.
Hazardous Materials -	A description of how the facility safely controls hazardous materials and wastes.
Emergency Preparedness Plan -	A description of how the facility ensures an effective response to disasters or emergencies affecting the facility's operation.
Life Safety -	A description of how the facility provides a fire-safe environment.
Medical Equipment, (if applicable) -	A description of how the facility promotes safe and effective use of medical equipment.
Utility Systems -	A description of how the facility promotes a safe, controlled environment, assesses and minimizes risk of utility failures and ensures operational reliability of utility systems.
Physical Environment -	A description of how the facility considers design criteria, assesses space, equipment and resources to provide adequate services. There must be a policy prohibiting smoking inside of each facility. Areas outside of providers' buildings may be designated as smoking areas.

The Division of Prevention and Behavioral Health Services will review compliance with these requirements in the DPBHS provider monitoring process.