
GENERAL NOTICES

NOTICE 1327 OF 2007

DEPARTMENT OF SOCIAL DEVELOPMENT

PUBLICATION FOR COMMENT: DRAFT REGULATIONS UNDER THE OLDER PERSONS ACT, 2006 RELATING TO CHAPTER 2 OF THE ACT

The Minister of Social Development intends to make regulations in terms of section 34 of the Older Persons Act, 2006 (Act No. 13 of 2006).

Interested parties are invited to submit comments on the proposed draft regulations to the Director-General: Social Development, Private Bag X901, Pretoria, 0001, fax number (012) 3127547 or e-mail: Isabellas@socdev.gov.za (for attention: Ms Isabella Sekawana), within 30 days of the date of publication of this notice.

Copies of the draft regulations can be obtained from the Government Printer Pretoria, from Ms Isabella Sekawana Department of Social Development, 7th Floor, HSRC Building, 134 Pretorius Street, Pretoria, Tel: (012) 312-7352 or from the various provincial departments of Social Development. The draft regulations are also available on the Department of Social Development's website: www.dsd.gov.za.

DRAFT**OLDER PERSONS ACT, 2006****REGULATIONS IN TERMS OF THE OLDER PERSONS ACT 13 of 2006****REGULATIONS RELATING TO CHAPTER 2 OF THE ACT**

The Minister of Social Development intends, in terms of section 34 of the Act, to make the regulations in the Schedule hereto relating to Chapter 2 of the Act.

SCHEDULE**DEFINITIONS**

1. In these Regulations, any word or expression to which a meaning has been assigned in the Act shall have the meaning so assigned and unless the context otherwise indicates—

“acceptable levels of services” means services delivered in accordance with national norms and standards

“applicant” means a person who is applying to provide a service defined in section 1 of the Act;

“asset” means any immovable or movable property owned by the service provider bought with Government funds;

“basic needs” are needs which must be met in order to ensure survival;

“Contract” means a written agreement between the Department and the service provider stipulating the conditions of the agreement and enforceable by law;

“financial year” means the period between the 1st of April to the 31st March every year;

“form” means a form prescribed in the Regulations;

“service provider” means a person who is providing service defined in section 1 of the Act;

“resident” means an older person residing in a residential facility;

“the Act” means the Older Persons Act, 2006 (Act No. 13 of 2006).

National norms and standards for acceptable levels of services

2. Levels of Services provided to older persons are defined, monitored and evaluated according to the national norms and standards contained in Annexure B of these Regulations.

Application for financial awards

3. (1) A service provider who is entitled to receive a financial award referred to in section 8(1)(a) of the Act must make an application to the Director General in a form similar to Form 1 contained in Annexure A and comply with policy on financial awards as determined by the Director General.
- (2) A financial award referred to in section 8(1) (a) of the Act may be awarded to a service provider who satisfies the Director General that the service provider —
 - (a) provides a service to older persons;
 - (b) maintains a register of members and beneficiaries
 - (c) is registered in terms of the Act;
 - (d) has the financial and management skills; and
 - (e) undertakes to—
 - (i) plan and manage the finances of the facility or service
 - (ii) apply effective accounting measure and keep proper records with regard to the expenditure of the financial award
- (3) If the Director General-
 - (a) has approved the application, he or she must notify the applicant in writing of his or her decision; and
 - (b) has refused the application, he or she must in addition to the notice furnish reasons for such refusal.
- (4) A person whose application has been refused by the Director General may appeal to the Minister within 30 days of receiving such notification.
- (5) The Minister may confirm or set aside the decision of the Director General.

Manner of entering into Contracts with Service Providers

4. A contract entered into with a service provider must be in writing and contain standard clauses in accordance with the law of contract, including the following:
 - (a) the nature of relationship between the Department and the service provider;
 - (b) the level of service to be provided by the service provider;
 - (c) the amount of the financial award including capital and/or operating funding;
 - (d) the service providers obligations, reporting, accounting and timeframes;
 - (e) the roles and responsibilities of the service provider and the Department;

- (f) procedures for monitoring and evaluation;
- (g) the duration of the contract;
- (h) remedies for failure to comply with conditions for receiving financial awards as referred to in regulation 5; and
- (i) a dispute resolution mechanism.

Conditions for the disbursement of financial awards and compliance with norms and standards

5. A person who receives a financial award must comply with the following conditions:
- (a) use the financial award for the care and benefit of older persons, and meet the requirements as determined by the Minister in the *Gazette*;
 - (b) comply with norms and standards referred to in Regulation 2
 - (c) allow a team, which may include management, the residents committee and an official designated by the Director General in writing, to visit and monitor a residential facility or community based care and support service at any reasonable time and provide that official with documentation and information which may be required by the team;
 - (d) the team must identify themselves to management and, in the case of a residential facility, the residents committee;
 - (e) report any financial irregularities and abuse of older persons to the South African Police Services or the designated official referred to in paragraph (c); and
 - (f) comply with the accounting procedure set out in regulation 6.

Compliance with accounting principles and measures by service providers in receipt of financial awards

6. (1) Despite any other law, a service provider must, when preparing financial statements, adhere to generally acceptable accounting principles including:
- (a) keep proper books and records of receipts and payments;
 - (b) Prepare an annual report on the activities of the facility or service including audited financial statements, in respect of each financial year;

- (c) In the case of community based care and support services, within six months of the end of each financial year submit the report and financial statements referred to in paragraph (b) to the Director-General of the Department;
- (d) In the case of residential facilities, report as laid down in Chapter 4
- (e) ensure that all financial activities are in line with current Treasury regulations.
- (2) The financial statements must in addition to the provisions of sub-regulation (1) comply with any other directions that may be given by the Minister or the Minister of Finance as to the information to be contained in such statements, the manner in which such information is to be presented or the methods and principles according to which such statements are to be prepared.
- (3) The service provider must preserve the documents referred to in sub-regulation (1), as well as all supporting vouchers and signed receipts, whether original or certified for a period of five years.

Penalties and Remedies for failure to comply with conditions for financial award

- 7. (1) Any person who fails to comply with any of the conditions for the financial award is guilty of offence and liable on conviction to a fine or to imprisonment not exceeding one year or to both a fine and such imprisonment.
- (2) If failure to comply-
 - (a) is as a result of a criminal conduct the Director General must report to the South African police Service and withdraw the financial award; or
 - (b) is due to other causes, the Director General may instruct the service provider to comply with the conditions of the financial award or conduct an investigation and propose corrective measures.
- (3) Failure to comply or if corrective measures are not followed will lead to closure of the service or facility
- (4) Despite the provisions of sub-regulation (1), the Director-General may take the necessary steps to recover any portion of or the total amount of the financial award from the service provider.

Conditions for management of assets

- 8. (1) Any assets referred to in section 8(2) of the Act must be managed and used for the benefit older persons.
- (2) Proper control systems or processes and procedures must be put in place for the effective, efficient, economical and transparent use of the said assets.

- (3) A person who bought any assets with the Government funds must keep and update an asset register, and—
 - (a) immediately on buying the assets, forward to the Director General the description details and a certified copy of proof of purchase of the said asset for purposes of entry into the register;
 - (b) take full responsibility and ensure that preventative mechanisms are in place to eliminate theft, losses, wastage and misuse of the said assets; and
 - (c) submit such asset register annually to the Director General.
- (4) If the facility is closed or a service is discontinued the assets will be disposed of according to stipulated conditions or will be handed over to another facility or service with similar objectives as stipulated in the constitution of that facility or service.

Penalties

- 9. Any person who contravenes or fails to comply with these Regulations is guilty of an offence and liable on conviction to a fine or to imprisonment not exceeding one year or to both such fine and such imprisonment.

Short title and commencement

- 10. These Regulations are called the Older Persons Regulations, 2007 and will come into operation on the date of publication.

ANNEXURE A
FORM 1
APPLICATION FOR FINANCIAL AWARD
[Section 8(1) and Regulation 3]

DEPARTMENT OF SOCIAL DEVELOPMENT
OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)

I, _____ (*full names and surname*) on behalf of
 (*organisation's name and NPO number*), hereby make an application for
 financial award contemplated in section 8(1) of the Older Persons Act, 2006 (Act No. 13 of 2006).

I provide social services to (*number*) _____ older person (see attached list) at the place known as
 _____ situated at (*physical address*)

Name of place where service is provided			
Date of establishment			
No of management staff (<i>Attach list</i>)			
Physical address			
Postal address			
Telephone No		Fax	

I declare that the above information is true and correct. I understand that any misrepresentation or omission of pertinent information may be considered as sufficient grounds for withdrawal of registration.

Signature of applicant Place
Date

Documents to be attached to the form

- Business plan
- Certified copies of management committee
- Constitution
- NPO registration certificate

ANNEXURE B
MINIMUM NORMS AND STANDARDS FOR COMMUNITY BASED CARE AND
SUPPORT SERVICES TO OLDER PERSONS

FUNCTION AREA	OUTCOME	STANDARD
1. DELIVERY OF SERVICES Physical environment determined by the category of services delivered.	a) Building and facilities are accessible to older persons in the community	<p>Basic Services</p> <p>Informal/temporary accommodation (rural)</p> <ul style="list-style-type: none"> ▪ Informal kitchen (which could be a Lapa) ▪ Kitchen must have water supply ▪ There should be a meeting place i.e. community hall ▪ Facility to wash hands ▪ At least one toilet for every 25 members, separate for every gender <p>Basic Services (Formal)</p> <ul style="list-style-type: none"> ▪ Community Hall – at least 1,5 m2 per person ▪ Office ▪ Kitchen with running water ▪ Safe source of electricity ▪ Toilet facility 1:25 members of each gender ▪ Ramps provided to make the facilities wheelchair and tripod accessible ▪ Hand wash facilities in each toilet block with running water <p>Intermediate Services</p> <ul style="list-style-type: none"> ▪ Community Hall – at least 1,5 m2 per person ▪ Office ▪ Consulting room facility ▪ Kitchen with running water ▪ Safe source of electricity ▪ Toilet facility 1:25 separate for members of each gender ▪ Ramps provided to make the facilities wheelchair and tripod accessible ▪ Hand wash facilities in each toilet block with running water

1.1 Statutory requirement	<p>a) The Community based care and support service is registered in terms of the Older Persons Act(Act 13 of 2006</p> <p>b) Membership policy in accordance with statutory requirements</p>	<ul style="list-style-type: none"> ▪ Bathroom facilities with a shower with hot and cold water supply ▪ Services are rendered 5 days per week <p>Tertiary Services</p> <ul style="list-style-type: none"> ▪ Community Hall – at least 1,5 m per person ▪ Office ▪ Consulting room facility with a lock up facility for medicines ▪ Kitchen with running water ▪ Cooling room for perishable food products <ul style="list-style-type: none"> ▪ Registration certificate accessible and publicly displayed. ▪ Implementation of departmentally approved assessment instrument (B & C categories) ▪ Completed standardised background report. ▪ Contract between service provider/ organisation and recipient / representative.(B& C categories) ▪ Membership policy and code of conduct to be in line with policy, principles and the South African Declaration on the Rights and Responsibilities of Older Persons. ▪ Information on the organisation and services rendered provided. ▪ Information accessible to all. ▪ Membership registers to be available and updated for members and beneficiaries.
1.2 Provision of Community Based Care and Support programmes	a) Economic empowerment programmes	<ul style="list-style-type: none"> ▪ Income generation activities(All categories) ▪ Food gardening(All categories) ▪ Arts and craft (All categories)Poverty relief projects ▪ Cultural activities

	b) Recreational opportunities	<ul style="list-style-type: none"> ▪ Indoor and outdoor games ▪ Library services ▪ Socialisation activities(outings,etc) ▪ Sports activities (e.g. SANGALA)
	c) Information	<ul style="list-style-type: none"> ▪ Awareness campaigns on the rights of older persons, on abuse, Dementia, HIV and AIDS ▪ Information on basic services, how and where to access the services
	d) Education	<ul style="list-style-type: none"> ▪ Adult Basic Education Training (ABET) ▪ Life skills programmes(e.g bugetting, parenting skills) ▪
	e) Counselling services	<ul style="list-style-type: none"> ▪ Bereavement counselling ▪ Trauma counselling(e.g abused older person, family crisis) ▪ Pre and Post retirement counselling
	f) Spiritual, cultural, medical, civic and social services	<ul style="list-style-type: none"> ▪ Religious activities ▪ PHC services(e.g immunisation, basic podiatry services, monitoring of Health status,etc) ▪ Cultural/traditional activities(e.g indigenous games) ▪ Pension pay points/access social grants
	g) Provision of nutritionally balanced meals to needy older persons	<ul style="list-style-type: none"> ▪ Meals on wheels(Provision of meals to older persons in the community on a regular basis) ▪ Food on foot(When members from the service centre deliver meals to other member of the who are sick on foot) ▪ Provision of a balanced meal to older persons at the Community Based Care and Support Service ▪ Life skills (Link to economic empowerment activities)

	<p>h) Provision of skills and capacity of older persons to sustain their livelihood</p> <p>i) Provision of professional services, including care and rehabilitation to ensure independent living of older person</p> <p>j) Services contained in the indigent policy for vulnerable and qualifying older persons</p> <p>k) Utilisation and management of existing facilities for older persons as multi-purpose community centres</p> <p>l) Integrated community care and development systems for older persons</p>	<ul style="list-style-type: none"> ▪ Sessional social work services ▪ PHC nurse ▪ Community Based Rehabilitation workers(CBR workers)- Assistant physiotherapist & Assistant occupational therapist ▪ support services ▪ Programmes to enable and support families and spouses/partners to provide care and support ▪ Awareness on the content of the indigent policy of local government and rebates or rates concession for qualifying older persons(e.g TV license, discounts at supermarket, subsidised transport) ▪ Referral system in place to access services contained in the indigent policy ▪ Outreach programmes(taking services to the community and making the facility available for the community) ▪ Directory of community care and support service ▪ Utilisation of skills of older persons in the community projects(e.g skills of retired professionals) ▪ Reality orientation programmes ▪ After school classes run by older persons ▪ Cultural story telling ▪ Operation dignity ▪ Cultural games ▪ Grand parenting programmes
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	<p>m) Provision of Intergenerational programmes</p>	<ul style="list-style-type: none"> ▪ Moral regeneration activities (preservation of values, adopt a school, adopt a granny) <p>Basic Services –Primary Support</p> <ul style="list-style-type: none"> ▪ Provision of nutritional balanced meal ▪ Spiritual, cultural, medical, civic and social services ▪ Intergenerational programmes ▪ Information and educational programmes ▪ Economic empowerment (one of the above mentioned services) ▪ Home Based care <p>Basic Services</p> <p>Minimum requirements</p> <ul style="list-style-type: none"> ▪ Must render two of the primary services of which meals be one of them, will progress to category B functioning three days a week, 18 hours per week <p>Membership</p> <ul style="list-style-type: none"> ▪ Minimum of 40 older persons <p>Staff</p> <ul style="list-style-type: none"> ▪ 1 coordinator ▪ 4 Volunteers for 40 older persons <p>Intermediate Services</p> <p>Minimum requirements</p> <ul style="list-style-type: none"> ▪ At least three primary services of which meals be one of them functioning 5 days a week for a minimum of 30 hours per week and will progress to category C when they meet prescribed requirements <p>Membership</p> <ul style="list-style-type: none"> ▪ Minimum of 75 older persons <p>Staff</p> <ul style="list-style-type: none"> ▪ 1 Coordinator/manager ▪ 1 Administration clerk ▪ 1 cook ▪ 1 driver ▪ 5 General workers(gardener, maintenance officer) ▪ 1 Social worker/Auxilliary social worker (on sessional basis)
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1.3 Capacity building	a) Effective and accessible volunteer programmes	<ul style="list-style-type: none"> ▪ Organisation must have <ul style="list-style-type: none"> - A recruitment programme - Selection criteria - Training programme - A job description - Register of volunteers
1.4 Community participation	a) An informed and supportive community	<ul style="list-style-type: none"> ▪ An outreach programme ▪ Information sharing

		<ul style="list-style-type: none"> Plan for promotion of community participation Involvement of community in special events, projects etc Measure the response e.g donations, visits, volunteers
1.5 Health and social welfare services	a) Optimal healthy ageing and self-actualisation through the provisioning of affordable accessible and appropriate health and social welfare services	<ul style="list-style-type: none"> Accessible primary health care services Accessible and affordable curative care, i.e hospitals and day hospitals Accessible social welfare services Accessibility of multi-purpose services Accessible psycho-geriatric services
1.6 Transport	a) Facilitate the development Of an affordable, appropriate and safe transport system to Promote the accessibility of Services and the optimal Independent functioning of Older persons	<ul style="list-style-type: none"> Concessions to promote the accessibility of public transport Older person-friendly and safe transport system/programmes Transport available to access services
1.7 Provisioning of assistive devices	a) Lending depots	<ul style="list-style-type: none"> Accessibility of lending depots Assistive devices are available Assistive devices are properly maintained Training programmes in the correct use of assistive devices Directory / data bank of lending depots
1.8 Social and economic independence	a) Optimal independent functioning and self fulfilment / actualisation	<ul style="list-style-type: none"> Programmes to promote preparation and provisioning for old age Poverty relief programmes to promote the financial sustainability of families Programmes for the development of life skills Enrichment programmes to

		acquire and transfer skills and culture <ul style="list-style-type: none"> ▪ Programmes to utilise older persons' skills and expertise ▪ Programmes for life-long training and education ▪ Programmes to promote optimal self-actualisation
1.9 Volunteerism	a) Active corps of volunteers b) Active corps of older volunteers	<ul style="list-style-type: none"> ▪ Establish and maintain a volunteer programme ▪ Register for volunteers ▪ Volunteer policy ▪ Establish and maintain a senior volunteer programme
1.10 Provision of food	a) Hygienic food preparation and serving facilities b) Nutritious food	<ul style="list-style-type: none"> ▪ Suitable premises and facilities for the preparation and storage of foodstuffs ▪ Sufficient and appropriate crockery and cutlery ▪ Eating facilities to be clean and odourless ▪ Separate hand washing and ablution facilities for staff ▪ Adequate functional storage of raw and prepared foods ▪ Separate facilities for the storage of cleaning materials and refuse ▪ Nutritious meals according to the service being provided with residential facilities providing 3 meals per day, and additional fluids at least 3 times per day ▪ A pre-planned cycle of varied and balanced meals ▪ Special diets in accordance with the medical needs of residents ▪ Accommodation of cultural and religious preferences where feasible ▪ Access to available food parcels
1. MANAGEMENT SERVICES		
2.1 Management committee	a) Effective management committee	<ul style="list-style-type: none"> ▪ Elected and appointed members according to the

	b) Members of the management committee are well equipped for their tasks	<p>constitution of the organisation</p> <ul style="list-style-type: none"> ▪ Regular meetings ▪ Proper agendas and minutes ▪ Regular reports to stakeholders ▪ Receipts of regular progress reports on operational management service delivery <p>Training programme</p> <ul style="list-style-type: none"> ▪ Job description for management committee
2.2 Statutory requirements	<p>a) Protection and promotion of the rights of older persons as the recipients of service</p> <p>b) Adherence to statutory requirements</p>	<ul style="list-style-type: none"> ▪ Approval by the Management Committee of a code of conduct and the adherence to and public display of the code of conduct <ul style="list-style-type: none"> ▪ All applicable Acts and regulations available and updated (B & C) ▪ Working knowledge of applicable legislation (management committee and staff) (B & C) ▪ Training programme to ensure working knowledge (responsible body is another body/facility/government) ▪ Constitution to be approved by relevant authorities and should promote accountability and transparency
2.3 Functional management 2.3.1 Financial management practices applicable to the category of service rendered.	a) Accountability of management	<ul style="list-style-type: none"> ▪ Recognised and acceptable financial management practices are adhered to ▪ Annual budget is approved in accordance with the organisation's constitution

	<p>b) Efficient and effective service delivery</p>	<ul style="list-style-type: none"> ▪ The budget and monthly financial statements are accessible for ▪ Financial statements are submitted at meetings of the Management Committee, at least every 3 months. ▪ The office bearer responsible for the financial management is adequately trained and qualified. ▪ Financial policy and delegation are determined by the Management Committee. ▪ The payment of accounts and receipt of income is done in accordance with financial policy of the organization and in the case of Government funding according to the Treasury Regulations. ▪ All external and internal audit reports must be submitted to the Management Committee and must be reflected in the minutes of the Committee meeting. ▪ Annual financial reports submitted to the general members meeting. ▪ Operational meetings / communications with staff ▪ Operational control of the service ▪ Hygiene management of all areas and pest control ▪ Accessibility of emergency services ▪ Telephone number of emergency services prominently displayed ▪ Proof of arrangements with emergency services with regard to management of emergencies ▪ Emergency plan approved by relevant authorities ▪ Access control ▪ Safety officers appointed ▪ Evaluation procedures in place ▪ Register of abuse to be kept ▪ Proof of arrangement with doctors on call, local hospital, ambulance service, contact numbers for support services S.A.P.S and nearest family member
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2.4 Asset management	a) Effective utilisation and maintenance of assets	<ul style="list-style-type: none"> ▪ Preventative maintenance programme approved by Management ▪ Asset Register available ▪ Assets are comprehensively insured ▪ Regular inspections performed and reported at meetings of the Management
2.5 Human resource management	a) Well trained, motivated and dedicated staff	<ul style="list-style-type: none"> ▪ Human resource policy approved by Management Committee to ensure best practices exist ▪ Staff recruitment policy approved by Management Committee ▪ Relevant Acts must be available and adhered to ▪ Signed copies of: ▪ Job description to be kept in each staff member's file ▪ Contract of employment which includes acknowledgement of the rights of older persons and their rights as recipients of service ▪ Personal file of each staff member ▪ Staff records e.g. leave / sick leave up to date ▪ Training programmes for staff implemented ▪ Induction programme in place ▪ Evaluation programme in place ▪ Grievance procedure available ▪ Disciplinary code available
2.6 Nursing administration	a) Provision of acceptable standards for continuous care	<ul style="list-style-type: none"> ▪ Policies and procedures known to and accessible by all members of nursing staff, including indications of quality of care to be maintained
		<ul style="list-style-type: none"> ▪ Staff establishment and organisation ▪ Appropriate deployment and utilisation of staff, including adequate supervision from trained professionals ▪ Continuous professional development programme

		<p>supervision and maintenance of registers and documentation in accordance with legislation</p> <ul style="list-style-type: none"> ▪ Develop individual care and support programmes for members.
2. RIGHTS AND RESPONSIBILITIES OF OLDER PERSONS	<p>a) Older persons are treated with dignity and respect</p> <p>b) Older persons are protected against abuse, neglect, ill-treatment and exploitation</p> <p>c) Older persons and /or their family are active participants in the delivery of services</p> <p>d) A caring community</p>	<ul style="list-style-type: none"> ▪ Declaration on the rights of older persons signed, explained and displayed ▪ Participation in the planning and management of services ▪ Programmes to promote and maintain the status of older persons ▪ Register on abuse (B & C) ▪ Protocol on abuse available (B & C) ▪ Protocols for the placement of people in safe environment ▪ Training programmes for carers to deal effectively with abuse (B & C) ▪ Training programmes for survivors to deal effectively with abuse (survivors empowerment programme) (B & C) ▪ Personal safety and security awareness programmes ▪ Recipients / family respect the social, cultural and religious beliefs of their fellow recipients of service. ▪ Recipients and / or their family remain active and self-reliant as far as possible ▪ Recipients / family freely participate in all programmes ▪ Recipients/ family do not engage in practices that may endanger and / or disturb the lives, health and well-being of others ▪ Active participation in the promotion and maintenance of the rights of older persons ▪ Promotion of awareness in

		<p>national and provincial programmes of interest to older persons</p> <ul style="list-style-type: none"> ▪ All programmes are older person sensitive and specific
4. DATA INFORMATION SYSTEM	a) Reliable and valid data	<ul style="list-style-type: none"> ▪ Directory of services © ▪ Directories of services & service providers ©

ANNEXURE B

MINIMUM NORMS AND STANDARDS FOR RESIDENTIAL FACILITIES

FUNCTIONAL AREA	NORM	STANDARD
<p>3. DELIVERY OF SERVICES</p> <p>Physical environment determined by the type of service delivered.</p>	<p>a) Building and facilities are accessible to the residents</p>	<p>A – independent B- assisted living</p> <ul style="list-style-type: none"> ▪ Accommodation category A (independent living) & B(assisted living) residents: Single room floor space at least 9m² Double room floor space at least 16m². Ward type accommodation at least 7,5m² per resident – except head of bed all sides 0,6m from walls and Unobstructed space between beds of 1,2m. ▪ Accommodation category C (frail care) Residents. Maximum of 4 beds per room. Floor area not less than 7,5m² per bed. ▪ Doors sufficiently wide enough to accommodate wheelchairs, beds trolleys and tri-pods ▪ No stairs / ramps at unreasonable steepness ▪ Lifts in multi story buildings must be bed size lifts to accommodate beds and trolleys. ▪ Toilets, baths and showers to be wheelchair/ tri-pod accessible ▪ Non-slippery flooring ▪ Emergency routes appropriate, clearly identified, visible during night time and all emergency exists accessible by wheelchair, trolleys and tri-pods.

	b) Nurses Station	<ul style="list-style-type: none"> ▪ Per floor in a multi level building / central and accessible to all residents ▪ Nurse Call System ▪ Counter and work surfaces ▪ Telephone for internal and external communication ▪ Wash hand basin with regulating taps ▪ Lock-up facility for all medication and scheduled drugs. ▪ Lockers for all nursing staff. ▪ Wash hand basin for the prevention of cross infection. <p>Screened-off cubicles for privacy.</p> <p>Well-ventilated, heated area.</p>
	c) Nurses rest room and toilets	Non-slip and non-shining flooring.
	d) Examination Room / Treatment room facility	<p>Painted in light coloured, washable paint.</p> <p>Storage facility for various stock items.</p> <p>Wash hand basin with controlled taps where applicable.</p> <p>Equipped for the management of general and emergency situations medical situations.</p> <p>Outside passages covered for protection against elements</p> <p>Corridors a least 1,8m wide and provided with hand railing along the length of at least one wall.</p> <p>All corridors, staircases, flight of steps and ramps must have a non-slip floor surface and adequately lit and fitted with effective handrails.</p> <p>All steps must not be higher than 130mm or narrower than 355mm.</p>
	e) Passages / Staircases / Ramps / Steps	<p>Bathroom facilities must be provided in the ratio of one [1] bath or shower to at least every eight [8] residents.</p> <p>bathroom facilities for residents in the case of open plan facilities designed to be used for more than one person.</p> <p>Constant supply of hot and cold water to all baths and</p>

<p>f) Bathrooms and Toilet facilities</p>		<p>showers.</p> <p>Bath positioned in such a way that residents have adequate access and effective handgrips.</p> <p>emergency bells or a communication systems to be in place.</p> <p>At least one [1] wash hand basin with constant hot and cold water supply must be provided in each bathroom complex.</p> <p>Walls and ceiling of the bathroom complex must be painted with light coloured durable, washable paint.</p> <p>Floors must be covered with a non-slip surface.</p> <p>Wash hand basin and a towel rail adjacent to the washbasin must be provided in every room or ward - rims of the basin must be 830mm above floor level. Constant supply of hot and cold water must be supplied to all washbasins.</p> <p>One [1] toilet for at least every eight [8] residents of every sex.</p> <p>Of the toilets at least one for every 24 residents must have:</p> <p>A floor area of not less than 2,9m²</p> <p>A minimum width of 1,6m</p> <p>A door with a width not less than 800mm</p> <p>Space between door and toilet</p> <p>Height of the toilet pans may not be less than 460mm and more than 480mm from the floor.</p> <p>Effective support rails must be provided in the toilets</p> <p>A urinal must be provided in the toilet complex where a facility is developed to be used by more than one male resident.</p> <p>A sluice room must have a minimum floor area of 7,5m² and a minimum width of 2,5m. Must be well ventilated.</p> <p>Be equipped with impervious shelves</p> <p>Be provided with a constant supply of hot and cold water.</p> <p>Be equipped with a combination slop hopper sink with a wash facility for bedpans / urinals</p> <p>Be equipped with an impervious receptacle of</p>
	<p>Wash hand basins</p>	
	<p>toilets</p>	

		<p>adequate capacity with a close-fitting lid for soiled dressings.</p> <p>Sluice rooms must be reasonably accessible from bedrooms and frail care rooms.</p> <p>Separate toilet facilities for male and female visitors.</p> <p>Wash hand basin supplied with constant hot and cold water.</p>
	g) Sluice Rooms	<p>Kitchen must have a minimum floor area of 16m² for at least 32 residents. The floor area must be calculated at 0,5m² per resident .</p> <p>Washing-up area separate from the food preparation area.</p> <p>Wash hand basin for staff hand washing.</p> <p>Adequate and constant hot and cold water supply to all basins.</p> <p>Impervious, easy to clean work surfaces in all areas.</p> <p>A safe source of power for cooking purposes.</p> <p>A suitable means for the effective Extraction of heat fumes and gases.</p> <p>Smooth and even wall surfaces.</p> <p>A facility to maintain perishable foods At a temperature below 10°C.</p>
	h) Toilet facilities for visitors	<p>Sufficient suitable storage space for Crockery, cutlery and kitchen utensils.</p> <p>The frail care must be provided with a service kitchen for the preparation of beverages and the heating up of food only.</p>
	i) Kitchen	<p>Must be equipped with a basin for the wash-up of cutlery and crockery.</p> <p>Must be equipped with a separate wash hand basin for staff to prevent cross infection.</p> <p>Must be provided with constant hot and cold water supply.</p> <p>Well-ventilated laundry area.</p> <p>Adequately sized according to number of residents.</p> <p>Adequately equipped for washing, drying and ironing.</p> <p>Adequate arrangements for the separate receiving and</p>

		<p>disinfection / washing of soiled and infected linen and clothing.</p> <p>Separate storage area for the clean linen. Shelving must be of an impervious material.</p> <p>Walls and ceiling must be painted with durable, washable and light-coloured paint.</p> <p>If an outside contractor is used for laundry purposes it must be done in an approved laundry.</p> <p>A dining area with a minimum floor area of 1,5m² per resident with adequate passages and aisles in the dining area. Approved, suitable and safe artificial heating system in the dining areas. Non-slip floors.</p> <p>Floor area of not less than 1,5m² per resident. This area must be designed and situated in such a way that it can also be used for occupational therapy</p> <p>Adequate (separate) storage facilities for linen, furniture, suitcases, household cleaning agents, tools, medicines, and corrosive and other harmful substances. (In terms of relevant legislation) Must have a suitable, furnished administrative office on the premises.</p> <ul style="list-style-type: none"> ▪ Cross ventilation ▪ Lighting, not glazing ▪ Safe heating and cooling system in the frail care, rooms, wards and the dining areas. ▪ Absence of offensive odours, through the effective management of physical environment, soiled linen, bedding and personal effects.
	Service Kitchen	
	j) Laundry and Ironing area	
	k) Dining Room	<ul style="list-style-type: none"> ▪ Security in accordance with local conditions ▪ Windows must be adequately protected or guarded to ensure the safety of residents. ▪ Emergency exits and routes practical and clearly identified and visible at night. ▪ Controlled access to facility ▪ Support railings both sides of corridors

	<p>l) Recreation Area / Lounges / Sun Porches</p> <p>m) Storage facilities</p> <p>n) Administrative office</p> <p>o) Proper and adequate ventilation / heating / cooling / lighting</p> <p>p) Secure and safe environment</p>	<ul style="list-style-type: none"> ▪ Non-slip and non-shining flooring surfaces. All carpets, mats and other loose coverings must be suitably and safely secured to the floors. ▪ Security of personal effects of staff and residents ▪ Security and control over medication ▪ Existence of emergency and disaster plan ▪ Fire-fighting equipment in accordance with Occupation, Health and Safety Act 85, of 1993 – Fire protection certificate issued by Fire Dept ▪ Appropriate 24-hour communication system (internal and external) ▪ Programmes for prevention of injuries and infections [Service Delivery] ▪ Access to an area to undertake private discussions and interviews. ▪ A bed with mattress, chair and private and safe and lockable cupboard for each resident ▪ Care equipment, e g crutches, wheel chairs, bedpans etc. ▪ Catering equipment available ▪ Laundry equipment available ▪ Maintenance equipment ▪ Adequate clean Bed Linen Blankets Pillows and towelling, per bed. ▪ Furniture and equipment for staff requirements ▪ Change room facility with lockers ▪ Staff Rest room
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	<p>q) Therapeutic environment</p> <p>r) Functional and sufficient furniture and equipment</p>	
FUNCTIONAL AREA	NORM	STANDARD
	<p>s) Physical layout of grounds and buildings promotes mobility, social interaction and areas of service delivery</p>	<ul style="list-style-type: none"> ▪ Appropriate medical emergency equipment ▪ Office facilities <p>Surrounding should be suitable from a health point of view</p> <p>Avoid low-lying cold areas.</p> <p>Avoid presence of factory / train Smoke.</p> <p>Slope of terrain:</p> <p>The terrain should be as level as possible.</p> <p>Sloping grounds</p> <ul style="list-style-type: none"> ▪ Sanitation ▪ Clean drinkable water ▪ Cooking and catering facilities ▪ Laundry facilities / washing facilities ▪ Nursing facilities ▪ Recreational facilities / areas ▪ Fencing

		<ul style="list-style-type: none"> ▪ Areas for care of persons with mental incapacity where necessary Secure environment appropriate for the needs of the individual, particularly those with mental incapacity. ▪ Store facilities ▪ Grounds are wheelchair / tri-pod accessible ▪ Supply of electricity or alternate power source ▪ (Designated smoking area)
3.1 Legal Status for service delivery	<p>a) Service providers are registered</p> <p>b) Admission policy in accordance with statutory requirements</p>	<ul style="list-style-type: none"> ▪ Registration certificate of residential facility and service providers to be publicly displayed ▪ Implementation of departmentally approved assessment instrument DQ 98 ▪ Completed standardised background report from Social Worker when necessary ▪ Contract between organisation / recipient / representative [Service Level Agreement] ▪ Admission policy and code of conduct to be in line with policy, [SA Policy for Older Persons] principles and the South African Declaration on the Rights and Responsibilities of Older Persons ▪ Information on the organisation and services rendered provided ▪ Information accessible to all
3.2 Capacity building	<p>b) Support for caregivers, including family</p> <p>c) Effective and accessible volunteer programmes</p> <p>d) An informed and supportive community</p>	<ul style="list-style-type: none"> • An outreach programme • Information sharing • Special events, projects etc • Measure the response e.g donations, visits, volunteers
FUNCTIONAL AREA	NORM	STANDARD
1.3 Residential care	a) Comfortable clean, healthy, and satisfied residents	<ul style="list-style-type: none"> • Individualised care management plan • Adherence to approved health, nursing and pharmaceutical administration acts, policies and procedures • Nutrition and hydration according to dietary requirement

	b) Optimal mobility of residents during active hours	<ul style="list-style-type: none"> • Socialisation through social and functional activities • Residents are out of bed where possible • Residents are appropriately dressed, presentable and clean
	<p>a) Provisioning in the basic nutritional needs to promote healthy ageing</p> <p>b) Facilitate the provisioning of affordable, safe and accessible accommodation, housing & assisted living</p> <p>c) Older Persons maintain their independence through the provisioning of : Day care services Home care services Short term residential placement and care services Emergency Care</p>	<ul style="list-style-type: none"> • Retard the onset of frailty and illness through providing in the basic nutritional needs. • Prevention of malnutrition through information regarding balanced diets and needs • Provisioning of daily nutritional needs through food security programmes • Drinking water available • Programmes to promote optimal independent living • Affordable accommodation by means of rates' concessions • Housing that is ageing and culture sensitive • Strategy on welfare housing that will secure and increase housing stock of older persons • Accessibility of community care and support services • Programmes to enable and support families and spouses/partners to provide care and support • Directory of community care and support service • Home care services to address the needs of older persons living at home • The availability of (subsidized) beds and services to address the needs of persons requiring short term residential placement and care • Health and social monitoring system to Promote efficient family care giving • Register of accredited carers per community • Contract between service providers and carers • Social relief

	Services	
1.5 Health and social welfare services	b) Optimal healthy ageing and self-actualisation through the provisioning of affordable accessible and appropriate health and social welfare services	<ul style="list-style-type: none"> • Accessible primary health care services • Accessible and affordable curative care, i.e. hospitals and day hospitals • Accessible social welfare services • Accessibility of multi-purpose services • Accessible psycho-geriatric services
1.6 Transport (home-based care ?)	b) Facilitate the development of an affordable, appropriate and safe transport system to Promote the accessibility of services and the optimal Independent functioning of Older persons	<ul style="list-style-type: none"> • Concessions to promote the accessibility of public transport • Older person-friendly and safe transport system/programmes • Transport available to access services
1.7 Support to carers	a) Enabled and motivated carers	<ul style="list-style-type: none"> • Programmes to train, develop and support carers • Respite care programmes • Information and referral systems to support cares • Accessibility of health and social welfare services for cares
1.8 Provisioning of assistive devices	a) Lending depots	<ul style="list-style-type: none"> • Accessibility of lending depots • Assistive devices are available • Assistive devices are properly maintained • Training programmes in the correct use of assistive devices • Directory / data bank of lending depots

1.9 Social and economic independence	<p>b) Optimal independent functioning and self fulfilment / actualisation</p> <p>c) Economically active older persons</p> <p>d) Socialisation</p> <p>d) Healthy and active ageing</p>	<ul style="list-style-type: none"> • Programmes to promote preparation and provisioning for old age • Poverty relief programmes to promote the financial sustainability of families • Programmes for the development of life skills • Enrichment programmes to acquire and transfer skills and culture • Programmes to utilise older persons' skills and expertise • Programmes for life-long training and education • Programmes to promote optimal self-actualisation <ul style="list-style-type: none"> • Job-creation programmes to supplement old age grants • Community-based directories of job creation programmes • Strategy to eliminate compulsory retirement age • Programmes to promote continuous learning and development • Skills transfer programmes • Reality orientation programmes <p>Promotion of independent living by means of active ageing, healthy ageing and self-actualisation</p> <ul style="list-style-type: none"> • Promotion of participation of older persons in sport, recreation, leisure and arts and cultural activities • Life skills development <p>Health promotion</p>
1.11 Volunteerism	<p>c) Active corps of volunteers</p> <p>d) Active corps of older volunteers</p>	<ul style="list-style-type: none"> • Establish and maintain a volunteer programme • Register for volunteers • Training programme for volunteers to have a working knowledge of relevant legislation and policy <ul style="list-style-type: none"> • Establish and maintain a senior volunteer programme
1.12 Provision of food	c) Hygienic food preparation and serving facilities	<ul style="list-style-type: none"> • Suitable premises and facilities for the preparation and storage of foodstuffs • Sufficient and appropriate crockery and cutlery • Eating facilities to be clean and free of offensive smells • Separate hand wash basin / bowl for staff

	d) Nutritious food	<ul style="list-style-type: none"> • Adequate functional storage of raw and prepared foods • Separate facilities for the storage of cleaning materials and refuse • Providing 3 nutritional meals per day, and an additional 1.5 lt fluids during the day, and including at least 1 snack in the evening for special diets eg. Diabetics • A pre-planned cycle of varied and balanced meals • Special diets in accordance with the medical needs of residents • Accommodation of cultural and religious preferences where feasible
2 MANAGEMENT SERVICES 2.1 Residents committee	c) Effective residents committee d) Members of the residential committee are well equipped for their tasks	<ul style="list-style-type: none"> • Elected and appointed members according to the regulations of the older persons act, sect 20 (1)] • Regular monthly [sect 23 {1}] meetings proper agendas and minutes • Regular reports to [the residents] stakeholders • Receipts of regular progress reports on operational management service delivery • Training programme • Clear functions in line with the Older Persons Act 13, 2006 [sect 20 {3}] for residents committee members
2.2 Statutory requirements	c) Protection and promotion of the rights of older persons as the recipients of service d) Adherence to statutory	<ul style="list-style-type: none"> ▪ Abuse Register Complaints register Restraining Register Conviction Person register Medication Registers Code of Conduct of Caregivers All Professionals should be Registered with their applicable Registration body • All applicable Acts and regulations available and updated • Knowledge of applicable legislation (residential committee and staff)

	requirements	<ul style="list-style-type: none"> • Training programme to ensure working knowledge • Constitution [In line with Constitution of SA and all other relevant Acts] to be approved by relevant authorities and should promote accountability and transparency
2.4 Functional management		
2.3.1 Financial management	c) Accountability of management	<ul style="list-style-type: none"> • Meet requirements as stipulated in the Regulations for the Older Persons act • Recognised and acceptable financial management practices are adhered to • Annual budget is approved in accordance with the organisation's constitution • The budget and monthly financial statements are accessible for Developmental Quality Assurance audits and investigations • Financial statements are submitted at meetings of the service provider/board, at least every two months • The official responsible for the financial management is adequately trained and qualified • Financial policy and delegation are approved by the service provider • The payment of accounts and receipt of income is done in accordance with financial policy • All external and internal audit reports must be submitted to the service provider and must be reflected in the minutes of the board meeting • Monthly minuted Operational meetings / communications with staff •
2.3.2 Asset management	b) Effective utilisation and maintenance of assets	<ul style="list-style-type: none"> • Adhere to prescriptions to assets management in the Older Persons Act • Preventative maintenance programme approved by service provider • Updated Asset Register available • Asset register to differentiate between government assets and assets acquired through other means • Assets are comprehensively insured • Regular inspections performed and reported at meetings of the service provider • Evaluation procedures in place

2.5 Human resource management	b) Well trained, skilled motivated and dedicated staff	<ul style="list-style-type: none"> • Human resource policy approved by service provider to ensure best practices exist • Staff recruitment policy approved by service provider • Relevant Acts and Regulations, Policies and Procedures must be available and adhered to • Signed copies of: <ul style="list-style-type: none"> - Job description to be kept in each staff member's file - Contract of employment which includes acknowledgement of the rights of older persons and their rights as recipients of service • Personal file of each staff member • Staff records e.g. leave / sick leave, family responsibility leave up to date • Training programmes for staff implemented • Induction programme in place • Evaluation programme in place • Grievance procedure available • Disciplinary code available
2.6 Nursing administration	a) Provision of acceptable standards for continuous care	<ul style="list-style-type: none"> • Act, Policies and procedures known to and accessible by all members of nursing staff, including indications of quality of care to be maintained
		<ul style="list-style-type: none"> • Appropriate deployment and utilisation of staff, including adequate supervision from trained professionals • Continuous professional development programme supervision and maintenance of registers and documentation in accordance with legislation
4. RIGHTS AND RESPONSIBILITIES OF OLDER PERSONS	<p>e) Older persons are treated with dignity and respect</p> <p>f) Protection against abuse, neglect, ill-treatment and exploitation</p>	<ul style="list-style-type: none"> • Declaration on the rights of older persons signed, explained and displayed • Participation in the planning and management of services • Programmes to promote and maintain the status of older persons • Register on abuse • A national toll free help line 0800 60 10 11 • Establishment of protocols on abuse • Protocols for the placement of people in safe environment • Training programmes for carers to deal effectively with abuse • Training programmes for survivors to deal effectively with abuse (survivors empowerment)

	<p>g) Older persons and /or their family are active participants in the delivery of services</p> <p>h) A caring community</p>	<p>programme)</p> <ul style="list-style-type: none"> • Community “Care Ring” or visiting programme • Personal safety and security awareness programmes • Places of safety / halfway houses • Recipients / family adhere to the spirit and letter of the admission contract • Recipients / family respect the social, cultural and religious beliefs of their fellow recipients of service / residents • Recipients and / or their family remain active and self-reliant as far as possible • Recipients / family freely participate in all programmes • Recipients/ family do not engage in practices that may endanger and / or disturb the lives, health and well-being of others • Active participation in the promotion and maintenance of the rights of older persons • Promotion of awareness in national and provincial programmes of interest to older persons • All programmes are older person sensitive and specific
4. DATA INFORMATION SYSTEM	<p>b) Reliable and valid data</p> <p>c) Informed public</p>	<ul style="list-style-type: none"> • Directory of services • Directory of service providers • Situation analysis • Demographic profiles • Reliable baseline information • Directories of services & service providers
5. INDIVIDUALISED CARE PLAN FOR HOME AND RESIDENTIAL CARE	a) Individualised care plan for each older person for whom direct care is provided	<ul style="list-style-type: none"> • A personal record of each older person • A record of the name and details of the immediate family or responsible person to be consulted in cases of emergency or health care decision making • An assessment document completed within 48 hours of admission to the service, to be reviewed monthly or more frequently, if indicated. • A care plan to be updated in conjunction with the assessment document • Relevant records and documentation in accordance with legislative requirement. •

	Active Aging in Residential Facility	<ul style="list-style-type: none"> ▪ Reality Orientation Programmes Regular opportunities for socialisation through social and functional activities ▪ Regular programmes appropriate for the needs and limitations for the persons being cared for • All persons to be out of bed at least twice per day and appropriately dressed for part of each day • Participation in organised activities, including but not limited to reading, radio and TV, religious and cultural activities. • Programmes to promote active and meaningful participation with family and community life and peer group activities • Personal Hygiene needs • Nutritional and fluid requirements and assistance • Mobility and Transfers • Night time special requirements • Bathing • Toilet needs • Medication management, administration and regular review • Prevention of pressure sores, including mobilisation, turning, pressure care • Access to immunisation according to recommended guidelines • Available basic care plan for each client/resident including information relating to: <ul style="list-style-type: none"> - Personal hygiene needs - Nutritional and fluid requirements and assistance - Mobility and transfers - Night time special requirements - Bathing - Toilet needs - Medication management, administration and regular review - Prevention of pressure sores, including mobilisation, turning, pressure care - Access to immunisations according to recommended guidelines
	b) Provision of specific care	
		<ul style="list-style-type: none"> • Available plans and information relating to: <ul style="list-style-type: none"> - Chronic disease management - Incontinence management, including

Provision of Specific Care	<p>c) Access to supplementary health care</p> <p>A] 24 Hour Care Services to frail older persons and persons who need</p> <p>B] Care and Supervision services to older persons suffering from dementia and related diseases</p> <p>c) Rehabilitation and Habilitation Services</p> <p>d) Public Education on issues of ageing, including dementia</p> <p>e) Have a program for Counselling services to residents and family members who need these services</p> <p>f) Implementation and</p>	<p>appropriate aids and appliances, including commodes, incontinence pads and catheters</p> <ul style="list-style-type: none"> - Wound care management - Attention to sensory defects e.g. vision, hearing speech - Palliative care, recognising the need for respect of the choices and dignity of the terminally ill person <ul style="list-style-type: none"> • Access to additional services where appropriate and available <ul style="list-style-type: none"> ▪ Basic care ▪ Intake and output ▪ Orientation programme ▪ Separate facility (room) ▪ Supervision continuous and observation ▪ Conducive friendly environment ▪ Safe environment ▪ Free movement within specific seured area ▪ Specific medication monitoring ▪ Adjusted recreation activities eg. Colouring books ▪ Provision of assistive devices ▪ Physiotherapy and occupational services when applicable ▪ Educating staff ▪ Educating communities and relatives ▪ When applicable ▪ At least one outreach programme <p>Meet the requirements for registration as a service for community based services according to the Act.</p> <ul style="list-style-type: none"> ▪ Subsidizes beds for older persons at risk ?
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Health and Safety	monitoring of outreach programmes	<ul style="list-style-type: none"> As for permanent residents
	g) Provision of beds for the temporary accommodation of older persons at risk	<p>Regular programmes appropriate for the needs and limitations for the persons being cared for.</p> <p>All persons to be out of bed and appropriately dressed for part of each day</p>
	h) Respite Care services	Participation in organised activities, including but not limited to reading, radio and TV, religious and cultural activities.
	j) Sport and recreational activities..	<ul style="list-style-type: none"> Programme for normal and deep cleaning to be in place
	Cleaning Services	<p>Adhere to applicable regulations, Policies and Procedures regarding Infection Control.</p> <p>According to local government regulations</p>
	Infection Control	<ul style="list-style-type: none"> Operational control of the service Hygiene management of all areas And pest control
	Medical Waste management Waste Management	<ul style="list-style-type: none"> Accessibility of emergency services Telephone number of emergency services prominently displayed Proof of arrangements with emergency services with regard to management of emergencies Emergency plan approved by relevant authorities Access control Safety officers appointed Evaluation procedures for OH&S in place Proof of arrangement with doctors on call, local hospital, ambulance service, contact numbers for support services S.A.P.S and nearest family member Fire fighting equipment available, optimally placed and annually inspected and reported on. Staff trained in the effective use of the fire fighting equipment OH&S