

# JACKSON HOUSE

19029 County Road D  
Pettisville, Ohio 43553  
(419) 445-1530

## POLICIES AND PROCEDURES

### Preamble

Jackson House is organized as an adjunctive service of Sara's Garden-The Sara Joy Rychener-Burkholder Hyperbaric Center, which is a non-profit organization under the laws and practices of the State of Ohio to serve as a freestanding ambulatory hyperbaric center. The purpose of Jackson House is to provide clean and safe temporary housing for clients who are unable to commute from their homes on a daily basis while receiving services from and/or through Sara's Garden, while keeping costs low.

Jackson House staff, while under direction of the Sara's Garden Board of Directors, is responsible for the living conditions and activities at Jackson House. Policy formulation and enforcement, planning, coordination of services and governance are the prerogatives of the Sara's Garden Board of Directors.

### Definitions

Housemother	The individual appointed by the Sara's Garden Board of Directors to act in their behalf in overall management of the Jackson House; resident of Jackson House; may mean either male or female
He or His or Him	Means either male or female gender and may imply plural
Volunteer	Individual(s), receiving no compensation, qualified to render services at the Jackson House
Sara's Garden	Sara's Garden-The Sara Joy Rychener-Burkholder Hyperbaric Center
Board	Sara's Garden Board of Directors
Client	That person seeking treatment at Sara's Garden and/or housing accommodations at Jackson House
Caregiver	That person essential in meeting the client's daily needs
Clinic Director	Sara's Garden Clinic Director
Maintenance Director	Sara's Garden Maintenance Director
Office Director	Sara's Garden Office Director

## Board Authority

### I. Policy

The Sara's Garden Board of Directors is generally to deliberate and establish, not to implement, policies of the Jackson House, except those policies which specifically apply to itself. The Board delegates to the Housemother authority to achieve ends defined by the Board, holding the Housemother accountable for successful achievement/implementation in compliance with explicit policy.

### II. Procedure

- A. The Board shall govern the Jackson House by explicit statements of policy.
- B. In various areas of activity at Jackson House, the Board shall establish those values which, at minimum, must be observed in the development of additional policy and action. Further policy development, at the prerogative of the Board, may refine the values to be served.
- C. The Board will operate with short and long range perspectives with regard to Jackson House.
  1. Anticipating future issues and options will occupy Board time in addition to present and near-future issues regarding Jackson House.
  2. The Board will diligently seek ways to improve Jackson House in meeting the needs of staff, clients and families.
- D. The Board will undertake its own job with organization, clarity of role and discipline.
  1. Board development and training will be planned to build skills relevant to future needs.
  2. All activities of the Board must be demonstrably related to the Board's peculiar areas of responsibility:
    - a. Determination of policies
    - b. Linkage with public and representatives of the public
    - c. Employing, charging, evaluating and compensating the Housemother
    - d. Hiring and firing employees affiliated with Jackson House
- E. The Board's relationship with the Housemother will be in explicit terms and in accord with good management principles.
  1. The Board will dictate (with input and having checked the implications) ends to be attained and the means.
  2. The Board may prohibit certain means, which it deems unacceptable, but it must do so explicitly.
  3. The Board will monitor management compliance in an organized, pre-arranged way after having proactively defined success.
  4. The Housemother evaluation will be based on achievement, compliance with explicit Board policies.

- F. The authority of the Housemother to act begins where the explicitly stated policy of the board of Directors leaves off. Neither the Board nor any member of the Board shall instruct the Housemother within any area which at the time is within the purview of the Housemother. This does not prohibit the Board from inspection of areas within that purview, nor Board requests for information and opinion from volunteers, Jackson House tenants and/or employees.
- G. With respect to any area of Jackson House activity wherein the Board has rendered no policy guidance, the Housemother will make recommendations which are legal, ethical and in compliance with the spirit of other policies.
- H. Generally, the Housemother is empowered to assign and utilize resources within budget restrictions; to translate policies of the Board into action; to speak on behalf of the Jackson House as an agent of the Board; to make recommendations for safe, efficient use and operation of Jackson House.
- I. The Housemother may not, acting with the authority delegated from the Board, perform or cause to be performed any act which is unlawful or in violation of commonly accepted business and professional ethics. In the event that a policy of the Board prescribes an illegal act, this prohibition against illegal behavior shall take precedence.
- J. If the Housemother deems it unwise or impractical to comply with an explicit Board policy, he shall consult with the President of the Board or designee before taking (or refusing to take) action. The Board will be informed of such action at the next Board meeting.

## **Chain of Command**

- I. Policy  
In order to assure proper authority and decision-making, a chain of command is established.
- II. Procedure
  - A. The Board has ultimate and final authority.
  - B. The Housemother is designated by the Board to carry out its directives and Jackson House policies on a day to day basis.
  - C. In the absence of the Housemother, the Board will designate that person whose skills best represent the position or close the Jackson House until the Housemother resumes responsibilities.

## **Conflict of Interest**

- I. Policy
  - A. The Housemother shall avoid all situations and activities where one's personal or business interest could conflict or reasonably appear to conflict with the interest of Jackson House and/or Sara's Garden. Specifically prohibited are financial interests in competitors, suppliers or customers, the release of proprietary information of Jackson House and/or Sara's Garden to the same or accepting anything of value to render services or products for competitors, suppliers or customers.
  - B. The Housemother shall:
    - 1. Exercise good faith in performing all duties for the benefit of Jackson House and/or Sara's Garden.
    - 2. Provide full disclosure of all facts and circumstances concerning the possible existence of a conflict of interest with Jackson House and/or Sara's Garden.
    - 3. When a conflict of interest or the appearance of a conflict of interest is discovered, remove one's self from participation in any decision-making or discussion concerning the issue which is the subject of the conflict and shall not attempt to influence in any manner whatsoever the decision of those remaining participants in the decision-making process.
    - 4. Attempt to identify any conflict of interest or those activities or relationships which may reasonably appear to conflict with the interest of Jackson House and/or Sara's Garden and to ensure that this policy is followed.
- II. Procedure
  - A. The Housemother shall submit in writing identification of any conflict of interest or those facts or circumstances which appear to conflict with the interest of Jackson House and/or Sara's Garden.
  - B. The Board shall maintain documentation that those persons having conflict of interest or the appearance of the same did not participate in the decision-making or discussion of those issues subject to the conflict.

## **Non-discrimination Policy**

- I. Policy
  - A. It is the policy of the Jackson House to employ and provide accommodations to all persons regardless of race, creed, color, ethnic origin, nationality, gender, age, political affiliation, economic or cultural background or disability.
  - B. All accommodations provided by the Jackson House are available without distinction to all clients and caregivers regardless of race, creed, color, ethnic origin, nationality, gender, age, political affiliation, economic or cultural background or disability.
  - C. In addition, all persons and organizations having occasion either to refer persons for accommodations or to recommend the Jackson House are advised to do so without regard to race, creed, color, ethnic origin, nationality, gender, age, political affiliation, economic or cultural background. At this time, Jackson House is inaccessible to some with disabilities.
- II. Responsibility

The Housemother is designated to coordinate compliance with Section 504 of the Rehabilitation ACT of 1973 (non-discrimination against the handicapped).
- III. Procedures
  - A. All new personnel of Jackson House and/or Sara's Garden are to be instructed to review this policy as part of their general employee orientation.
  - B. An appropriate copy of this policy will be conspicuously posted in the Jackson House and Sara's Garden.
  - C. This policy shall apply to all employment opportunities, professional staff applications, clients, caregivers, visitors and Board of Director memberships.

## **Jackson House Philosophy of Care**

- I. Policy
  - All Jackson House personnel and volunteers shall be informed of and apply the Jackson House Philosophy of Care.
- II. Procedure
  - A. The Jackson House exists to meet the needs of Sara's Garden clients and caregivers. The Jackson House's primary function is to provide safe, affordable, comfortable housing for those Sara's Garden clients and caregivers who are unable to commute to treatment on a daily basis.
  - B. Our contacts with the client's family need to be understanding, supportive, kind and always considerate.
  - C. Empathy with the client and family is essential at all times. Little things, such as a personal touch, can minimize distress. Assurances will be given that Jackson House and Sara's Garden staffs are truly concerned with the client as a person.
  - D. Jackson House is concerned with giving a warm welcome and accommodations to clients and caregivers. In order to accomplish this, the Housemother and staff will maintain professionalism at all times, promote safety to clients, minimize fears and distress of the client and caregiver and contribute knowledge to all concerning the schedules, rules and routines of the Jackson House.
  - E. The Housemother will share travel information with the clients and caregivers in regard to restaurants, local events, grocery stores, etc.

## Jackson House Prohibitions

- I. Policy
  - A. Jackson House makes every effort to provide a safe and secure environment for clients and caregivers.
  - B. Serving in conjunction with a healthcare provider and recognizing the detrimental health effects of tobacco and tobacco products, alcohol and illegal drugs, Jackson House prohibits the use of such in Jackson House and on Jackson House property.
  - C. Whether or not a weapon is possessed in compliance with local, state and/or federal law, weapons are prohibited from Jackson House and Jackson House property.
- II. Procedure
  - A. Jackson House does **not** provide an area where tobacco and/or tobacco products may be utilized.
  - B. Use of tobacco and/or tobacco products by clients and/or in Jackson House and/or on Jackson House property will result in the immediate termination of accommodations to the applicable client and caregiver.
  - C. Use of alcohol and/or illegal substances by clients and/or in Jackson House and/or on Jackson House property will result in the immediate termination of accommodations to the applicable client and caregiver.
  - D. The Housemother will implement the assistance of local law enforcement upon discovery of violation of local, state and/or federal law.
  - E. All allegations will be promptly reported to the Board president or his designee for confirmation of termination of accommodations.
  - F. Should a client and caregiver refuse to leave the property due to violation(s) of pertinent Jackson House policies and procedures, the Housemother will implement the assistance of local law enforcement and notify the Board president or his designee.

## **Client Responsibilities**

The client is responsible to:

- A. Follow the Jackson House policies and procedures.
- B. Provide complete and accurate information upon registration.
- C. Participate cordially in the Jackson House schedules and routines.

## Jackson House Housemother

- II. Position summary
- III. Responsible for the overall daily functioning of the Jackson House
- II. Supervision
  - A. Received from the Board of Directors
  - B. Given to clients, caregivers and visitors as applicable
- III. Qualifications
  - A. Has a good command of the English language, both verbal and written
  - B. Openly expresses empathy and hospitality
  - C. Willingness to live at Jackson House
  - D. Ability to work well with others
- IV. Responsibilities
  - A. Maintains open communication with the Board of Directors and staff of Sara's Garden
  - B. Reviews and recommends revisions and updates of all policy-procedural manuals, etc. essential to the smooth operation of Jackson House and the achievement of Jackson House goals
  - C. Maintains client and caregiver registration records
  - D. Maintains, in conjunction with the Maintenance Director, the property and buildings to ensure cleanliness and safety
  - E. Works closely with the Clinic Director and/or Office Director in coordinating services
  - F. Develops effective relationships with clients, caregivers, visitors and Sara's Garden staff
  - G. Promotes the Clinic and Jackson House
  - H. Performs other duties as may be appropriately required or assigned
  - I. Informs clients and caregivers of Jackson House rules, policies and procedures
  - J. Advises clients and caregivers concerning functions, schedules and activities at Jackson House
  - K. Familiarizes the clients and caregivers with local commerce as appropriate
- V. Working Conditions
  - A. Minimal but possible exposure to clients and families with communicable diseases
  - B. Shared living space with clients and families
  - C. Infringement of privacy during client and caregiver occupancy
  - D. Does not require extensive mobility or lifting of clients and/or equipment

The above statements reflect the general outline considered necessary to describe the principle functions of this job. It shall not be construed as a detailed description of all the work requirements of the job.

## Fire Safety

The Housemother will have knowledge of locations of all smoke alarms and exits. The Housemother will verbally share said information with all occupants of Jackson House. A fire safety sheet will be posted in a conspicuous location at Jackson House.

If there is a fire in the Jackson House, the Housemother and all occupants will follow the below listed protocol:

### **RACE=**

#### **R- Rescue people from immediate danger**

1. All persons will be evacuated to the Pettisville Missionary Church parking lot located west of the Jackson House backyard.
  - a. Ambulatory persons will assist non-ambulatory persons.
  - b. Upon evacuation, no one will re-enter the building until official clearance has been given by the fire chief.
2. A census will be taken and reassurance given to clients and others.

#### **A- Alarm.**

1. Call 911 immediately.
2. Stay calm.
3. State your name and location.
4. State the extent and condition of the fire.

#### **C- Contain the fire.**

1. Assist in clearing the area of combustible materials.
2. Use fire extinguishers if appropriate.
3. Confine the fire if possible.
4. Close all doors.

#### **E- Evacuate & extinguish**

1. Keep a census.
2. Stay abreast of the situation.
3. Report to fire personnel.

There are four doors which exit the Jackson House: the front door located on the north side of the house just south of the garage door; the kitchen/utility room door which exits to the garage, which may be exited through the main overhead door on the east side of the garage and the door on the west side of the garage; and the patio door, on the west side of the dining room, which exits to the patio. There are numerous windows on the first floor of the house; there are no windows in the basement. **The basement provides no exit except through the staircase to the first floor.**

## **Electrical Issues**

1. The Jackson House is equipped with two and three pronged electrical outlets. Some outlets require adapters or electrical outlet strips to meet the demands of multiple persons. Attention must be given to overloading outlets. Unplug personal electric equipment that becomes warm to the touch, generates a spark and/or causes an outage.
2. Know where the electrical box is located and how to replace blown fuses and/or thrown switches.
3. It is the policy of Jackson House that equipment is tested only by exception. This means that only when a problem is identified will any record appear. However, all equipment is tested prior to initial use and after any problem.
4. Defective equipment will be brought to the attention of the Maintenance Officer when pertinent.
5. Clients and caregivers will be encouraged to use personal cell phones. Long distance calls may be received from the Jackson House ground service, but outgoing long distance calls will require the clients and caregivers to use their own calling cards. Excess phone usage and/or disturbances will be handled on a person by person, situation by situation basis per the Housemother.
6. In the event of a power failure:
  - a. The Housemother will offer assurances to clients and caregivers.
  - b. Check the house and observe service to neighboring homes to ascertain the extent of the outage.
  - c. Call Toledo Edison at 1-800-447-3333.

## **Flammable and Hazardous Material Usage and Storage**

Due to the potential risks for fire:

1. Clients and caregivers will refrain from using candles, matches and open fires and/or fire sources in the Jackson House.
2. Paints, paint thinners and repair materials will be stored properly and/or in the garage.
3. Cleaning supplies and janitorial maintenance items will be stored according to manufacturer's directions and out of reach of children.
4. No unauthorized chemicals will be stored in Jackson House or on Jackson House property.
5. Cleaning and maintenance supplies will be used in a well-ventilated environment.

## **Water Emergency**

The Housemother will verbally notify all occupants of Jackson House of all/any water advisories, notifications and/or warnings made by the local water treatment facility.

## **Means of Egress**

The following areas must be free from any type of clutter which would limit access to the fire exits or compromise the integrity of their safety in the event of fire and/or emergency:

1. All hallways
2. Door openings
3. All windows
4. The basement staircase
5. All doorways leading to hallways

Specifically, these areas should be free of the following:

1. Furniture
2. Equipment
3. Plants
4. Combustibles and/or trash

## Infection Control

The purpose of this policy is to manage infection control risks that arise during the course of treatment at Sara's Garden and to make certain that infection control measures are not diminished or compromised.

1. The first and most important line of defense in reducing risk of infection is proper handwashing technique.
  - a. Warm water is best for washing hands effectively. Hot water scalds the protective outer layer of skin. Cold water reduces the effectiveness in killing bacteria.
  - b. Friction assists in removing unwanted materials from hands. Scrub vigorously between fingers and under nails.
  - c. Soap attaches to water and oils to assist in the removal of unwanted materials and bacteria.
2. Washing hands frequently reduces the risk of spreading infection. Lotions enhance protection of the skin after handwashing, but **clients must be cautioned against using lotions just prior to treatment in the presence of 100% oxygen. This poses a fire hazard and is contraindicated during treatment.**
3. Universal precautions will take precedence when dealing with body fluids, waste materials, soiled articles of clothing, etc. The Housemother will wear gloves if choosing to assist a client and/or caregiver in changing and disposing of soiled diapers, cleaning up vomit or bodily wastes, etc. Gloves should be removed at the wrist and turning the glove inside out. The gloves should be appropriately discarded in the wastebasket. After removal of gloves, handwashing is mandatory.
4. Clients and/or caregivers while residing at Jackson House will not dispose of at Jackson House **any** materials which would present a health hazard for unknowing others. These items would include but not limited to:
  - a. Syringes and/or needles
  - b. Prescription drugs
  - c. Catheters and related equipment
  - d. Lancets and/or blades (usually associated with diabetics)
  - e. Items contaminated with blood other than from menstruation (Pads, tampons, etc. may be individually wrapped in toilet paper and disposed of in the waste baskets at Jackson House.)Disposal of these items elsewhere is the responsibility of the client and caregiver.
5. Clients with colds, flu, sinus infection, earaches or infections, etc, who have been disallowed from treatment will be encouraged to return home until treatment can resume. Clients and/or caregivers with infectious symptoms will be advised that their condition may adversely affect all clients, caregivers and staff.

6. All rooms will be thoroughly cleaned upon client and caregiver discharge from the Jackson House. This is the responsibility of the client and caregiver.
7. Opened or partially used containers of food and/or water generating a foul odor and/or unhealthy appearance must be removed from the refrigerator and/or cupboard. This is the responsibility of the client and/or caregiver. If the client and caregiver will be absent from the Jackson House for more than four days, food items must be removed from the cupboard and refrigerator.
8. All linens used by the client and caregiver must be washed and stored prior to the client and caregiver discharge from the Jackson House. This will ensure that the next occupants at Jackson House will not be exposed to contaminants.
9. The refrigerator at Jackson House will be monitored for a consistent temperature range of  $>36^{\circ}\text{F}$ - $<41^{\circ}\text{F}$ . The maintenance Officer will be notified if the Jackson House refrigerator will not maintain a constant required temperature.
10. Dirty dishes will be washed immediately following each meal. The client and/or caregiver may choose to use the dishwasher or manually wash them in the sink.

## **General Safety**

1. Prevent falls.
  - a. Warn others when the floor is wet.
  - b. Maintain a clutter-free environment.
  - c. Assist properly in lifting a client and/or heavy object.
  - d. Use ladders and step stools when reaching for out-of-reach objects.
  - e. Ask for help.
  - f. Wear proper footwear.
  - g. Warn others of spills and clean them up immediately.
  - h. Assess Jackson House and property frequently to prevent potential for falls.
2. Be prepared for emergencies.
  - a. Stay calm.
  - b. Know where emergency equipment and exits are located.
  - c. Know local numbers and/or where to find them quickly.
  - d. Know where the electrical box is located.
3. Be careful and use proper body mechanics if lifting.
4. Maintain adequate lighting for daily tasks and routines.
5. Use good body alignment when moving furniture, objects and/or persons.
6. Maintain a clean environment.

## **Jackson House Routine**

1. All clients and caregivers will register at Sara's Garden.
2. Housemother will orient the client and caregiver to the Jackson House and Jackson House rules.
  - a. Orientation to the phone
  - b. Orientation to the refrigerator and cupboard storage
  - c. Orientation to the bedroom for client and/or caregiver use
  - d. Orientation to limitations and Housemother privacy
  - e. Orientation to general living spaces
  - f. Orientation to laundry room and rules
  - g. Orientation to the kitchen and rules
  - h. Orientation to the bathroom and potential for scheduling the use with other clients and caregivers
  - i. History of Jackson House
  - j. Visitors
  - k. Parking
  - l. Housemother's schedule
  - m. Client and caregiver responsibilities
3. Each client and caregiver will receive a copy of the Jackson House rules with their initial Sara's Garden treatment packet, prior to occupancy at the Jackson House.