

Non-Hospital Medical and Surgical
Facilities Accreditation Program

ACCREDITATION STANDARDS

Accessibility, Operations
and Maintenance

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Non-Hospital Medical and Surgical Facilities Accreditation Program
College of Physicians and Surgeons of British Columbia
300-669 Howe Street
Vancouver BC V6C 0B4

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Introduction

Accessibility and the proper operation and maintenance of a non-hospital facility is essential to the safe and effective delivery of health-care services and to the health, safety and well-being of patients, staff and visitors.

The following policies also apply to the proper operation and maintenance of a non-hospital facility:

- [NHMSFAP Renovations and New Construction to a Facility policy](#)
- [NHMSFAP Major Renovations for Reasons of Maintenance or Restoration policy](#)

Accessibility, operations and maintenance

No.	Description	Reference	Risk	Change
AOM1.0	ACCESSIBILITY, OPERATIONS AND MAINTENANCE			
AOM1.1	The facility is easy to locate and access.			
AOM1.1.1	M The main entrance to the building is easily identified. <i>Guidance: Entrances are clearly marked. Building signage is prominent and allows for easy wayfinding from roads, parking lots and walkways to the entrance of the building.</i>	1, 3	M	NEW
AOM1.1.2	M There is public parking near the main entrance. <i>Guidance: Parking may be on-site or nearby and includes accessible parking space(s) located to minimize travel distance.</i>	1, 3	M	NEW
AOM1.1.3	M The pathway to the main entrance is accessible and obstacle free. <i>Guidance: The pathway provides a safe and easy path of travel for patients and visitors.</i>	1, 3	M	NEW
AOM1.1.4	M The facility reception-registration area is easy to locate upon entry to the building. <i>Guidance: The building signage provides clear direction to the location of the facility within the building (i.e. building directory, navigation to elevators, facility signage).</i>	1, 3	M	NEW
AOM1.1.5	M Door widths are large enough to accommodate the passage of stretchers, equipment, patients and staff. <i>Guidance: CSA Z8000 specifies minimum door widths for some areas such as procedure, operating and overnight stay rooms.</i>	1, 3	M	NEW
AOM1.1.6	M Patient corridors are large enough to accommodate the passage of stretchers, equipment, patients and staff. <i>Guidance: CSA Z8000 specifies minimum corridor widths for some areas within a health-care facility.</i>	1, 3	M	NEW
AOM1.2	The facility has all the required spaces to provide its scope of services.			

No.	Description	Reference	Risk	Change
AOM1.2.1	<p>M The reception-waiting room has adequate space to seat patients and visitors.</p> <p><i>Guidance: The space must be adequate to accommodate the volume of patients, their accompanying persons and any mobility aids as well as support infection, prevention and control measures. There should be two seats allocated for each operating/procedure room. CSA Z8000-18 specifies a minimum net area of 1.4 m² (15 ft²) per standard waiting room chair. CSA Z8000-19 specifies a minimum net area of 2.8 m² (30 ft²) per wheelchair, scooter or bariatric chair. Should a newer edition of CSA Z8000 specify a different minimum net area in future, then the most current edition of CSA Z8000 shall apply.</i></p>	1, 3	M	
AOM1.2.2	<p>M Public washrooms are provided in close proximity to the waiting room.</p> <p><i>Guidance: Public washrooms are those located outside the of semi-restricted/restricted areas of the facility such as in the reception-registration area. Public washrooms may also be located in a shared/common area outside of the entrance to the facility (i.e. building washrooms).</i></p>	1, 3	M	
AOM1.2.3	<p>M Patient changing facilities are provided.</p> <p><i>Guidance: There is an area for patients to change from street clothing into appropriate attire for the procedure or treatment (i.e. gown). Suitable patient changing facilities include a dedicated patient changing room or a private holding room such as an examination or consultation room. The changing facilities must be sufficiently sized for the volume of patients, the size and placement of lockers (purse, half, full) and the storage of clean attire (e.g. gowns). CSA Z8000- 18 does not specify a minimum net area for a change room. Should a newer edition of CSA Z8000 specify a minimum net area in future, then the most current edition of CSA Z8000 shall apply. If there is a dedicated patient changing room, it should include a two-piece washroom.</i></p>	1, 3	M	

No.	Description	Reference	Risk	Change
AOM1.2.4	<p>M Staff changing facilities are provided. <i>Guidance: There is an area for staff to change from street clothing into appropriate work attire. CSA Z8000-18 does not specify a minimum net area for a change room. Should a newer edition of CSA Z8000 specify a minimum net area in future, then the most current edition of CSA Z8000 shall apply. The changing facilities must be sufficiently sized for the volume of people that need to use this area, the size and placement of lockers (purse, half, full) and the storage of clean attire (e.g. scrubs, PPE). The staff changing room includes change cubicles, washroom facilities and shower facilities.</i></p>	1, 3	M	
AOM1.2.5	<p>M Scrub sinks are located immediately adjacent to the entrance of the procedure/operating room. <i>Guidance: Two scrub positions may serve two procedure/operating rooms if both positions are immediately adjacent to the entrance of each procedure/operating room.</i></p>	1, 3	M	
AOM1.2.6	<p>M Operating/procedure room(s) are provided.</p>	1, 3	M	
AOM1.2.7	<p>M A laboratory is provided in close proximity to the procedure room(s), as appropriate. <i>Guidance: Some programs and services provided in the non-hospital setting such as reproductive endocrinology and infertility and Mohs micrographic surgery require clinical laboratories within the non-hospital facility.</i></p>	3	M	
AOM1.2.8	<p>M A post-anesthesia care unit/area is provided. <i>Guidance: There is at minimum 1.5 recovery bays per operating/procedure room. Where there is only one operating/procedure room, there is at minimum two (2) recovery bays.</i></p>	1, 3, 6	M	
AOM1.2.9	<p>M Hand hygiene sinks are located throughout the facility.</p>	1, 3, 5	M	
AOM1.2.10	<p>M A two-piece accessible patient washroom is located within the semi-restricted area for the exclusive use of patients. <i>Guidance: This washroom is located within the semi-restricted area in close proximity to the post-anesthesia care unit.</i></p>	1, 3	M	

No.	Description	Reference	Risk	Change
AOM1.2.11	M Equipment storage is provided. <i>Guidance: There must be adequate space for equipment storage that is conveniently located and easy to access. Corridor widths are to remain free of equipment and supplies.</i>	1, 3	M	
AOM1.2.12	M The medical device reprocessing department (MDRD) has a dedicated decontamination room.	1, 3, 4	M	
AOM1.2.13	M The medical device reprocessing department (MDRD) has a dedicated clean room.	1, 3, 4	M	
AOM1.2.14	M There is a dedicated sterile supply storage room.	1, 3	M	
AOM1.2.15	M There is a housekeeping closet exclusive to the use of the procedures area.	1, 3	M	
AOM1.2.16	M There is an enclosed waste holding room.	1, 3	M	
AOM1.2.17	M There is a laundry holding area.	1, 3	M	
AOM1.3	Site maintenance ensures the ongoing safety and comfort of patients, staff and visitors.			
AOM1.3.1	M There is a site maintenance plan. <i>Guidance: This plan outlines the scheduled activities to ensure the safety, upkeep and aesthetics of the facility.</i>	2	M	NEW
AOM1.3.2	M The site maintenance plan covers the facility's utilities. <i>Guidance: This includes but is not limited to the facility's heating, ventilation and air-conditioning (HVAC), medical gas pipeline system, electrical, including emergency electrical as appropriate and plumbing.</i>	2	M	NEW
AOM1.3.3	M The site maintenance plan covers the facility's life safety systems. <i>Guidance: This includes items such as fire dampers, fire alarms, sprinklers and extinguishers</i>	2	M	NEW
AOM1.3.4	M The site maintenance plan covers the accessibility to the facility.	2	M	NEW
AOM1.3.5	M The site maintenance plan covers the facility's interior walls, floors, ceilings, structural components and architectural finishes.	2	M	NEW
AOM1.3.6	M The site maintenance plan covers the facility's fixtures, fittings and furnishings.	2	M	NEW

No.	Description	Reference	Risk	Change
AOM1.3.7	M The governing body receives annual reports related to the facility's condition and maintenance needs. <i>Guidance: The report should outline the facility's current condition, any current issues and the forecasting of issues, risks and or potential impacts to the safety of patients, staff and visitors, and if needed, recommendations and prioritization of issues.</i>	2	M	NEW
AOM1.3.8	M There is a process to manage and prioritize the replacement or upgrade of the facility's surfaces, finishes, fixtures, fittings and furnishings.	2	M	NEW
AOM1.3.9	B The base-building walkways, parking areas, corridors, lobby and elevators appear to be in good repair.	2		NEW
AOM1.3.10	M The facility's interior walls, floors, ceilings and architectural finishes appear to be in good repair	2	M	NEW
AOM1.3.11	M The facility's fixtures, fittings and furnishings appear to be in good repair.	2	M	NEW

References

1. Canadian Standards Association. Canadian health care facilities. 2nd ed. Toronto: Canadian Standards Association; 2018. 583 p. CSA Standard: Z8000-18.
2. Canadian Standards Association. Operation and maintenance of health care facilities. 2nd ed. Toronto: Canadian Standards Association; 2018. 113 p. CSA Standard: Z8002:19.
3. International Society for Quality in Health Care External Evaluation Association. Guidelines and principles for the development of health and social care standards. 5th ed. Version 1.1. Geneva (CH): International Society for Quality in Health Care External Evaluation Association; 2022 Mar. 60 p.
4. BC Ministry of Health. Best practice guidelines for cleaning, disinfection and sterilization of critical and semi-critical medical devices: in BC health authorities [Internet]. Victoria (BC): BC Ministry of Health; 2007 [revised 2011 Dec; cited 2023 Nov 10].
5. British Columbia Ministry of Health. Best practices for hand hygiene: in all healthcare settings and programs [Internet]. Victoria (BC): British Columbia Ministry of Health; 2012 [cited 2023 Nov 10].
6. Standards for practice. 4th ed. Middle Sackville (NS): National Association of PeriAnesthesia Nurses of Canada; 2017. 77 p.