

**Clients Not Served On Site**

<b>cnsos-1</b>	<b>Does the program gives due recognition to DFTA in printed program brochures, printed stationary, and on vehicles? (Off-Site Services, Standard 8)</b>
<b>cnsos-2</b>	<b>Are Clients files stored in a secure location and confidentiality maintained?</b>
<b>cnsos-3</b>	<b>Do the written complaint/grievance procedures given to clients state the following? (Off-Site Services, Standard 14.2) 1. the name (s) and title (s), where applicable of a clearly identified impartial third party, with authority to make a binding decision on the grievance 2. that the grievance may be presented privately 3. that the complaint will be addressed promptly 4. that the complainant has the right to appeal to the program's Board of Directors</b>
<b>cnsos-4</b>	<b>Does the program have a written plan that specifies individual staff responsibilities in dealing with accidents or medical emergencies? (Off-Site Services, Standard 17)</b>
<b>cnsos-5</b>	<b>Are stairs and passageways well lighted? (Off-Site Services, Standard 21)</b>
<b>cnsos-6</b>	<b>Are stairs equipped with non-skid treads, hand rails, etc.? (Off-Site Services, Standard 21)</b>
<b>cnsos-7</b>	<b>Are hallways and areas leading to exits free of obstruction and debris? (Off-Site Services, Standard 21)</b>
<b>cnsos-8</b>	<b>Are electric wires covered? (Off-Site Services, Standard 21)</b>
<b>cnsos-9</b>	<b>Is window glass free from any serious break or crack? (Off-Site Services, Standard 21)</b>
<b>cnsos-10</b>	<b>Does flooring appear to be safe –no broken, cracked, chipped, loose tiles or planks? (Off-Site Services, Standard 21)</b>
<b>cnsos-11</b>	<b>Do ceilings appear to be safe-no extensive breaks, cracks, peeling or chipping in tiles, paint or plaster? (Off-Site Services, Standard 21)</b>

### Clients Served On Site

csos-1	Does the program have up-to-date and comprehensive information on community service providers and resources, including Access-A-Ride, social service agencies, housing assistance programs, legal assistance programs, etc? (Non-center/On Site Service, Standard 3)
csos-2	Does the program give due recognition to DFTA in printed program brochures, printed stationary, and or vehicles? (Non-center/On Site Service, Standard 7)
csos-3	Have staff and volunteers employed in the last fiscal year received a documented orientation that covers the following, at minimum? Participant rights (including rights to consideration, privacy, respect and individual choice); Emergency procedures; Program policies and procedures; Program personnel policies; Job functions and tasks(Non-center/On Site Service, Standard 11)
csos-4	Is every effort made to ensure privacy when staff person discusses personal matters with a client? (Non-center/On Site Service, Standard 11)
csos-5	Are Clients files stored in a secure location and confidentiality maintained?
csos-6	Does the program appropriately document and account for contribution amounts collected? (Non-center/On Site Service, Standard 15 and 22.1)
csos-7	Does the program keep contributions secured until they can be deposited? (Non-center/On Site Service, Standard 15 and 22.1)
csos-8	Does the program accurately report contribution amounts collected to DFTA? (Non-center/On Site Service, Standard 15 and 22.1)
csos-9	Does the program have a written policy and procedure for clients that describes: 1) how to make a complaint, 2) the client's right in the complaint, for example: a) to have it addressed promptly, b) the right to appeal and c) the right to confidentiality (Non-center/On Site Service, Standard 14)
csos-10	Does the program have written evacuation plan that includes: 1. location of fire extinguishers 2. primary exits and alternative exits, 3. persons responsible for leading groups outside, 4. person responsible for checking premises (Non-center/On Site Service, Standard 16.1)
csos-11	Does the program have a written plan that specifies individual staff responsibilities in dealing with accidents and medical or other emergencies including emergencies that occur on group trips (if applicable)? Note: Plan should include: What to do for the victim. What to do for witnesses (Other clients or participants). Persons to notify. Any insurance or other. (Non-center/On Site Service, Standard 16.3)
csos-12	If any program room capable of being occupied by 75 or more persons have a current Place of Assembly permit issued by the NYC Building Department posted in a visible place in the room? (Non-center/On Site Service, Standard 20)
csos-13	Are programs rooms kept clean and well maintained? (Non-center/On Site Service, Standard 19)
csos-14	Does the floor where the program is located have two exits? (Non-center/On Site Service, Standard 20)
csos-15	Are hallways and areas leading to exits free of obstruction and debris? (Non-center/On Site Service, Standard 20.2)

<b>csos-16</b>	<b>Do working exits lights indicate the location of exits? (Non-center/On Site Service, Standard 20.2)</b>
<b>csos-17</b>	<b>Are exit doors clearly identified as exits? (Non-center/On Site Service, Standard 20.2)</b>
<b>csos-18</b>	<b>Do exit doors open in the direction of egress? (Non-center/On Site Service, Standard 20.2)</b>
<b>csos-19</b>	<b>If premises are occupied by 75 or more persons, has at least one exit leads directly outside? (Non-center/On Site Service, Standard 20.2)</b>
<b>csos-20</b>	<b>Exits doors are unobstructed and may be easily opened at all times when building is in use? (Non-center/On Site Service, Standard 20.2)</b>
<b>csos-21</b>	<b>Exit doors do not require a key from the exiting side? (Non-center/On Site Service, Standard 20.2)</b>
<b>csos-22</b>	<b>Are the program premises equipped with fire extinguishers? (Non-center/On Site Service, Standard 20.3)</b>
<b>csos-23</b>	<b>Does each fire extinguisher have a tag with a current inspection date?(Non-center/On Site Service, Standard 20.3)</b>
<b>csos-24</b>	<b>Are premises equipped with smoke detectors? (Non-center/On Site Service, Standard 20.3)</b>
<b>csos-25</b>	<b>Are stairs and passageways well lighted? (Non-center/On Site Service, Standard 20.4)</b>
<b>csos-26</b>	<b>Is window glass free from any serious breaks or cracks? (Non-center/On Site Service, Standard 20.4)</b>
<b>csos-27</b>	<b>Does flooring appear to be safe--no broken tiles? (Non-center/On Site Service, Standard 20.4)</b>
<b>csos-28</b>	<b>Does ceiling appear to be safe – no extensive breaks, cracks peeling or chipping in tiles, paint or plaster, evidence of leaks? (Non-center/On Site Service, Standard 20.4)</b>