



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR CLINICS

13. Support Services

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1. NAME OF HOSPITAL/CLINIC/FACILITY: _____

2. BASELINE/INTERNAL SURVEY INFORMATION:

Title and name of person who completed this document: _____

Post and position held: _____

Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

Name of external surveyor: _____

Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

1. mild
2. moderate
3. serious
4. very serious

<u>Documents Checked</u>
Surveyor:
Surveyor:



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13.1 Food Service Management

13.1.1 Standard

The food service is managed to ensure the provision of a safe and effective service.

	Criterion	Comments
		Recommendations
Criterion 13.1.1.1 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	A written agreement is available where the service is outsourced.	
Criterion 13.1.1.2 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	A suitably qualified or experienced person manages/supervises the service.	
Criterion 13.1.1.3 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The manager/supervisor is responsible for the day-to-day operation of the service.	
Criterion 13.1.1.4 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The responsibilities of the manager/supervisor are defined in writing	



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Criterion 13.1.1.5	The departmental manager ensures that written policies and procedures are available to guide the personnel in all service-related aspects.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

13.1.2 Standard

There are enough suitably qualified and competent personnel to provide a safe and effective service.

Standard Intent: Orientation and induction programmes ensure the competence of personnel before they begin to carry out their functions.

The personnel act in accordance with job descriptions, and are evaluated in accordance with their assigned responsibilities. The in-service training needs of the personnel in the service are continuously assessed and appropriate training is provided.

	Criterion	Comments
		Recommendations
Criterion 13.1.2.1	Personnel employed by the organisation are managed in terms of the employer's policies and procedures relating to job descriptions, orientation and induction, in-service training and staff performance appraisals.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 13.1.2.2	Food handlers have appropriate medical examinations, e.g. throat swabs and chest X-rays.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 13.1.2.3	The manager has established an orientation and induction programme for service personnel.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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Criterion 13.1.2.4 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Contracted personnel are managed as determined in the written service agreement.	
Criterion 13.1.2.5 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation ensures that contracted personnel are oriented to relevant organisational policies and procedures.	
Criterion 13.1.2.6 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation ensures that contracted personnel participate in relevant organisational in-service training programmes (e.g. infection control, health and safety).	

13.1.3 Standard

The food service department is designed to allow for the effective storage, preparation and serving of food.

Standard Intent: The service manager needs to work closely with the organisation's managers to ensure that facilities and equipment are adequate. Management is kept informed of inadequate facilities, additional equipment requirements and the current state of facilities and equipment.

	Criterion	Comments
		Recommendations
Criterion 13.1.3.1 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Where a kitchen is provided within the facility, it is designed to allow for the effective storage, preparation and serving of food.	



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Criterion 13.1.3.2 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is a section of the kitchen dedicated to the preparation of infant feeds.	
Criterion 13.1.3.3 Critical: 0 Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are separate hand-washing facilities in the food preparation area, with soap and paper towels.	
Criterion 13.1.3.4 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is a mechanism for preventing unauthorised individuals from entering food preparation areas.	
Criterion 13.1.3.5 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The temperature, ventilation and humidity levels are adequate to provide for satisfactory working conditions and cleanliness.	
Criterion 13.1.3.6 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Windows in the preparation area have fly screens or another effective method of fly control is available.	



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Criterion 13.1.3.7 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is adequate lighting.	
Criterion 13.1.3.8 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a fire extinguisher and a fire blanket in the kitchen.	
Criterion 13.1.3.9 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is evidence that personnel have been trained in the use of fire extinguishers and fire blankets.	

13.1.4 Standard

Basic hygiene measures are implemented.

	Criterion	Comments
		Recommendations
Criterion 13.1.4.1 Critical: '' Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The food service area meets health and safety regulations.	
Criterion 13.1.4.2 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Equipment, floors, walls and ceilings are kept clean.	



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Criterion 13.1.4.3 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Personnel are constantly reminded of the importance of effective hand washing (i.e. posters).	
Criterion 13.1.4.4 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Preparation surfaces are cleaned and dried between being used for different activities.	
Criterion 13.1.4.5 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There are adequate, clean and conveniently placed change rooms, toilets and ablution facilities for food handlers.	
Criterion 13.1.4.6 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Food handlers have access to lockers for their outer clothing.	
Criterion 13.1.4.7 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Enough suitable refuse containers are provided in or near each change room, hand-washing facility and toilet area.	



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13.1.5 Standard

Menus are planned to meet patient needs.

Standard Intent: Menus are planned by a dietician or other individuals with acceptable food management qualifications and/or experience.

	Criterion	Comments
		Recommendations
Criterion 13.1.5.1 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	A suitably qualified and/or experienced person advises on meal development.	
Criterion 13.1.5.2 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is a planned weekly menu suitable for different seasons.	
Criterion 13.1.5.3 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Wherever possible, patient food preferences are respected and substitutions made available.	
Criterion 13.1.5.4 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Cultural preferences are taken into account.	



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13.1.6 Standard

Food products and meals are hygienically stored, prepared and served.

Standard Intent: Foods are stored and prepared in accordance with written protocols. High-risk foods which may be contaminated and which may contaminate other foods are kept separately. This includes such foods as meat, poultry and fish.

	Criterion	Comments
		Recommendations
Criterion 13.1.6.1 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Foods, which are of a potentially high risk, unprepared food and prepared items, are kept separately.	
Criterion 13.1.6.2 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Separate cutting boards are kept for raw and cooked food.	
Criterion 13.1.6.3 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Food is kept for a minimal amount of time after cooking and before serving.	
Criterion 13.1.6.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Food waste is put in covered containers and removed without delay from places where food is prepared.	



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Criterion 13.1.6.5 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a mechanism for ensuring that food handlers report if they or their family suffer from diarrhoea or vomiting, throat infections, skin rashes, boils or other skin lesions, or eye or ear infections.	
Criterion 13.1.6.6 Critical: 0 Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Food handlers wear protective clothing.	

13.1.7 Standard

Food is stored under conditions that ensure security, hygiene and freshness.

Standard Intent: Foods are stored under conditions that ensure security, hygiene and freshness.

	Criterion	Comments
		Recommendations
Criterion 13.1.7.1 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Foods are stored at acceptable temperatures.	
Criterion 13.1.7.2 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Foods are stored separately from non-foods.	



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Criterion 13.1.7.3 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Different types of food are kept separately.	
Criterion 13.1.7.4 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Foods are stored off the ground on racks or shelving of an impenetrable material.	
Criterion 13.1.7.5 Critical: <input type="checkbox"/> Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Refrigerators and freezers can be opened from the inside through a safety release mechanism.	
Criterion 13.1.7.6 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Stock is rotated using the First In First Out (FIFO) principle.	



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13.1.8 Standard

Where food is provided by families or others from outside the health facility, there are mechanisms to ensure that nutrition and hygiene are maintained.

	Criterion	Comments
		Recommendations
Criterion 13.1.8.1 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Where families or others provide food, they are educated about the patient's diet limitations.	
Criterion 13.1.8.2 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Food is provided at regular intervals.	
Criterion 13.1.8.3 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The food provided meets the nutritional needs of the patient.	
Criterion 13.1.8.4 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Hygienic food preparation and serving methods are implemented.	



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13.2 Linen Service Management

13.2.1 Standard

The linen service is managed to ensure the provision of a safe and effective service.

Standard Intent: Linen management encompasses all aspects of the provision of clean linen for all patient care services. The laundry service may be provided on site or off site. Whatever system is used, the processes will be assessed in terms of the provision and distribution of linen, stock control, the collection of soiled and infected linen, laundering processes and the redistribution of linen.

Departmental and service managers are primarily responsible for ensuring that the mission of the organisation is met through the provision of management and leadership at departmental level. Good departmental or service performances require clear leadership from a suitably qualified individual.

	Criterion	Comments
		Recommendations
Criterion 13.2.1.1 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	A written agreement is available where the service is outsourced.	
Criterion 13.2.1.2 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	A suitably qualified and/or experienced person manages/supervises the service.	
Criterion 13.2.1.3 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The manager/supervisor is responsible for the day-to-day operation of the service.	



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Criterion 13.2.1.4 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The responsibilities of the manager/supervisor are defined in writing.	
Criterion 13.2.1.5 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The departmental manager ensures that written policies and procedures are available to guide the personnel in all service-related aspects.	

13.2.2 Standard

There are enough suitably qualified and competent personnel to provide a safe and effective service.

Standard Intent: Orientation and induction programmes ensure the competence of personnel before they begin to carry out their functions.

The personnel act in accordance with job descriptions and are evaluated in accordance with their assigned responsibilities. The in-service training needs of personnel in the service are continuously assessed and appropriate training is provided.

	Criterion	Comments
		Recommendations
Criterion 13.2.2.1 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Personnel employed by the organisation are managed in terms of the employer's policies and procedures relating to job descriptions, orientation and induction, in-service training and staff performance appraisals.	
Criterion 13.2.2.2 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Contracted personnel are managed as determined in the written service agreement.	



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Criterion 13.2.2.3 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation ensures that contracted personnel are oriented to relevant organisational policies and procedures.	
Criterion 13.2.2.4 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation ensures that contracted personnel participate in relevant organisational in-service training programmes (e.g. infection control, health and safety).	

13.2.3 Standard

Where the laundry is within the facility, it is designed to allow for safe and effective processing of laundry.

Standard Intent: Departmental managers need to liaise with organisational managers to ensure that facilities and equipment are adequate. The organisation's managers are kept informed of inadequate facilities, additional equipment requirements and the current state of facilities and equipment.

	Criterion	Comments
		Recommendations
Criterion 13.2.3.1 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The space in the laundry is adequate to deal with the calculated or estimated dry weight of articles to be processed and the type of washing equipment.	
Criterion 13.2.3.2 Critical: 0 Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The laundry provides a clear flow of laundry from the soiled to the clean side with no crossover of these lines.	



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Criterion 13.2.3.3 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The size and number of washing machines are adequate to meet the number of loads per hour, considering peak loads.	
Criterion 13.2.3.4 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Ironers/laundry presses are adequate to ensure the processing of laundry items without undue delays.	
Criterion 13.2.3.5 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Linen is securely stored.	

13.2.4 Standard

Where linen is provided by families or others from outside the health facility, there are mechanisms in place to prevent and control infections.

	Criterion	Comments
		Recommendations
Criterion 13.2.4.1 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There are processes that support the patient's right to bed linen provision for comfort.	



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Criterion 13.2.4.2 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There are processes to ensure the right of the patient to dignity by the provision of appropriate bedclothes.	
Criterion 13.2.4.3 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The family or others providing linen are guided on the type of linen that is suitable.	
Criterion 13.2.4.4 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Personnel ensure that the family or others provide clean linen on a regular basis.	
Criterion 13.2.4.5 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are processes in place for the handling of contaminated linen.	



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13.3 Housekeeping Management

13.3.1 Standard

The housekeeping service is managed to ensure the provision of a safe and effective service.

Standard Intent: Departmental and service managers are primarily responsible for ensuring that the mission of the organisation is met through the provision of management and leadership at departmental level. Good departmental or service performances require clear leadership from a suitably qualified individual

	Criterion	Comments
		Recommendations
Criterion 13.3.1.1 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	A written agreement is available where the service is outsourced.	
Criterion 13.3.1.2 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	A suitably qualified and/or experienced person manages/supervises the service.	
Criterion 13.3.1.3 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The manager/supervisor is responsible for the day-to-day operation of the service.	
Criterion 13.3.1.4 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The responsibilities of the manager/supervisor are defined in writing.	



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Criterion 13.3.1.5	The departmental manager ensures that written policies and procedures are available to guide the personnel in all service-related aspects.	
Critical: ''		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

13.3.2 Standard

There are enough suitably trained personnel to provide a safe and effective service.

Standard Intent: Orientation and induction programmes ensure the competence of personnel before they begin to carry out their functions.

The personnel act in accordance with job descriptions and are evaluated in accordance with their assigned responsibilities. The in-service training needs of personnel in the service are continuously assessed and appropriate training provided.

	Criterion	Comments
		Recommendations
Criterion 13.3.2.1	Personnel employed by the organisation are managed in terms of the employer's policies and procedures relating to job descriptions, orientation and induction, in-service training and staff performance appraisals.	
Critical: ''		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 13.3.2.2	Contracted personnel are managed as determined in the written service agreement.	
Critical: ''		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 13.3.2.3	The organisation ensures that contracted personnel are oriented to relevant organisational policies and procedures.	
Critical: ''		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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Criterion 13.3.2.4	The organisation ensures that contracted personnel participate in relevant organisational in-service training programmes (e.g. infection control, health and safety).	
Critical: ''		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

13.3.3 Standard

Facilities and equipment are adequate to provide a safe and effective cleaning service.

Standard Intent: Departmental managers need to liaise with the organisation's managers to ensure that facilities and equipment are adequate.

	Criterion	Comments
		Recommendations
Criterion 13.3.3.1	Adequate and secure storage areas are available for equipment and chemicals.	
Critical: ''		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 13.3.3.2	Chemicals for cleaning are safely stored out of the reach of patients, children and visitors.	
Critical: 0		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 13.3.3.3	There is adequate storage place for brooms and mops.	
Critical: ''		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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Criterion 13.3.3.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Mops and brooms are cleaned and dried before being stored.	
Criterion 13.3.3.5 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Cleaning cupboards are adequately ventilated.	

13.3.4 Standard

Safe waste disposal takes place according to the infection control programme.

Standard Intent: The personnel play an important role in the removal of clinical waste from departments. Protocols need to be developed to guide the personnel in ensuring their own safety, the safety of others and the safety of the environment when implementing the waste removal systems.

	Criterion	Comments
		Recommendations
Criterion 13.3.4.1 Critical: 0 Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Waste is segregated in accordance with policies, procedures and municipal by-laws.	
Criterion 13.3.4.2 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The colour of bag and type of container appropriate to the type of waste generated are available.	



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Criterion 13.3.4.3 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Waste is protected from theft, vandalism or scavenging by animals.	
Criterion 13.3.4.4 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Waste is collected at appropriate times so that hazards are not caused.	