**Section 260.1700 Policies and Procedures**

a) The facility shall have policies and procedures that implement and are consistent with the provisions of this Part.

b) The facility shall have infection control policies and procedures, which shall include at least the following:

1) Compliance with the Department's rules titled Control of Communicable Diseases Code;

2) The use of standard precautions and isolation techniques;

3) A continuing program of instruction for all personnel on the mode of spread of infections; and

4) Posted hand-washing techniques.

c) The facility shall provide for the registration and disposition of complaints to the facility and to the Department without threat of discharge or other reprisal against any employee, volunteer, child or child's representative. The facility shall provide forms for the employee, volunteer, child or child's representative to record the day, time and nature of the complaint. For complaints made to the Department, the facility shall provide to an employee, volunteer, child and child's representative a phone and the Department's toll-free complaint hotline telephone number.

d) The facility shall have policies covering disaster preparedness, including a written plan for staff and children to follow in case of fire, explosion, severe weather or other hazardous circumstance or emergency.

1) All personnel shall be trained annually in the proper use of a fire extinguisher, and documentation of the training shall be placed in their employee file.

2) All personnel shall be trained in the evacuation plan, and documentation of the training shall be placed in their employee file.

e) The facility shall develop, with the approval of the facility's medical director, policies and procedures to be followed during medical emergencies. The types of medical emergencies addressed should be based on the needs of the children being served and may include, but are not limited to, choking, poisoning, allergic reactions, seizures, diabetic emergencies, and acute respiratory distress such as plugged tracheostomy, reactive airway, or asthmatic emergencies.

(Source: Amended at 38 Ill. Reg. 9905, effective April 28, 2014)