POLICY

To ensure that the ambience of the memory care community is therapeutic and does not have unnecessary noise that could agitate, or frighten residents and distract from a homelike environment. To ensure compliance with OAR 411-057-0140 and OAR 411-057-0170.

In order to maintain a homelike environment unnecessary noise will be kept at a minimum. Overhead paging will be restricted to emergencies and evacuation drills only.

PROCEDURES

- Use over head paging for emergencies only.
- Do not page staff over the telephone intercom system.
- Use ear pieces with walkies or keep walkies turned down to the minimum level possible that still allows you to hear your page.
- When talking with other staff keep your voice down don't call across the room to another staff member unless it is an emergency call for help.
- When talking with residents only raise your voice if the resident is hard of hearing and it is not practical to move the resident to a quiet area to talk with them.
- When closing doors, do so quietly.
- When music is playing or a movie is being shown make sure the noise level is sufficient for resident’s to hear, but no so loud as to be an irritant.
- Do not use your cell phone for personal calls when in the community.
- When talking on the telephone speak only as loudly as necessary for the person you are speaking with to hear you.