

Best Practices for Providers of Residential Services

Washington County encourages providers of residential services to use the following best practices when establishing and maintaining services in the community. This list was developed from county and provider feedback.

Location of a New Home

When researching for the location of potential homes, the following should be taken into consideration:

- The availability of off -street parking for staff and/or company vehicles
- The home is not located in close proximity to other residential programs
- The home is in close proximity to community resources
- The physical layout of the home will accommodate the changing needs of clients

Physical Appearance of Property

The following are recommendations to assist providers in maintaining the physical appearance of the property:

- Physical appearance of the home and yard should be consistent with or better than other homes in the neighborhood.
- Regularly schedule maintenance for yard
 - Keep lawn mowed
 - Sidewalks/driveways cleared during winter
 - Landscape the yard with shrubs and flowers
 - Garbage cans are stored away
- Regularly schedule maintenance of exterior and interior of home
- Staff are available to perform minor home maintenance and yard care as a back up to regularly scheduled maintenance
- Establish quality assessment procedures to monitor the appearance of the home and yard

Be a Good Neighbor

Staff and household members may want to consider the following options that promote being a good neighbor:

- Shortly after moving in, introduce yourselves to neighbors
- Invite neighbors to an open house and/or parties
- Greet neighbors
- Participate in neighborhood and community events
- Be respectful
 - Gently close car and exterior home doors
 - Drive slowly
 - Keep noise levels low

Providers can enhance positive relationships with the neighborhood by the following:

- Create a privacy area in backyard for smoking

- Park staff and company vehicles in off-street parking and/or in front of the home (i.e. not in front of neighbors' homes)
- Identify one administrative staff who will respond to neighborhood concerns and give the name of that person and phone number to neighbors who want further information
- Promptly respond to neighborhood concerns
- When questioned about housemates, explain confidentiality of housemates' data privacy information (i.e. information on housemates cannot be shared)
- Provide a website and/or brochure if neighbors would like to have more information on your company

Emergency services

If emergency services are needed on a regular basis, the following are strategies to mitigate neighborhood disruption:

- Contact the local police department to identify a liaison
- Request that emergency vehicles refrain from using lights or sirens