

1 **10A NCAC 67A .0103 STANDARDS FOR OFFICE SPACE AND FACILITIES**

2 The purpose of this Rule is to establish standards for office space, equipment and facilities for county departments of
3 social services including agency suboffices and special centers that will adequately and effectively meet program,
4 staff and client needs. These requirements are supplementary to, and do not replace, Federal Confidentiality of
5 Information requirements and any provisions in State, county or municipal building codes.

6 (1) Identification of Office. All social services offices shall be appropriately marked and identifiable
7 in the community as a social services agency:

8 (a) Each office shall be identified by an outside sign clearly visible from the road or street.

9 (b) If the office is housed within a public building occupied by other agencies or units of
10 government, the agency shall be listed on a standard building directory in a manner similar
11 and equal to that accorded every other agency.

12 (2) Requirements for Physical Plant.

13 (a) Buildings housing social services agencies shall be certified by competent authority to be
14 of sound and substantial construction and in compliance with state and local fire and
15 building codes.

16 (b) All buildings for which site clearance began before June 3, 1977, shall meet the equal
17 access provisions specified in Section 504 of the Rehabilitation Act of 1973 as amended.

18 (3) Requirements for Space. Adequate office space shall be provided for each employee. The following
19 guidelines show the acceptable minimum range of space which will vary due to position function,
20 special equipment and furniture needs, fixed existing conditions or the availability of separate
21 private interviewing rooms. The staff category descriptions and recommended minimum square
22 footages of space range are shown below:

23 (a) Staff Who Interview Clients In Their Offices 80

24 (b) Supervisors 80

25 (c) Management 96

26 (d) Staff Members Not Required to Conduct Interviews In Their Offices 56

27 (e) Separate Private Interviewing Rooms Adequate for
28 Function

29 (4) Requirements for Privacy:

30 (a) Private offices shall be required for the county director and each supervisor.

31 (b) Private offices or interviewing room shall be available to all staff who interview clients.

32 (5) Requirements for Waiting Room and Reception Area. The principal location of each county
33 department of social services shall be arranged to provide a waiting room of sufficient size to
34 accommodate the people availing themselves of its use each day. A separate area is required for the
35 receptionist.

1 (6) Requirement for Conference Room. A conference or staff training room with seating capacity
2 adequate to accommodate the average number of people usually in attendance shall be provided for
3 use in meetings and training sessions.

4 (7) Requirement for Storage Space and Confidentiality of Records. Sufficient space shall be provided
5 for conveniently locating files and records, supplies, and forms:

6 (a) Files and supplies shall be accessible and convenient to staff responsible for their
7 maintenance, use and protection.

8 (b) Files and records shall be adequately protected from fire, other damage and theft.

9 (c) Access to confidential information shall be limited to authorized personnel only.

10 (d) Space shall be available for storing janitorial and maintenance supplies and equipment used
11 in maintaining the building and grounds.

12 (8) Requirement to Provide Office Space for Persons Who Periodically Visit the Agency on DSS
13 Related Business. Office space shall be provided to persons who periodically visit the agency on
14 DSS related business.

15 (9) Requirement for Equipment. Furnishings and equipment shall be provided to enable staff to
16 adequately perform its duties.

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18 *History Note: Authority G.S. 108A-80; 143B-153; 45 C.F.R. 205.170(a)(b);*

19 *Eff. April 1, 1978;*

20 *Amended Eff. May 1, 1990; May 1, ~~1988~~, 1988;*

21 *Readopted Eff. July 1, 2019.*

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