

# ICD CLUTTER — HOARDING SCALE FIVE CATEGORIES.

## Structure and Zoning

Assessment of access to entrances and exits; function of plumbing, electrical, HVAC (any aspect of heating, ventilation or air conditioning) systems and appliances; and structural integrity

## Animals and Pests

Assessment of animal care and control; compliance with local animal regulations; assessment for evidence of infestations of pests (rodents, insects or other vermin)

## Household Functions

Assessment of safety, functionality and accessibility of rooms for intended purposes

## Health and Safety

Assessment of sanitation levels in household; household management of medications for prescribed (Rx) and/or over-the-counter (OTC) drugs

## Personal Protective Equipment (PPE)

Recommendations for PPE (face masks, gloves, eye shields or clothing that protect wearer from environmental health and safety hazards); additional supplies as appropriate to observational level

## SCOPE OF SCALE

**PURPOSE OF SCALE:** This document is to be used as an assessment/guideline tool only, specifically for use in the assessment of a home's interior, except where the outside structure affects the overall safety of the interior. Does not include sheds, unattached garages or outbuildings. It is not to be used for diagnostic purposes or for any psychological evaluation of a person or persons. The ICD is not responsible for any work performed by a professional organizer or other related professional using the ICD CHS or CHS Quick Reference Guide.

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# ICD CLUTTER — HOARDING SCALE FIVE LEVELS.

Five progressive levels indicate the degree of household clutter and/or hoarding: Level I as the lowest, and Level V the highest. The ICD considers Level III as the pivot point between a household that might be assessed as cluttered, and a household environment that may require the deeper considerations of working in a hoarding environment.

## LEVEL I GREEN LOW

Household environment is considered standard. No special knowledge in working with the chronically disorganized is necessary.

## LEVEL II BLUE GUARDED

Household environment requires professional organizers or related professionals who have additional knowledge and understanding of chronic disorganization.

## LEVEL III YELLOW ELEVATED

Pivot point between a cluttered household environment and a potential hoarding environment. Those working with Level III household environments should have significant training in chronic disorganization and will require a community network of resources, especially mental health professionals.

## LEVEL IV ORANGE HIGH

Household environment requires a coordinated collaborative team of service providers in addition to professional organizers and family: mental health professionals, social workers, financial counselors, pest and animal control officers, crime scene cleaners, licensed contractors and handypersons.

## LEVEL V RED SEVERE

Professional organizers should not work alone in a Level V environment. Requires a collaborative team, potentially including family, mental health professionals, social workers, building manager, zoning, fire, and/or safety agents. Formal written agreements among the parties should be in place before proceeding.

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# CLUTTER — HOARDING SCALE® QUICK REFERENCE GUIDE



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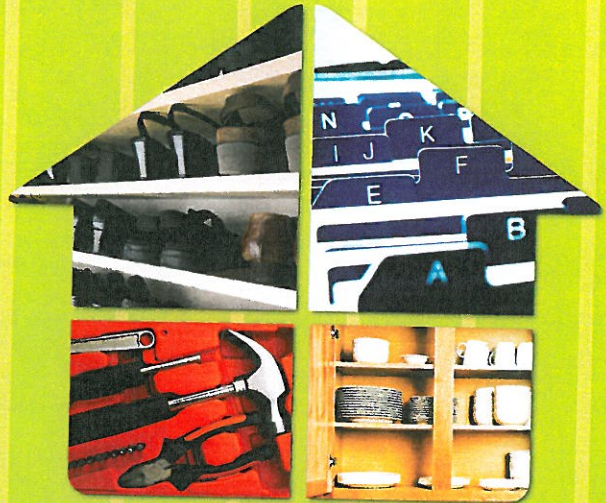
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# CLUTTER — HOARDING SCALE (CHS) QUICK REFERENCE GUIDE

	Structure and Zoning	Animals and Pests	Household Functions	Health and Safety	Personal Protective Equipment (PPE)
<b>LEVEL I</b>	All doors, stairs and windows accessible; plumbing, electric and HVAC operational; fire and CO2 detectors installed and functional	Normal animal control (behavior/sanitation); approved number of animals; no evidence of rodents or insects	No excessive clutter; all rooms properly used; appliances functional; good housekeeping and maintenance	Safe, sanitary; no odors; medication control OK	OPTIONAL
<b>LEVEL II</b>	1 major exit blocked; 1 major appliance or HVAC device not working for longer than one season; some plumbing or electrical systems not fully functional; fire or CO2 detectors non-existent or non-functional	Evidence of inappropriate animal control; visible or odorous pet waste; visible pet fur/hair/feathers; light to medium evidence of common household pests/insects	Clutter beginning to obstruct living areas; slight congestion of exits, entrances, hallways and stairs; some household appliances not functional; inconsistent housekeeping and maintenance	Diminished appropriate sanitation; odors from dirty dishes, food prep, laundry, toilets; mildew present; medication control questionable	LIGHT PPE  Medical or work gloves; caps (baseball or poly bouffant); first aid kit; insect repellent; hand sanitizer
<b>LEVEL III</b>	Outside clutter of items normally stored indoors; HVAC devices not working for longer than one season; fire or CO2 detectors non-existent or non-functional; one part of home has light structural damage (occurring within past six mos.)	Animal population exceeds local regulations; inappropriate animal control; inadequate sanitation; audible evidence of pests; medium level of spiders; light insect infestation such as bed bugs, lice, fleas, roaches, ants, silverfish, spiders, etc.	Clutter obstructing functions of key living areas; building up around exits, entrances, hallways and stairs; at least one room not being used for intended purpose; several appliances not functional; inappropriate usage of electric appliances and extension cords; substandard housekeeping and maintenance; hazardous substances in small quantities	Limited evidence of maintaining sanitation (heavily soiled food prep areas, dirty dishes, mildew); odors obvious and irritating; garbage cans not in use or overflowing; dirt, dust and debris; dirty laundry throughout house; Rx and OTC medications hazardous control (re children, pets, mentally impaired)	MEDIUM PPE  Face masks or N95 respirator masks; eye protection; gloves; disposable coveralls; poly caps; work shoes/boots; first aid kit; hand sanitizer; insect repellent
<b>LEVEL IV</b>	Excessive outdoor clutter of items normally stored indoors; HVAC devices not working for longer than one year; CO2 detectors non-existent or non-functional; structural damage to home lasting longer than six months; water damaged floors, damaged walls and foundations; broken windows, doors or plumbing; odor or evidence of sewer backup	Animal population exceeds local ordinances; poor animal sanitation; destructive behavior; excessive spiders and webs; bats, squirrels, rodents in attic or basement (audible and visible); medium insect infestation	Diminished use and accessibility to key living areas; several rooms cluttered to extent they cannot be used for intended purposes; clutter inhibits access to doorways, hallways and stairs; inappropriate storage of hazardous/combustible materials; appliances used inappropriately; improper use of electric space heaters, fans or extension cords	Rotting food, organic contamination; expired, leaking cans or bottles; buckled sides and tops; dishes and utensils unusable; no linens on beds; sleeping on mattress; chair or floor; infestation of bedding and/or furniture; medications Rx and OTC medications easily accessible to anybody	FULL PPE  Face masks or N95 respirator masks; safety goggles, medical or industrial grade latex or nitrile gloves; heavy duty work gloves; disposable coveralls; caps, work shoes/boots; first aid kit; hand sanitizer; insect repellent; headlamp or flashlight
<b>LEVEL V</b>	Extreme indoor/outdoor clutter; foliage overgrowth; abandoned machinery; ventilation inadequate or nonexistent; HVAC systems not working; water damaged floors, walls and foundation; broken windows, doors or plumbing; unreliable electrical, water and/or septic systems; odor or sewer backup; irreparable damage to exterior and interior structure	Animals at risk and dangerous to people due to behavior, health and numbers; pervasive spiders, cockroaches, mice, rats, squirrels, raccoons, bats, snakes, etc.; heavy infestation of insects such as bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.	Key living spaces not usable; all rooms not used for intended purposes; entrances, hallways and stairs blocked; toilets, sinks and tubs not functioning; hazardous conditions obscured by clutter; appliances unusable; hazardous and primitive use of kerosene, lanterns, candles, fireplace/woodstove as primary source of heat and/or light	Human urine and excrement present; rotting food; organic contamination; cans or jars expired, leaking or buckled; dishes and utensils buried or non-existent; beds inaccessible or unusable due to clutter or infestation; pervasive mold and/or mildew; moisture or standing water; Rx and OTC medications easily accessible to anybody; presence of expired Rx	FULL PPE REQUIRED  N95 respirator mask or mask with organic filter(s); safety goggles; medical or industrial grade latex, or nitrile gloves; heavy duty work gloves; disposable coveralls, poly caps, work shoes/boots; first aid kit hand sanitizer; insect repellent; headlamp or flashlight

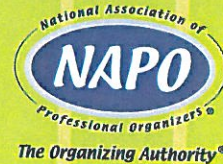
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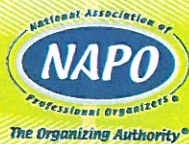


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# Get Organized Now!

**A NAPO professional organizer can help you take control of your time, paper, and systems for life.**

The National Association of Professional Organizers (NAPO) is your gateway to finding a qualified professional organizer. NAPO professional organizers last year provided organizing services to more than 148,000 residential and commercial clients—from home and business organizing to information and time management to coaching, training, and more.

## At home

- Bring order, calm, and control to your home and family life.
- Save money by organizing your bills, your shopping, and your clothing.
- Get more done in less time.
- Put your house in order so you can find what you need—and need what you find!

## At work

- Bring structure, logic, and control to your organization, at any level.
- Optimize workflow to increase productivity, reduce stress, and heighten profitability.
- Build companywide systems or define responsibilities for a single employee.
- Motivate your team with real solutions to the everyday or ongoing challenges of too much to do, changing priorities, and information overload.

## Why hire a NAPO professional organizer?

A NAPO professional organizer will design and teach you how to use systems and processes based on established organizing principles. These organizing solutions are tailored to meet your organizing needs, now and into the future.

When you hire a NAPO professional organizer, you are hiring a skilled professional. NAPO provides its members with quality education, exposure to cutting-edge trends in organizing, the latest product knowledge, and access to top organizing-industry manufacturers.

## Contact your NAPO professional organizer:

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## About NAPO

The mission of NAPO is to develop, lead, and promote professional organizers and the organizing industry. NAPO, celebrating 25 years as The Organizing Authority®, is the premier national association dedicated to the field of organizing. NAPO has nearly 4,100 members.