



Home care with a heart...

**OPERATIONS
AND
PERSONNEL POLICIES
MANUAL**

Welcome to Kaylin's AngelCare!

All agents/employees of Kaylin's AngelCare are expected to follow all of the policies and procedures within the Operations and Personnel Policies Manual.

Kaylin's AngelCare CEO and/or the Administrative Assistant reviews all policies and procedures of Kaylin's AngelCare at least annually and makes updates as needed to maintain adherence to laws and regulations.

Each employee/agent of Kaylin's AngelCare will receive a copy of this manual during their orientation and at least annually thereafter. If any updates are made to the manual they will receive a copy of the updated version as well.

Upon the request of the DDARS or its designee, Kaylin's AngelCare shall supply a copy of the manual to DDARS or another state agency (as applicable) at no cost. The manual will also be available for inspection by DDARS or another state agency at our office in South Whitley, IN.

Kaylin's AngelCare provides jobs to individuals throughout parts of the state of Indiana. Job descriptions as well as company organizational chart can be found in the appendices at the end of this manual.

SUSPECTED ABUSE, NEGLECT, OR EXPLOITATION

Policy:

Kaylin’s AngelCare, LLC prohibits and will not tolerate abuse, neglect, exploitation, humiliation, or mistreatment of individuals and violation of individuals’ rights. The following is strictly forbidden: corporal punishment, forced physical activity, hitting, pinching, the application of painful or noxious stimuli, the use of electric shock or the infliction of physical pain, seclusion alone in an area from which exit is prohibited, verbal or mental abuse, a practice which denies the individual sleep, shelter, food, or drink, physical movement for long periods of time, use of bathroom facilities or work benefiting other without pay. In addition, the following are prohibited: unnecessary physical or chemical restraints; punishment resulting in physical harm or pain; sexual abuse or exploitation; neglect; and exploitation, financial or otherwise.

Any suspected cases of abuse, neglect, exploitation or mistreatment by staff are to be immediately reported to the manager. The manager will notify the Administrative Assistant and/or CEO. In addition, every case of suspected neglect, abuse, exploitation or mistreatment be reported to the appropriate authorities for disposition.

This policy applies to all current and prospective employees/agents.

Reportable incidents include but not limited to those listed in the tab below.

<p>Alleged, suspected or actual Abuse, Neglet &/or Exploitation *must be reported to APS or CPS ** Must be reported within 24 hours</p>	<p>Death of an individual *must be reported to APS or CPS ** Must be reported within 24 hours</p>
<p>A residence compromises the Health & Safety of the individual:</p> <ul style="list-style-type: none"> • Major utility interruption • Environmental or structural problems 	<p>A residential Fire resulting in any of the following:</p> <ul style="list-style-type: none"> • Relocation • Injury • Property loss
<p>Suspected or observed Criminal Activity by: A staff member, employee or agent of the provider</p> <ul style="list-style-type: none"> • A family member of the individual • The individual receiving services and when the care of the individual is impacted or potentially impacted. 	<p>A major disturbance or Threat to Policy Safety created in the community by the Individual receiving services. The threat can be:</p> <ul style="list-style-type: none"> • Toward anyone, including staff • In the home/residence • Need not be outside the individual’s residents
<p>Police Involvement when there is an arrest of the individual and/or the person(s) responsible for the care of the individual.</p>	<p>Suicidal Ideation or Suicide Attempt that had the potential to cause physical harm, injury or death.</p>
<p>Significant Injury to an individual, including but not limited to:</p> <ul style="list-style-type: none"> • Fracture • Burn, greater than first degree • Choking that requires intervention • Contusions or lacerations • Due to a fall • Requiring medical attention 	<p>Inadequate Staff support for an individual, include:</p> <ul style="list-style-type: none"> • Inadequate supervision • Inadequate training • And has the potential for endangering the health & welfare of the individual
<p>Admission to a Nursing Facility, excluding admission for respite</p>	<p>A person is missing from their residence, job, community etc. and their absence wasn’t expected &/or presents a risk to their health & safety.</p>
<p>An injury that occurs while an individual restrained. *Restraints are prohibited and must be reported</p>	<p style="text-align: center;">Medication Errors</p> <ul style="list-style-type: none"> • Wrong Dose • Wrong Medication • Wrong Route • Wrong Time

Reference, Employment and Background Check Policies & Procedures:

Investigation into the backgrounds of all candidates is made by the Administrative Assistant prior to an offer of employment or contract.

Kaylin's AngelCare may also conduct background investigations on current employees/agents on an as needed basis in order to comply with organizations such as DDARS, BDDS, Etc.

Background Investigations will include but are not limited to the following:

- State limited criminal history prior to offer of position to employee/agent and at least every 3 years thereafter.
- County of residence(s) criminal history for all counties the employee/agent has resided in for the past 3 years prior to offering position. This check will be completed as needed but at least every 3 years thereafter.

Procedures:

An **Employment, Reference and Background check form** will be completed by the Administrative Assistant that encompasses all of the following checks completed.

Employment checks: Once the Administrative Assistant receives the application and all other appropriate paperwork required for the position they will initiate the employment checking process. Current and past employers will be contacted to verify employment of the candidate.

An employment check that reveals a history of performance, conduct or behavior that might have the potential to jeopardize the safety of consumers, employers, customers or the organization may disqualify a candidate for employment.

The discovery of omission or misstatement of any information on the application may be grounds for disqualification or immediate termination if employment/contract has been offered or begun.

Reference Checks: Once the Administrative Assistant receives the application and all other appropriate paperwork they will initiate the reference checking process.

Each candidate must have a minimum of three (3) completed professional reference checks.

A reference check that reveals a history of performance, conduct or behavior that might have the potential to jeopardize the safety of consumers, employers, customers or the organization may disqualify a candidate for employment.

The discovery of omission or misstatement of any information on the application may be grounds for disqualification or immediate termination if employment/contract has been offered or begun.

Criminal History Checks:

Once the Administrative Assistant receives the application and all other appropriate paperwork they will initiate the criminal history checking process.

The criminal history checking process will include but is not limited to:

- A. A **State Limited Criminal History Check**, conducted through the Indiana State Police Central Repository and
- B. A check for each **County of residence** for the past 3 years.

A criminal history check that reveals a history of performance, conduct or behavior that might have the potential to jeopardize the safety of consumers, employers, customers or the organization may disqualify a candidate for employment.

Convictions that will automatically disqualify a candidate include but are not limited to: a sex crime, battery, neglect, abuse, exploitation of an endangered adult or of a child, failure to report battery, neglect, or exploitation of an endangered adult or abuse or neglect of a child, theft (if the conviction occurred less than 10 years before the candidates employment application date), criminal conversion, criminal deviate conduct, murder, voluntary manslaughter, involuntary manslaughter, felony battery and a felony offense related to a controlled substance.

The Administrative Assistant will complete criminal history checks and update all current Employee's/Agent's personnel records at least annually after the initial check. They will be reviewed by the Administrative Assistant to ensure that the employee/agent is still free of any above listed disqualifying convictions.

Licensing / Credential Verification Checks:

By the first day of employment/contract, the employee/agent must produce either an electronic or paper copy of any degrees and or licensure required for their position. If available, Administrative Assistant will access records online. The Administrative Assistant shall insure that they are placed in the employee's/agent's personnel file.

If at any time it is determined that the required credentials that have been provided have been falsified, the employee/agents shall be terminated immediately.

Indiana Online Licensing:

Once the Administrative Assistant receives the application and all other appropriate paperwork they will initiate the **State Nurse Aid Registry** checking process via the Indiana Online Licensing website.

Once the State Nurse Aid Registry check is completed, the Administrative Assistant will review the registry check to insure the candidate's hiring/contracting eligibility. If the candidate is judged to be ineligible for hire the Administrative Assistant will notify the candidate.

Employees/Agents will be expected to maintain at least minimum licensure requirements (as applicable) and to provide renewal certificates (online or paper copies) to the Administrative Assistant as renewals are due.

Administrative Assistant will maintain a spreadsheet with all current licensure information and dates for each employee/agent as applicable. Reminders will be emailed to Managers to ensure that employee/agent sends licensure renewal certificates to the Administrative Assistant to place in their personnel file by the renewal due date.

Drug Testing Policy

Policy:

Agency employees may not possess, distribute and or use alcoholic beverages or controlled substances including inhalants while on premises of property controlled by the Agency or while in the course of conducting company business or engaged in any company sponsored activity.

Patients or visitors may not possess, distribute and or use alcoholic beverages or controlled substances while on the premises of the property controlled by the Agency.

Any employee who has knowledge of a person or persons violating this policy must report it to his/her supervisor immediately.

Procedure:

Based on reasonable cause, the agency may conduct searches or inspections of an employee's personal belongings and may be asked to take a drug test. Refusal to consent may result in termination.

Sexual Harassment

Policy:

Kaylin's Angelcare has a zero tolerance policy of sexual harassment, as it is a form of gender-based discrimination.

Definition:

Under Title VII of the Civil Rights Act of 1964, any type of discrimination based on an individual's gender (male or female) is illegal. Sexual harassment is considered to be a form of gender discrimination. According to the Equal Employment Opportunity Commission, sexual harassment is "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to the conduct enters into employment decisions and/or the conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment."

The Agency will not tolerate any form of sexual harassment from any of its employees. The Agency encourages that any behavior which could be construed as sexual harassment be reported immediately to the supervisor and/ or Administrator. There is no need to fear retaliation. Both females and males can be sexually harassed when exposed to unwelcome sexual advances or to a pattern of verbal abuse, threatening, crude, impolite, or unprofessional conduct.

- Quid pro quo sexual harassment is also against company policy.
- The Agency encourages and urges an employee to come forward and discuss any sexual harassment that may have occurred with an Administrator.
- Every complaint will be taken seriously and investigated immediately. Investigations will be documented.
- Any employee involved in a sexual harassment complaint will have a full opportunity to give a full account of their recollection of the incident or incidents.
- The incident(s) will be investigated thoroughly and appropriate action will be taken.

Cell Phone and Dress Code Policy

Policy:

Kaylin's Angelcare does not permit independent contractors to use cellphones while driving a vehicle. This is very dangerous and should be avoided any time. It is mandatory that the individual must pull over and stop the vehicle each time they conduct agency business per cellular phone. The agency is not responsible for any moving violations, accidents or other incidents that may occur while I am using my cellular phone while driving. Personal Cellphone use during work hours is not permitted under any circumstance and will be subject to disciplinary action.

Kaylin's Angelcare strives to present a professional and safe health care image to patient's families, the community, and other Health Care professionals. Kaylin's Angelcare staff members must adhere to the following standards in their dress appearance.

1. All contracted employees will wear an approved Kaylin's Angelcare name badge when providing patient care.
2. Clothing shall be clean, neat, and well maintained.
 - Allowed Clothing: Loose comfortable clothing, scrubs, walking shorts that are at least mid-thigh in length, hemmed blue jeans, plain T-shirt, and casual street wear. Appropriate undergarments should be worn.
 - Not Allowed: miniskirts, short shorts, tank tops, halter-tops, midriffs, cut offs, frayed blue jeans, or T-shirts with any sayings on them.
3. Shoes should be conservative and comfortable. We encourage closed toed shoes for personal safety and infection control while providing patient care. No flip-flops or thong sandals.
4. When attending school with a patient, the employee will be provided with a copy of the schools dress code and must adhere to it.
5. Nurses should keep a clean lab coat available to wear over their clothes when accompanying patients to any medical appointment. (These may be unexpected).
6. Kaylin's Angelcare employees will try to meet the requests of parents or primary caregivers within reason.
7. Employees are expected to keep their hair dry, neat, and clean. Long hair must be styled so it does not come in contact of the patient. Mustaches and beards must be clean and trimmed.
8. Perfume should be conservative. Strong odors can be offensive to patients.
9. Jewelry represents a safety hazard, so it must be worn with discretion, i.e. wedding rings, rings without large mountings, small earrings or studs. Visible piercing, except for earrings, should be removed when providing patient care. Both professionalism and safety should be considered when wearing jewelry.
10. Fingernails are to be kept clean, trimmed and moderately short for patient safety.

Performance Evaluation

Policy:

Managers and Employees/Agents are encouraged to informally discuss job performance and goals as needed but will do so at least quarterly. This will occur telephonically or in person at the discretion of the manager.

In addition, **formal performance evaluations** are conducted minimally at the end of an employee's/agents initial 90 day period (90 day review) and annually based on the employment/contract anniversary date.

Reviews are documented on the **Performance Evaluation Form**.

This provides the manager and the employee/agent the opportunity to discuss how the employee/agent is performing job responsibilities and performance requirements for the position.

Procedure:

1. At orientation all staff/agents will receive a copy of the **90 Day and Annual Performance Evaluation Form**, along with their copy of the **Job Description**. Both of these items will be reviewed in general terms by the Administrative Assistant during orientation.
2. Upon assignment to a position, the manager should schedule a time within the first two weeks of employment/contract to review the performance evaluation form and job description in greater detail, ensuring the new employee/agent understands the expectations.
3. At 90 days of employment/contract, the Administrative Assistant will prompt the manager to perform the 90 day performance evaluation.
4. Prior to the employee's/Agent's anniversary date, the Administrative Assistant will prompt the manager to perform the annual performance evaluation.
5. At this time, the CEO and/or Administrative Assistant will also audit the personnel file to see if there are any outstanding issues. If issues are discovered they will be addressed as appropriate.
6. If the review indicates employee/agent is either marginally or not meeting expectations, it should be reviewed with the CEO and/or Administrative Assistant prior to meeting with the employee/agent.
7. The manager will schedule a time to meet with the employee/agent. The review should be completed and signed by both the employee/agent and the manager and then sent to the CEO and/or Administrative Assistant for approval.
 - a. It should also be determined and documented how often the employee/agent and manager would like to meet to review the plan during the year, prior to the formal annual review.
8. If the employee/agent is not meeting expectations considered reasonable for either a 90 day employee or seasoned employee, whichever is appropriate, then a plan should be developed and documented within the boxes on the performance evaluation form.
 - a. This plan, as well as concentrated coaching, should be implemented by the manager. If the employee/agent is not meeting expectations within the next 30 days, the CEO and/or Administrative Assistant should be contacted in order to assess the situation on a case by case basis to determine the course of action.
9. Each review should include goals the employee/agent will be working on during the upcoming review period.

Client Satisfaction Surveys

As part of our ongoing commitment to ensuring that Kaylin's AngelCare provides services of the highest quality, we have an Internal Quality Assurance and Improvement System that is focused on the individuals we serve and appropriate for the services being provided.

At the end of each calendar year or at the completion of services provided, the Administrative Assistant sends out annual satisfaction surveys to all individuals served as well as their parent/guardian (as applicable) and their waiver teams.

These surveys include questions about the services being provided by employees or agents of Kaylin's AngelCare and allow space for any comments, concerns or questions the individual or their parent/guardian (as applicable) have regarding those individuals providing services to them or comments about the company as a whole.

Satisfaction surveys are sent out by U.S. mail and are also available to be completed online for those who prefer that method.

Surveys may be completed anonymously, however individuals will be encouraged to notify the CEO and/or Administrative Assistant of their identity in the event that they have concerns so that those concerns can be appropriately and specifically addressed and documented on a quality improvement form.

The identity of the individual will be kept confidential to the fullest extent possible by any/all applicable laws and regulations.

Completed surveys are reviewed and analyzed by Administrative Assistant and any scores lower than "satisfactory" will be addressed by the manager or CEO as appropriate directly with the consumer (if they have identified themselves) and the employee/agent if they have been identified.

Any feedback received from an unidentified consumer will be taken seriously and will be addressed internally with all employees or agents who may be related to the feedback.

Records of the findings of annual consumer satisfaction surveys are maintained on a spreadsheet and any/all efforts to improve service delivery in response to the surveys are documented on the Quality Improvement Form.

Each individual served will receive contact information for the CEO and Administrative Assistant in the form of business cards and a letter from the CEO when they begin services with Kaylin's AngelCare and at least annually thereafter.

A letter will be included that will explain to the consumer that if they have any concerns regarding the quality of services they are receiving that they may contact the CEO and/or the Administrative Assistant at any time for support in resolving the matter. A quality improvement form will also be included in the event that the consumer wishes to file one.

CEO and/or Administrative Assistant will respond in writing to any complaints received within 2 weeks from the date of receiving said complaint.

****If the complaint is of an urgent nature it will be managed accordingly, via the state's incident reporting system as well as notification of any pertinent parties, and further investigation will be completed by CEO and/or Administrative Assistant as appropriate or required.**

Kaylin's AngelCare management team (CEO, Administrative Assistant, behavioral support manager) will meet at least quarterly to review quality assurance/improvement procedures.

Any quality improvement forms that have been received will be reviewed and ways to improve service delivery will be documented in the meeting minutes.

Specific strategies for quality improvement will be documented on a quality improvement management quarterly meeting form and will be assessed at each subsequent quarterly meeting to determine if strategies implemented were effective.

Coaching and Corrective Action

Policy:

Kaylin's AngelCare, LLC is committed to working with employees/agents in order to maintain a positive work environment and successful employment/contractual relationship.

In recognition of this community, Kaylin's AngelCare, LLC will make every effort to work with employees/agents who are experiencing performance difficulties, providing coaching as needed throughout employment/contract.

Although Kaylin's AngelCare, LLC is committed to working with employees/agents, it does recognize that some conduct and/or behavior will result in immediate termination.

However, for those behaviors or performance issues that do not require immediate termination, Kaylin's AngelCare, LLC will work with employees/agents by utilizing a **corrective action process**.

Corrective action may call for any of the four following steps:

1. Verbal warning (on corrective action form)
2. Written warning (on corrective action form)
3. Suspension with or without pay, or
4. Termination of employment.

Depending on the severity of the problem and the number of occurrences one or more of these steps may be bypassed. By using a **corrective action process**, Kaylin's AngelCare, LLC hopes that most employee/agents can be corrected at an early stage.

Procedure:

1. Depending upon the severity of the violation, a corrective action form will be completed by the manager, reviewed with the employee/agent, signed by all parties present, and submitted to the Administrative Assistant. The form will be filed in the employee/agent's personnel file.
2. Should the violation be serious (i.e. Abuse, neglect or exploitation, etc.), suspension may result. If so, the employee/agent will be suspended pending results of an investigation. Should termination or corrective action be warranted, the suspension will be unpaid. If the employee/agent is exonerated, the suspension will be paid.

Termination of Employment

Policy:

All exiting employees/agents will be afforded an opportunity for an exit interview with the Administrative Assistant. Hourly employees/agents who voluntarily resign must give a 14 day notice and provide a letter of resignation.

Salaried employees/agents who voluntarily resign must give a 30 day notice and provide a letter of resignation. If an employee/agent does not give proper notice he or she will not be eligible for rehire.

Upon termination, whether voluntary or involuntary employees/agents are required to return all company property. If company property is not returned at the time of termination, the company reserves the right to take appropriate legal action.

The employment relationship between an employee/agent and Kaylin's AngelCare, LLC is "at will" and, therefore, the company may terminate the employment/contract relationship at any time with or without cause and the employee/agent retains the same right.

The following is not meant to be an all-inclusive list, but a sample of reasons that an employee/agent may be immediately terminated:

1. Theft, inappropriate removal or possession of company or consumer owned property or assets.
2. Falsification of timekeeping records or other work related reports that an employee/agent is responsible for completing.
3. Abuse, neglect, exploitation, or mistreatment of individuals receiving services or failure to report possible abuse, neglect, exploitation, or mistreatment of an individual receiving services.
4. Working under the influence of alcohol or illegal drugs.
5. Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty, while operating employer owned vehicles or equipment.
6. Fighting or threatening violence in the workplace.
7. Negligent or improper conduct.
8. Insubordination.
9. Violation of safety or health rules.
10. Sexual or other unlawful or unwelcome harassment.
11. Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace.
12. Excessive absenteeism or any absence without notice.
13. Policy violation.
14. Unsatisfactory job performance or conduct.
15. Failure to report suspected financial fraud or violation of company policies and procedures.

HIPAA/Confidentiality and Privacy of Consumer Information

Policy:

The protection of client information is critical to the success of the services Kaylin's AngelCare provides to clients. At no time will a client's personal, medical, (PHI), financial, etc. information be released without written consent by the client and/or their parent or guardian as applicable.

In the event that it is discovered that there has been a breach in maintaining the confidentiality of a client's PHI, Kaylin's AngelCare will notify the individual in writing and will make all efforts to minimize any chances of misuse of the breached information.

An Incident Report will be filed with the DA as well.

If it is discovered that an employee or agent of Kaylin's AngelCare has misused any of the individuals PHI they will receive disciplinary action up to and including possible termination depending on the seriousness of the misuse. CEO will make final determination. DA Incident Report will be filed on their website.

An **annual release of information** will be reviewed with the consumer when they first begin receiving services with Kaylin's AngelCare and then at least annually thereafter for any individual (s) that Kaylin's AngelCare employees or agents may communicate with in order to best serve the consumer and to follow applicable state and federal laws.

The release will cover the necessary provisions to release information to recognized members of the consumer's interdisciplinary team. This may include, but is not limited to medical personnel treating the individual, current agencies recognized in a plan of care, and appropriate state agencies. If a non-recognized entity requests consumer specific instruction a release will be completed specific to that request and scope and for a limited time period.

If client information is requested by other entities employees/agents must obtain the proper **release of information** forms signed by the consumer, their parent or guardian as applicable.

All employees/agents will receive training on release of information as outlined in HIPAA during orientation and at least annually thereafter. (PowerPoint presentation will be included in the training)

HIPAA/Privacy Notice will be reviewed with each client when they initially begin receiving services from Kaylin's AngelCare and at least annually thereafter. They will be asked to sign the document and they will receive a copy of the Privacy Notice for their records.

Email Privacy Notice will also be reviewed with clients when they first start services with Kaylin's AngelCare and then at least annually thereafter. This notice explains to clients that all efforts are taken to ensure that their PHI remains private. As part of Kaylin's AngelCare role in supporting clients, information may occasionally be communicated via email with other individuals the client (or parent/guardian as applicable) has agreed that Kaylin's AngelCare may contact.

Maintenance of Personnel Files

Every employee/agent of Kaylin's AngelCare, LLC will have a personnel file maintained in the South Whitley office. The file for each employee/agent will contain at least the following:

1. A negative tuberculosis screening prior to providing any service. The screening will be current and updated at least annually as well as in accordance with recommendations of the Centers for Disease Control.
2. Cardiopulmonary resuscitation (CPR) certification and recertification, updated every two (2) years, for each employee/agent who works with individuals.
3. Auto insurance information, updated when it is due to expire, if the employee/agent will be transporting an individual in their personal vehicle.
4. Limited criminal history information (State, County, and Nurse's aide registry), updated every three (3) years.

5. Professional licensure, certification, or registration, including renewals, as applicable.
6. A copy of the employees/agents driver's license, updated when it is due to expire.
7. Copies of:
 - a. The employees/agents time records
 - b. The agent's invoices for service
8. Copies of the **agenda for each training or orientation session** attended by the employee/agent, including:
 - a. Subject matter of each training session
 - b. The date and time of each training session
 - c. Name of person(s) conducting the training sessions
 - d. Documentation of employee's attendance at each training session, signed by:
 - i. The employee or agent
 - ii. The trainer(s)

Transfer of files between providers on the plan

If an individual changes providers for any service or support, Kaylin's AngelCare will transfer copies of all records related to the individual to the new provider within 5 calendar days. HIPAA regulations will be followed (see HIPAA policy) to ensure privacy of individuals PHI. As part of our responsibility to follow HIPAA, the employee or agent working with the individual will ask the individual to sign a **Release of Information** form allowing us to send pertinent documentation to the new provider.

Quality Assurance/Quality Improvement System

Policy:

Kaylin's AngelCare, LLC has an internal quality assurance and quality improvement system that is focused on the individual and appropriate for the services being provided.

Kaylin's AngelCare, LLC's QA/QI system includes a process for:

- Analyzing data concerning reportable incidents.
- Developing recommendations to reduce the risk of future incidents.
- Reviewing recommendations to assess their effectiveness.

Procedure:

1. Kaylin's AngelCare Administrative Assistant, along with the management team, will:
 - Obtain and maintain data on reportable incidents completed by employees/agents using the DDARS Incident Reporting website.
 - Analyze data using the Incident Tracking Log.
 - Develop recommendations using the Quality Improvement Form.
 - Present recommendations to the Individual's Support Team for approval if appropriate.
 - Assess the effectiveness of the recommendations by the outcomes and by the use of a Quarterly management team meeting.
2. The CEO or Manager will be available to accept any question or complaints and address them in a timely manner (as documented on the Quality Improvement form)
3. All complaints will be investigated and or reported to the appropriate agencies if required.
4. Individuals expressing complaints via our Quality Improvement Form will receive a written answer to their concerns within 7 days of registering the complaint.

Incident Reporting via the DDARS website

An incident described as follows will be reported to the DDARS on the incident report form via their website:

1. Alleged, suspected, or actual abuse, neglect, or exploitation of an individual.
 - a. An incident in this category will also be reported to adult protective services or child protection services, if applicable.
 - b. The provider will suspend staff involved in an incident from duty pending investigation by the provider.
2. Death of an individual.
 - a. A death will also be reported to adult protective services or child protection services as applicable.
 - b. A death will also be reported to the DA's central office not later than 24 hours after the death.
3. A service delivery site that compromises the health and safety of an individual while the individual is receiving services from the following causes:
 - a. A significant interruption of a major utility, such as electricity, heat, water, air conditioning, plumbing, fire alarm, or sprinkler system.
 - b. Environmental or structural problems associated with a habitable site that compromises the health and safety of an individual, including:
 - Inappropriate sanitation
 - Serious lack of cleanliness
 - Rodent or insect infestation
 - Structural damage
 - Damage caused by flooding, tornado, or other acts of nature.
4. Fire resulting in relocation, personal injury, property loss, or other health and safety concerns to or for an individual receiving service.
5. Elopement of an individual.
6. Suspected or actual criminal activity by:
 - a. A staff member, employee or agent of a provider
 - b. An individual receiving services
7. An event with the potential for causing significant harm or injury and requiring medical or psychiatric treatments or services to or for an individual receiving service.
8. Admission of an individual to a nursing facility, including respite stays.
9. Injury to an individual when the origin or cause of the injury is unknown.
10. A significant injury to an individual, including:
 - a. A fracture
 - b. A burn greater than first degree
 - c. Choking that requires intervention
 - d. Contusions or lacerations
11. An injury that occurs while an individual is restrained.
12. A medication error, except for refusal to take medications, which jeopardizes an individual's health and safety, as determined by the individual's personal physician, including the following:
 - a. Medication given that was not prescribed or ordered for the individual
 - b. Failure to administer medication as prescribed, including:
 - Incorrect dosage
 - Missed medication
 - Failure to give medication at the appropriate time

13. Inadequate staff support for an individual, including inadequate supervision, with the potential for:
 - a. Significant harm or injury to an individual
 - b. Death of an individual
14. Inadequate medical support for an individual, including failure to obtain:
 - a. Necessary medical services
 - b. Routine dental or physician services
 - c. Medication timely resulting in missed medications
15. Use of any PRN medication related to an individual's behavior. An incident report related to the use of PRN medication related to an individual's behavior must include the following information:
 - a. The length of time of the behavior that resulted in the use of the PRN medication related to the individual's behavior as documented on the behavior data tracking sheet.
 - b. A description of what precipitated the behavior resulting in the use of PRN medication related to the individual's behavior as documented on the individual's behavior tracking sheet.
 - c. A description of the steps that were taken prior to the use of the PRN medication to avoid the use of a PRN medication related to the individual's behavior as documented on the behavior data tracking sheet.
 - d. If a PRN medication was used before a medical or dental appointment, a description of the desensitization plan in place to lessen the need for a PRN medication for a medical or dental appointment.
 - e. The criteria the provider has in place for use of a PRN medication related to an individual's behavior.
 - f. A description of the provider's PRN medication protocol related to an individual's behavior, including the provider's:
 - Notification process regarding the use of a PRN medication related to an individual's behavior
 - Approval process for the use of a PRN medication related to an individual's behavior **(PRN Medications are reviewed with and approved by the individual, their parent or legal representative as applicable, the Human Rights Committee prior to administering the PRN)**
 - g. The name and title of the staff approving the use of the PRN medication related to an individual's behavior.
 - h. The medication and dosage that was approved for the PRN medication related to the individual's behavior.
 - i. The date and time of any previous PRN medication given to the individual related to the individual's behavior based on current records.

All incidents described in this section will be reported by the Kaylin's AngelCare, LLC employee or agent who:

1. Was providing services to the individual at the time of the incident
2. Becomes aware of or receives information about an alleged incident

An initial report regarding an incident will be submitted within 24 hours of:

1. The occurrence of the incident.
2. The reporter becoming aware of or receiving information about an incident.

All information required to be submitted to the DA will also be submitted to the provider of case management services to the individual. Kaylin's AngelCare will complete any follow-up questions as requested until the Incident is closed.

Unusual Occurrence Reporting

Policy:

Kaylin's AngelCare shall report all incidents that fall into the Unusual Occurrence category to DDARS, APS, or CPS as applicable.

Reportable unusual occurrences include, but are not limited to:

- 1) Alleged, suspected, or actual abuse, neglect, or exploitation of an individual
 - Kaylin's AngelCare shall do the following:
 - (a) **Suspend employee/agent involved in the incident pending provider investigation.**
 - (b) **Report the unusual occurrence to the applicable APS or CPS office.**
- 2) Alleged, suspected, or actual assault or abuse by an individual
- 3) **The death of an individual**
 - Kaylin's AngelCare shall report the death of an individual to the appropriate local APS or CPS unit. The report will include: **(A) the name of the person contacted. (B) The phone number of the contact. (C) The county of the contact.**
- 4) A residence that compromises the health and safety of an individual due to any of the following: **(A) A significant interruption of a major utility. (B) An environmental, structural, or other significant problem.**
- 5) **Environmental or structural problems associated with a dwelling where individuals reside that compromise the health and safety of the individuals.**
- 6) **A residential fire resulting in any of the following:**
 - (A) Relocation, (B) Personal injury, (C) Property loss
- 7) Suspected or observed criminal activity by:
 - (A) A staff member, employee, or agent of a provider;**
 - (B) A family member of an individual receiving services; or**
 - (C) The individual receiving services; when the care of the individual is impacted or potentially impacted.**
- 8) Injuries of unknown origin.
- 9) Suicidal ideation or a suicide attempt that had the potential to cause physical harm, injury, or death.
- 10) A major disturbance or threat to public safety created in the community by the individual.
 - The threat: (A) can be: (I) toward anyone, including staff; and (II) in an internal setting; and (B) Need not be outside the individual's residence.
- 11) Admission of an individual to a nursing facility, excluding respite stays.
- 12) A significant injury to an individual, including, but not limited to, the following:
 - (A) A fracture, (B) A burn greater than first degree, (C) Choking that requires intervention.
 - (D) Contusions or lacerations.
- 13) An injury that occurs while an individual is restrained.
- 14) Police involvement when there is an arrest.
- 15) A missing person.
- 16) Inadequate staff support for an individual, including inadequate supervision, with the potential for endangering the health or welfare of the individual.

An employee/agent of Kaylin's AngelCare will file an initial incident report regarding any incident above within 24 hours if they:

- 1) Were providing services to the individual at the time of the incident
- 2) Became aware of or receive information about an alleged incident

The provider of CMS or, in the event there is no case manager, the provider to an individual shall submit a follow-up report concerning the incident on the prescribed follow-up incident reporting format within seven (7) days of the date of the initial report and then every seven (7) days thereafter until the incident is deemed resolved by DDARS.

All incident reports will be forwarded to the individual or the individual's legal guardian as well as to the provider of CMS by the appropriate employee/agent who provides services to the individual.



I have been given the operations and personnel policies manual for Kaylin's AngelCare. I understand my responsibilities as an employee and agree to the given information.

Employee/Agent Signature

Date

Representative providing Orientation Signature

Date