

POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0

[Month, Year]





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Introduction

Welcome to [AGENCY NAME]'s Policy and Procedure Manual, an essential guide outlining the principles, standards, and operational guidelines that govern our commitment to providing exceptional adult day care services. As an agency dedicated to serving the DD (Developmentally Disabled) and Aged population in the State of Louisiana, we take pride in fostering a supportive and enriching environment for our clients.

At [AGENCY NAME], we recognize the unique needs of the individuals we serve. Our mission is to create a haven where the DD and Aged population can experience personalized care, compassion, and engagement, promoting their well-being and enhancing their overall quality of life.

About [AGENCY NAME]

[AGENCY NAME] stands as a beacon of care, specifically tailored for the DD and Aged population. Our agency operates in accordance with the state guidelines, ensuring compliance with Chapter 50 - Home and Community Based Services Providers Licensing Standards in Louisiana. By prioritizing the diverse needs of our clients, we uphold the highest standards of professionalism, integrity, and person-centered care.

Contact Information

Should you need to reach us, have inquiries, or wish to share your thoughts, we encourage you to contact us at [AGENCY EMAIL]. Your feedback is invaluable in our continuous efforts to improve and tailor our services to meet the unique requirements of each individual under our care.

Purpose of the Manual

This Policy and Procedure Manual serves as a comprehensive reference, providing insights into the core values, operational protocols, and adherence to state regulations that guide our day-to-day operations. It is designed to ensure consistency, transparency, and accountability across our organization, fostering an environment where our clients feel secure, respected, and cared for.

Scope of Services

[AGENCY NAME] specializes in adult day care services, focusing on the DD and Aged population. It's important to note that our agency does not provide services to children. Through a range of programs, including day habilitation and prevocational services, we aim to cater to the unique needs of our clients, promoting independence and enriching their lives.



Mission

[AGENCY NAME] is dedicated to enhancing the quality of life for our clients by providing a nurturing and stimulating environment. Our mission is to promote independence, well-being, and social engagement for the aging and developmentally disabled adults we serve. Through person-centered care, meaningful activities, and community integration, we strive to create a supportive and inclusive space that fosters dignity and joy.

Vision

Our vision at [AGENCY NAME] is to be a leading provider of Adult Day Care services in the State of Louisiana, recognized for our unwavering commitment to excellence and innovation. We envision a community where aging and developmentally disabled adults receive the highest standard of care, experience a sense of purpose, and enjoy a fulfilling and enriched life.

Core Values

1. **Compassion:** We approach our work with empathy and genuine concern for the well-being of each individual in our care. Compassion is the cornerstone of our commitment to providing person-centered support.
2. **Respect:** We treat every client, staff member, and stakeholder with dignity and respect. Recognizing the inherent worth of each person, we foster an environment that values diversity and promotes inclusivity.
3. **Quality:** We are dedicated to delivering services of the highest quality. Through continuous improvement, adherence to state regulations, and evidence-based practices, we strive to exceed expectations in all aspects of our operations.
4. **Integrity:** We conduct ourselves with honesty, transparency, and ethical integrity. Upholding the trust placed in us by clients, families, and the community is paramount to our success.
5. **Empowerment:** We empower our clients to live fulfilling lives by promoting independence and supporting their choices. Through personalized care plans and engaging activities, we enable individuals to participate actively in their community.
6. **Collaboration:** We recognize the importance of collaboration and teamwork. By working closely with clients, families, and community partners, we enhance the quality of care and create a supportive network for those we serve.



7. **Innovation:** We embrace innovation to continually enhance our services and adapt to the evolving needs of our clients. By staying at the forefront of best practices and incorporating creative solutions, we ensure a dynamic and enriching environment.

At [AGENCY NAME], our policies, procedures, and daily practices are guided by these core values, reinforcing our commitment to providing exceptional adult day care services to the diverse population we proudly serve.

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Statement of Policy

At [AGENCY NAME], we are dedicated to delivering exceptional adult day care services to the DD and Aged population in the State of Louisiana. This Policy and Procedure Manual serves as a comprehensive guide, ensuring compliance with state regulations, specifically Chapter 50 - Home and Community Based Services Providers Licensing Standards. These standards outline the guidelines established by the Louisiana Department of Health and Hospitals to uphold the highest quality of care for our clients.

Our policy is centered on creating a secure, compassionate, and inclusive environment where individuals receive the necessary support to lead fulfilling lives. We are committed to maintaining the highest standards of care, professionalism, and integrity in all aspects of our operations. This manual outlines our policies, procedures, and guidelines to ensure consistency, accountability, and transparency across our organization.

Our policies cover various critical areas, including but not limited to:

1. **Client Records:** Accurate documentation and maintenance of client records, ensuring compliance with state standards and the provision of essential client information.
2. **Client Funds and Assets:** Establishing clear policies and procedures for managing client funds, safeguarding their personal resources, and adhering to social security rules and regulations.
3. **Quality Enhancement Plan:** Developing, implementing, and maintaining a quality enhancement plan to ensure compliance with laws, meet client needs, and continually improve service delivery.
4. **Emergency Preparedness:** Developing and implementing comprehensive emergency preparedness plans, ensuring the safety and well-being of clients during local, communitywide, regional, or statewide events.
5. **General Provisions:** Meeting core licensing requirements for Adult Day Care, providing services for functionally impaired adults, and offering day habilitation and prevocational services.
6. **Operational Requirements for ADC Facilities:** Covering client/staff ratios, staff training, food and nutrition standards, general safety practices, and requirements for the physical environment.



By adhering to the policies and procedures outlined in this manual, we are dedicated to providing unparalleled adult day care services that enhance the quality of life for the individuals we support. Our commitment extends to upholding their rights, promoting independence, and fostering a sense of dignity, respect, and belonging.

This Policy and Procedure Manual serves as a living document that guides our daily operations, ensuring consistency, compliance, and the delivery of person-centered care. We are dedicated to regularly reviewing and updating our policies to reflect changes in regulations, best practices, and the evolving needs of the individuals we serve. Through this commitment, we aim to set a standard of excellence in adult day care services in the State of Louisiana.

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General Provisions

Licensure Requirements

1. Purpose

This section outlines the licensure requirements for [AGENCY NAME], an Adult Day Care Agency serving the Developmentally Disabled (DD) and Aged population, in accordance with Louisiana state regulations, specifically Chapter 50 - Home and Community-Based Services Providers Licensing Standards. The purpose is to establish guidelines for obtaining and maintaining an Agency license.

2. Procedures

§5005. Licensure Requirements

A. Licensing Authority:

1. All Agency providers must be licensed by the Louisiana Department of Health (LDH).
2. Operating without an Agency license issued by LDH is unlawful.

B. Agency License Specifics:

1. The Agency license is issued to the specified person or entity in the application.
2. The license is valid for the specific geographic address, including any sub-license.
3. It designates the services the provider can offer.
4. Enables service delivery within an LDH region.
5. Valid for one year, renewable unless modified or terminated.
6. Expires on the last day of the twelfth month.
7. Not subject to sale, assignment, or transfer.
8. Must be posted conspicuously on the licensed premises.



C. Service Limitations:

1. Agency providers must provide only specified services to clients in the designated service area or LDH region.
2. A waiver can be applied for to serve clients outside the designated area or LDH region under specific conditions.

D. Waiver Approval Conditions:

1. Granted if no other licensed Agency provider is available in the client's area.
2. Written waiver request submitted to HSS.
3. Specific to one client with reasons outlined.

E. Operational Conditions:

1. Agency providers must meet specific conditions to retain licensed status:
 - a. Business location not in an occupied personal residence.
 - b. Business location part of the licensed premises in the designated LDH region.
 - c. At least one employee on duty during stated operational hours.
2. ADC open at least five hours on operation days; center-based respite facilities capable of 24-hour services.
3. Adequate trained staff available as per the plan of care.
4. Published business telephone number with calls returned within one business day.

F. Compliance with State Laws:

1. Agency providers must abide by all state laws, rules, policies, procedures, manuals, or memoranda related to Agency.
2. Providers shall not use names likely to mislead clients into believing state ownership or endorsement.



G. Naming Guidelines:

1. Providers must not use a name substantially similar to another licensed Agency provider.
2. Names should not mislead clients into believing state ownership or endorsement.

H. Facility Need Review Approval:

1. Providers seeking to offer PCA, respite, MIHC, or SIL services must obtain facility need review approval.
2. Existing providers not currently offering these services must apply for approval for each requested service.

Initial Licensure Application Process

1. Purpose

This section outlines the comprehensive process for obtaining an initial Home and Community-Based Services (HCBS) license for [AGENCY NAME], an Adult Day Care Agency serving the Developmentally Disabled (DD) and Aged population in the state of Louisiana. The purpose is to ensure compliance with state regulations, specifically Chapter 50 - Home and Community-Based Services Providers Licensing Standards.

2. Procedures

§5007. Initial Licensure Application Process

A. Application Submission:

1. Obtain an initial Agency provider application from the department.
2. Submit a completed initial license application packet for approval before providing Agency services.

B. Required Documentation:



1. Submit with the application:

- a. Completed Agency licensure application and non-refundable licensing fee.
- b. Approval letter of architectural facility plans for adult day care and center-based respite modules.
- c. On-site inspection report for approval of occupancy.
- d. Health inspection report for approval of occupancy.
- e. Statewide criminal background check for owners and administrators.
- f. Proof of financial viability, including a line of credit, liability insurance, and worker's compensation insurance.
- g. Completed disclosure of ownership form.
- h. Days and hours of operation.
- i. Organizational chart and names/positions of key personnel and governing body.
- j. Any other documentation required by the department, including facility need review approval.

C. Felony Conviction Restrictions:

1. Persons convicted of specific felonies related to violence, abuse, negligence, misappropriation of property, cruelty, exploitation, drug offenses, crimes of a sexual nature, firearms, or fraud are prohibited from ownership or administration.

D. Application Completion and Closure:

1. Incomplete packets will be notified of missing information and given 90 days to submit.
2. Failure to submit within 90 days results in application closure.
3. Closed applications require a new submission with a new fee for reevaluation.

E. Mandatory Training Requirement:

1. Applicants must attend a mandatory Agency provider training class or complete LDH online provider training upon submitting a completed initial licensing application packet.

F. Initial Client Admission and Survey Scheduling:

1. Upon completion of training and notification of satisfactory completion, applicants must admit one client.



2. Contact HSS field office to schedule an initial licensing survey.
3. Must be fully operational, in compliance with licensing standards, and caring for only one client during the initial survey.
4. Failure to admit one client or schedule a survey within 30 days of notification results in application closure.

G. Compliance Requirements:

1. Applicants must be in compliance with all federal, state, departmental, or local statutes, laws, ordinances, rules, regulations, and fees before issuance of the initial license to operate.

Initial Licensing Surveys

1. Purpose

This section outlines the procedures and requirements for conducting initial licensing surveys for [AGENCY NAME], an Adult Day Care Agency serving the Developmentally Disabled (DD) and Aged population in the state of Louisiana. The purpose is to ensure compliance with state regulations, specifically Chapter 50 - Home and Community-Based Services Providers Licensing Standards.

2. Procedures

§5009. Initial Licensing Surveys

A. Conducting Initial Onsite Licensing Survey:

1. Before issuing an initial license, the department will conduct an onsite licensing survey to verify compliance with licensing laws and standards.

B. Issuance of Full License:

1. If the initial survey confirms compliance with all licensing laws, regulations, and required statutes, the department shall issue a full license.
2. The license will be valid until the expiration date shown, unless modified, revoked, suspended, or terminated.



C. Denial of Initial License:

1. If the initial survey finds noncompliance posing a potential threat to clients' health, safety, or welfare, the department shall deny the initial license.

D. Provisional Initial License:

1. If noncompliance is found but deemed non-threatening at the department's discretion, a provisional initial license may be issued for up to six months.

2. The provider must submit a plan of correction for approval and correct all noncompliance or deficiencies before the provisional license expires.

- a. If corrections are made on the follow-up survey, a full license will be issued.
- b. If corrections are not made, or new deficiencies are identified, the provisional license expires.
- c. The provider must restart the initial licensing process by submitting a new application packet and fee.

E. Survey Announcements:

1. Initial licensing surveys are announced.
2. Follow-up surveys to initial licensing surveys are unannounced.

3. Responsibilities and Accountability

A. Department:

1. Conduct initial onsite licensing surveys.
2. Determine compliance with licensing laws and regulations.
3. Issue full licenses or take appropriate actions based on survey findings.

B. [AGENCY NAME]:

1. Cooperate fully with the initial licensing survey process.
2. Develop and submit a plan of correction for noncompliance.
3. Correct all deficiencies within the specified timeframe.
4. Initiate a new initial licensing process if the provisional license expires without corrections.



4. Records and Documentation

A. Licensing Records:

1. Maintain documentation of the initial licensing survey.
2. Keep records of any issued licenses, modifications, revocations, suspensions, or terminations.

B. Plan of Correction:

1. Document and submit a comprehensive plan of correction for noncompliance.
2. Keep records of corrections made during the follow-up survey.

C. Communication:

1. Maintain records of communication with the department regarding the initial licensing process.

5. Review and Updates

A. Regular Review:

1. Periodically review and update this policy to ensure alignment with state regulations.
2. Communicate any changes to employees and clients as necessary.

B. Policy Effectiveness:

1. Assess the effectiveness of this policy in maintaining compliance with licensing standards.
2. Make adjustments as needed to enhance the initial licensing process.

***This is only a preview of the Original Document**

***For inquiries or assistance, please reach out to us at www.carepolicy.us**