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Owakihi, Inc.
Training Summary Form

I. **Employee:** Lisa Weith **Topic:** PROGRAM POLICIES AND PROCEDURES 103 **Credit Hours:** 2 hrs

II. **Description of Training Content:**

Review and instruction on Owakihi Inc.'s 2018 policies and procedures including their location, access, and staff responsibilities related to implementation of the policies and procedures. Policies and procedures adhere to MN Statutes, Chapter 245D Home and Community-Based Services Standards.

III. **Training Procedures:**

<u>Training Format</u>		<u>Instructional Methods</u>		<u>Demonstrated Competency</u>
<input type="checkbox"/> Self Study	<input checked="" type="checkbox"/>	Written: <u>103 Packet</u>	<input checked="" type="checkbox"/>	Knowledge Testing (Quiz)
<input type="checkbox"/> Individualized Training	<input type="checkbox"/>	Oral Presentation and Dialogue	<input type="checkbox"/>	Other: _____
<input type="checkbox"/> Team Meeting	<input type="checkbox"/>	Guided Observation		
<input type="checkbox"/> Owakihi Inservice	<input type="checkbox"/>	Guided Practice		
<input type="checkbox"/> Other: _____	<input type="checkbox"/>	Other: _____		

IV. **Date(s):** 8/5/20 **Trainer/Position:** See above
(M/D/Y)
Time(s): 10:00-12:30 **Review Signature:** [Signature]
(AM or PM)

I understand the information I received and my responsibilities for implementation with this company and persons served.

Employee Signature: Lisa Weith

POLICY INDEX 2016

1. Policies and Procedures for Program Administration
2. Overview of Owakihi Inc.
3. Person-Centered Planning and Service Delivery Policy
4. Service Initiation and Individualized Planning Policy
5. Temporary Service Suspension Policy
6. Service Termination Policy
7. Quality Management Evaluation and Program Improvement Policy
8. Service Recipient Rights Packet
9. Data Privacy and Confidentiality Policy
10. Record Retention Policy
11. Grievance Policy
12. Funds and Property Policy
13. Prevention and Detection of Fraud, Abuse and Waste Policy
14. Maltreatment of Vulnerable Adults Reporting and Internal Review Policy
15. Maltreatment of Minors Mandated Reporting and Internal Review Policy
16. Emergency Use of Manual Restraint Policy
17. Incident Response and Reporting Policy
18. Emergency Response and Reporting Policy
19. Incident and Emergency Review Policy
20. Death of a Person Served Policy
21. Health Service Coordination Policy
22. Safe Medication Assistance and Administration Policy
23. Universal Precautions and Sanitary Practices Policy
24. Alcohol and Drug Use Policy
25. Safe Transportation Policy
26. Orientation and Training Policy

Training Module 103 Quiz Program Policies and Procedures 2018

Employee Name: Lisa Keith Date of Quiz: 8-5-20

Directions: Upon completion, return the quiz and attached Training Summary Form.

Respond to the following statements using True or False

1. T According to the **Person-Centered Planning and Service Delivery Policy**, person-centered service planning and delivery identify and support what is important to the person, as well as what is important for the person.
2. T The **Service Initiation and Individualized Planning Policy** identifies the Coordinated Service and Support Plan (CSSP) as the document that guides the services to be provided and the responsibilities of Owakahi Inc.
3. T According to the **Temporary Service Suspension Policy**, there are two separate procedures for temporary service suspension and service termination.
4. T The **Service Termination Policy** identifies specific conditions under which Owakahi Inc. is permitted to terminate services.
5. T The **Quality Management Evaluation and Program Improvement Policy** states that comprehensive evaluation methods are used to assess company effectiveness in meeting service recipient outcomes and achieving agency priorities.
6. T The **Service Recipient Rights** provides procedures for exercising and protecting the rights of persons served.
7. T The **Data Privacy and Confidentiality Policy** states that written and verbal exchanges of information regarding persons served are considered to be private and will be done in a manner that preserves confidentiality.
8. T The **Record Retention Policy** describes how Owakahi Inc. maintains the records for service recipients, personnel and program operations.
9. F The **Grievance Policy** lets service recipients know that Owakahi Inc. can take action against them any time if they express grievances.
10. F Based on the **Funds and Property Policy**, it is acceptable to loan money to a person receiving services if he/she gets into a "tight spot".
11. T **Maltreatment of Vulnerable Adults Reporting and Internal Review Policy: Mandated** reporters must report any alleged or suspected abuse, neglect or financial exploitation of a vulnerable adult.
12. T **Maltreatment of Minors Mandated Reporting and Internal Review Policy: When there is** suspected maltreatment of a child, a report must be made to an external (i.e., outside investigative agency) within 24 hours of the mandated reporter becoming aware of the alleged or suspected maltreatment.

13. F According to the **Incident Response and Reporting Policy**, incidents need to be reported as soon as possible after the occurrence but no later than 48 hours after the incident occurred or the program became aware of the occurrence.
14. I The **Emergency Response and Reporting Policy** identifies response procedures for events that affect the daily operation of the program whereas the Incident Policy is for occurrences which involve a person.
15. I The **Death of a Person Served Policy** states that if staff discover a person who appears to have died, the first step is to call 911.
16. I **Universal Precautions and Sanitary Practices** identifies hand-washing as the single most important practice for preventing the spread of disease and infection.
17. I Under the **Alcohol and Drug Use Policy**, staff are prohibited from using alcohol or drugs **in any manner** that could impair their ability to provide care or service to persons served.

Complete the correct answer(s) below

18. The **Prevention of Fraud, Abuse and Waste Policy** provides examples of improper conduct.

a. Circle the activities below which are not acceptable:

- 1) Falsifying the records of service recipients
- 2) Submitting false or misleading time cards
- 3) Embezzlement
- 4) Mishandling Owakhi Inc. funds or funds of persons served

b. If you have questions or concerns regarding company operations, who is the first company representative you should speak with? D.M.

c. Who is another person that can address your questions or concerns? upper mgmt

19. **Emergency Use of Manual Restraint (EUMR) Policy**

a. What are the allowed manual restraints that may be used by staff on an emergency basis?

1. Physical Escort/Walking
2. Arm restraint / one staff standing / arm + Zarm
3. Arm restraint / one staff sitting / arm + Zarm
4. Least restrictive

b. What are the 3 conditions that must be met if an emergency use of a manual restraint is used?

1. Protection of the person or others / risk of physical harm
2. Least restrictive intervention
3. Restraint must end when threat of harm ends

20. **Safe Medication Assistance and Administration Policy**: What are the three levels of medication

involvement identified in the policy?

- 1. Medication setup
- 2. Medication assistance
- 3. Medication administration

21. The **Safe Transportation Policy** identifies several precautions to be taken when transporting a person receiving services. Identify three:

- a. safety of vehicle
- b. Defensive driving
- c. Proper restraints of person served & passengers, driver

22. The **Orientation and Training Policy** identifies at least 2 methods of implementing "competency-based" orientation and training.

- a. written testing testing
- b. observation skill assessment

Fill in the blanks below

23. Identify two methods that you can locate and access the Owakahi Inc. policies and procedures:

- a. office
- b. on-line

24. Please identify any questions that you have at this time regarding Owakahi's policies and procedures:

EMPLOYEE ACKNOWLEDGEMENT: By signing here I acknowledge that I am responsible for knowing the Owakahi, Inc company policies and that I have taken this test:

Juan Leuth

Signature of Employee

8/5/20

Date

KNOWLEDGE TESTING BY TRAINER

➤ Note the question(s) answered incorrectly, and the action taken to assure that the employee understands the correct response(s)

➤ The employee identified above has demonstrated competency in completion of the quiz questions. (If not, refer employee to Supervisor.)

Juan Leuth

8/5/20