

# Fairhill

  

# Service Provision Manual

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## SECTION 1

### PURPOSE OF THE MANUAL

Fairhill provides excellent service to organizations located on the campus and to individuals and families who receive service from Fairhill sponsored programs. We will continue this tradition by maintaining a solid working partnership between paid, unpaid and volunteer staff and administration. This handbook strengthens that partnership by providing you an understanding of what is expected of you as a Fairhill staff member in the provision of services.

In this handbook you will find an outline of your responsibilities as a Fairhill staff member and of the policies within which the organization operates as it relates to the provision of services. It is important that you are familiar with this information so that you are an effective member of the Fairhill team.

The purpose of these policies is to help all staff to understand Fairhill's philosophies and to help them make decisions in carrying out these philosophies and policies. This Service Provision Manual serves to supplement the Board approved Fairhill Personnel Policies and Procedures Manual, which staff members receive and acknowledge when they begin service at Fairhill.

Staff members will be asked to sign an acknowledgement that they have received, read, understand, and agree to adhere to the policies and procedures laid out in this manual in the provision of service.

The President/CEO, may initiate and institute new policies or policy changes at-will, including suspensions of, or amendments to, this document at any time, giving notice to the staff as soon as possible. The President/CEO is responsible for the final determination of Fairhill's Service Provision Policies and Procedures.

## **SECTION 2**

### **STATEMENT SUPPORTING NONDISCRIMINATION IN THE PROVISION OF SERVICE**

Fairhill is an equal opportunity employer and service provider. It is the policy of Fairhill that there shall be no discrimination based on race, color, religion, ancestry, sex, age, national origin, status as a veteran, disability, marital status, sexual preferences or orientation with regard to hiring, assignment, compensation, advancement, layoff, or admission to a program, as long as that individual meets all of the criterion of that program, or other terms or conditions of employment or program engagement. In the case of programming, Fairhill may be bound by the terms of a specific Grant or Contract to limit access to a particular program to a specific group identified in the Grant or Contract.

Fairhill seeks to treat all applicants, staff members, and program participants fairly. Fairhill is committed to achieving diversity in its staffing patterns and program participation.

### **SECTION 3**

#### **PROCEDURE IDENTIFYING STEPS A PARTICIPANT MUST TAKE TO FILE A LIABILITY CLAIM**

Fairhill provides a liability claim procedure for the program participants.

#### **Rationale:**

Fairhill has set up a protocol for program participants to file a liability claim if the request arises. Each program administrator and facilitator is briefed on these procedures prior to the inception of each program.

#### **Implementation:**

It is the policy of Fairhill to maintain commercial and umbrella liability insurance. The insurance policy is physically maintained in the Executive Offices of Fairhill.

If a participant of a program requests directive for filing a liability claim, they will be provided Fairhill's insurance company name and number by the Executive Offices to the CEO or the CEO herself.

After initial basic need and safety response by Fairhill or its representatives, Fairhill endeavors to fully cooperate in the investigation of any liability claim.

## SECTION 4

### PROCEDURE FOR REPORTING AND DOCUMENTING ALL PARTICIPANT INCIDENTS

Fairhill's policy requires that any accident or incident incurred by a program participant shall be reported to a Fairhill representative or staff member, or their supervisor. The accident or incident shall be reported immediately and an incident report filled out within twenty-four (24) hours by the program participant. A copy of this form shall be transmitted to the Protective Services officer on duty. This form will be kept in the program participant's file for insurance purposes.

It is important that Protective Services be informed of each incident who will, in turn, notify the Office of the President/CEO as soon as possible.

If a Fairhill representative is not immediately available, at the time of reporting the incident, the involved person shall report to the Fairhill front desk attendant and request to file a report of said incident.

The Fairhill front desk attendant will open the *Incident Report* computer program and complete an incident report form with comments as instructed by the involved person(s) and/or Fairhill staff member. All incident information is stored electronically by date and by number on the Fairhill main server.

Visual review and/or printout of any incident report are accomplished upon simple request.

## SECTION 5

### POLICY AND PROCEDURE ADDRESSING CLIENT PRIVACY

Fairhill has established policies and procedures to insure client privacy and confidentiality. Some of these policies and procedures, as indicated, are exclusive to programming that is funded or supported by Older American Act funds.

#### **POLICY:**

Fairhill has developed and maintains policies and procedures that protect individually identifiable client information in compliance with all applicable federal and state laws and regulations.

#### **PROCEDURES:**

1. Fairhill collects, maintains and uses only client information that is necessary and relevant to the function that of the program.
2. Fairhill employee and volunteer access to client information is restricted to those who need the information in the performance of their job duties.
3. All Fairhill employees and volunteers are trained on service provider agency privacy policies and procedures so that they gain an understanding of the permitted levels of access to client information.
4. Fairhill informs Older American Act funded program participants of its privacy practices and obtains authorization from the client or their legal representative to release or disclose any information about the client. Unless the disclosure is required by court order, or for program monitoring by authorized Federal, State, or Local monitoring agencies.
  - a. This authorization informs the client of the right to amend, modify or revoke the authorization at any time.
  - b. The authorization form states that the client has the right to know:
    - i. the person(s) and/or organization(s) that will be providing the information;
    - ii. the person(s) and/or organization(s) that will be receiving the information;
    - iii. their right of refusal to sign the authorization;
    - iv. their right to modify the authorization narrowing the scope of disclosure; and
    - v. their right to negotiate the scope of the release or a timeframe for the individual to consult with an attorney before signing the authorization.

## SECTION 6

### RELEASE OF PARTICIPANT INFORMATION

Fairhill has an established policy regarding the release of Older American Act funded program participant information.

#### **POLICY:**

Fairhill follows procedures for the maintenance and retention of all financial and programmatic records, supporting documents, statistical records, and any other records which are mandated under state or federal law, or which are reasonably considered pertinent to any grant(s) Fairhill receives through the Older American Act.

Fairhill follows procedures to ensure public access to records deemed as public documents.

#### **PROCEDURES:**

##### **A. RETENTION PERIOD**

1. All required records are maintained in compliance with applicable state and federal laws and regulations for a period of not less than three years.
2. If any litigation, claim, negotiation, audit, or other action involving the records has been started before the three (3) year period has expired, the records shall be retained until completion of the action and resolution of all issues which arise from it, or until the end of the regular three year period, whichever is later.

##### **B. PUBLIC ACCESS**

1. Fairhill permits public access to records deemed as *public documents*.
2. Fairhill follows operational procedures through which the public may inspect and/or receive copies of public documents.
3. All record requests are reviewed and approved by the CEO or the Associate Director, Management Services before release.
4. Fairhill may impose reasonable fees to cover the costs Fairhill incurs to provide copies of records to the public.

##### **C. PUBLIC DOCUMENTS DEFINED**

The following records are confidential and therefore are not deemed as *public documents* for release to the public:

1. Fairhill considers all information about older persons that is collected in the course of carrying out its responsibilities under the Older Americans Act (OAA) as confidential.
2. Fairhill will not disclose information about an older person, obtained in the course of carrying out its responsibilities under the OAA, in a form that identifies the person, without the informed consent of the person or of his legal representative, unless the disclosure is required by court order, or for program monitoring as authorized by federal or state laws and regulations.
3. Fairhill may not require a provider of legal assistance under the OAA to disclose any information that is protected by attorney/client privilege.

## SECTION 7

### PROCEDURE FOR FOLLOW-UP AND INVESTIGATION OF PARTICIPANT COMPLAINTS AND GREIVANCES

Fairhill has an established policy and procedure in place to respond to a program participant complaint or grievance.

#### **Grievance Policy**

Fairhill provides a grievance process which can be utilized by participants of the Programs supported by OAA conditions or funding.

#### **Implementation**

There are three (3) steps to the grievance process:

1. Discuss the matter with the immediate Supervisor of the program administrator involved or the supervisor in charge of that area of the program. If the matter remains unresolved, go to the next step.
2. Request a Grievance Form from the Fairhill. Complete the form and forward the report to the Director of the Successful Aging Programs of Fairhill. She will review the complaint and respond in writing to the complainant within five (5) working days of receipt of the report. If the complainant remains dissatisfied with the resolution offered, he/she may take the next step.
3. Request that the grievance form be forwarded to the President/CEO for review. She will take one of the two following steps:
  - a. Give the complainant a written response which will indicate the final disposition
  - b. Call a conference for all parties involved in the incident(s). The final disposition will be determined at this conference. A letter of disposition will then be issued to the complainant within five (5) working days of the conference.

## **SECTION 8**

### **CLIENT CO-PAY AND COST SHARE SERVICE POLICY**

#### **COST SHARING POLICY:**

Where programs are supported by OAA conditions or funding, Fairhill has a policy of not charging qualified participants of those programs. Program participants are told that donations are accepted, though not required, in order for qualified people to participate in the program.

1. A donation receipt is issued upon request to any program participant making donation payment.
2. All donations collected from program participants are used exclusively to expand services from which such payment was collected.

## SECTION 9

### SERVICE PROVISION CODE OF ETHICS

Where programs are supported by OAA conditions or funding, it is the policy of Fairhill that program providers shall not:

1. Use the participant's vehicle;
2. Consume the participant's food and drink without the participant's consent or the participant offering it;
3. Use the participant's telephone for personal calls;
4. Discuss personal problems or religious or political beliefs with the participant;
5. Accept gifts or tips from the participant;
6. Bring friends or relatives of the employee to the participant's home;
7. Consume alcoholic beverage while in the participant's home or prior to delivery of service or use illegal drugs. Additionally, the employee may not use any drug for any purpose other than as ordered by the employee's physician while in the participant's home or prior to the delivery of service;
8. Smoke in the participant's home, either with or without the participant's permission;
9. Breach the participant's privacy or the confidentiality of participant records; nor
10. Bring or eat personal food in the participant's home without the participant's consent.

## **SECTION 11**

### **SERVICE COVERAGE PLAN**

Fairhill maintains the following service coverage plan designed to provide continuing service appropriate to the participant in the event of worker call-off or cancellation or some other inability to provide service resulting in an interruption of a participant's services.

When a program is canceled, registered participants will be notified as soon as possible. A telephone message on the Fairhill voicemail system will provide a telephone contact number for participants to contact in case of an immediate need.

## Section 11

### POLICIES RELATED TO THE CONDITIONS OF PARTICIPATION (COP's) for PROVISION OF SERVICES PROVIDED UNDER FUNDING PROVIDED BY THE OLDER AMERICANS ACT

1. Fairhill operates in compliance with all applicable Federal, State, and Local laws, and has a written statement supporting compliance with:
  - a. Non-discrimination Laws in the provision of services; and
  - b. To the extent that any State or Federal Laws and Regulations conflict with the COPS, the Laws and Regulations will prevail, however the remaining COPS shall remain in full effect.
2. Fairhill is a facility located at 12200 Fairhill Road in the City of Cleveland, Ohio, USA. Fairhill conducts business out of this facility.
  - a. This facility has a dedicated telephone line.
  - b. This facility maintains lock secured storage files in which confidential participant records are maintained.
  - c. This facility maintains a dedicated fax machine from which business is conducted.
3. Fairhill maintains and will provide to the WRAAA, upon request, written procedures supporting the operation of the operation of the business and provision of service, and:
  - a. Has a system to document services and units delivered, billed and reimbursed that comply with service specifications, compliant with WRAAA billing, reporting and fiscal requirements, and documents on the required WRAAA forms:
    - i. Maintains an adequate and up-to-date accounting system that accurately reflects and documents all fiscal transactions of project operations;
    - ii. Bills on a monthly basis with the bill due at the WRAAA on the tenth calendar day following the end of the month;
    - iii. Bills only for units of service in direct client care;
    - iv. Does not bill the participant for services delivered under this contract.
4. Fairhill shall sign a contract with each WRAAA responsible for the PSA in which Fairhill services are rendered. Fairhill follows the following procedures:
  - a. Maintains documentation demonstrating that all requirements outlined in the Service Specifications have been met when delivered either directly or by sub-contract.
  - b. Allows access to ODA, WRAAA and other representatives with a need to access Fairhill's facility, policies, procedures, records, and other documents related to the provision of Title III, SCSBG, and Alzheimer respite services.
  - c. Demonstrate compliance regarding background investigations of direct service workers.
  - d. Demonstrate that computers and software are Year 2000 compliant.
  - e. Maintain current software compatible with the Ohio Department of Aging and Area Agency on Aging in accordance to the reporting requirements and Area Agency on Aging Server specifications.
5. Fairhill will comply with any additional written service specifications of the WRAAA.
6. Fairhill maintains that adequate health and safety precautions are applied to all services.

7. Fairhill includes on all publicity and printed material concerning programs funded through the ODA, the following acknowledgement: ***“Funded by the Ohio Department of Aging through the Western Reserve Area Agency on Aging”***.
8. Fairhill ensures that funds made available through the contract with the WRAAA are for the expansion of services to persons identified through the Contract provisions. Fairhill agrees that its existing local cash commitment will be maintained and reported during the period of the contract and that funds under the contract will not be used to replace existing funds.