# Agency Policies and Procedures Checklist

\*\*DISCLAIMER: The information contained herein are only *suggested* elements of a provider’s Policies & Procedures and are not mandated by rule or statute. Checklist is provided for informational purposes only.\*\*

You can find information and examples of how to write company policies and procedures and the difference between the two at some of the following locations:

[https://www.reference.com/business-finance/write-company-policies-procedures-369853cd5ebf38d5?aq=policy+and+procedure+example&qo=cdpArticles#](https://www.reference.com/business-finance/write-company-policies-procedures-369853cd5ebf38d5?aq=policy+and+procedure+example&qo=cdpArticles)

<https://www.bing.com/images/search?q=Policy+and+Procedure+Template&FORM=RESTAB>

 **Policies**

Policies are clear statements of how your organization intends to conduct its services, actions or business. They provide a set of guiding principles to help with decision making.

**Procedures**

 Procedures describe how each policy will be put into action in your organization. Each procedure should outline:

* Who will do what.
* What steps they need to take to ensure their policies are being adhered too.
* Which forms or documents to use.

**Did you include all items listed below?**

Required Policies and Procedures: A provider agency must have policies and procedures in place that include at a minimum:

 [ ]  Procedures for using a person-centered approach to identify individually determined goals and

 Promoting choice.

* Examples of procedures could include instruction on: Detailing how the provider will ensure the person is involved in all aspects of service delivery; Designing training programs that address the person’s goals from the Support Plan; Involving the person and/or family in the development of the Implementation Plan; Plan to address varying communication style; Designing services and supports from the standpoint of the outcome that is desired by the individual and/or family; Training staff and persons served in person-centered planning; and Individualizing service delivery methods.

[ ]  A detailed description of how the provider will protect health, safety and well-being of the recipients. *Items to address relating to protecting health, safety and well-being of recipients may include:*

* Examples of possible content could include references to: Environmental and personal safety related issues; Healthy-living related issues; How emergencies such as fire or disasters would be handled and How illness or injuries will be handled; Training staff on identifying and reporting incidents; Maintaining an incident log; Reporting incidents or unusual occurrences to the Area; Monitoring incidents to identify if improvements are needed.

[ ]  Procedures for ensuring compliance with background screening and five-year rescreening. *Items that should be addressed in Background Screening – What are the requirements for owners and employee’s Level 2 screenings and re-screenings? The AHCA Clearinghouse must be used to obtain the DCF-APD General clearance. Background screening requirements also include: Local Law checks and a notarized Affidavit of Good Moral Character. How will the results and information be maintained and re-screenings be completed on time?*

* Examples of possible content could include references to: Initial screening requirements; 5-year re-screening requirements; Local Law, Affidavit of Good Moral Character, FDLE/FBI; Exemptions; Clearinghouse registration

[ ]  Hours and days of operation and the notification process to be used if the provider is unable to provide services for a specific time and day scheduled (such as arrangements for a qualified back-up provider).

* Content should at a minimum include references to: Key contacts and how to contact; Back-up Contacts; Days and hours of operation; Notification process to be used if the provider is unable to provide services for a specific time and day scheduled; *Content could vary based on service*.

[ ]  Procedures for ensuring the recipient’s medications are administered and handled safely.

* Examples of possible content could include references to: Reference to 65G-7 F.A.C.; Identifies which staff is allowed to administer or handle medications; Description of provider and staff training curriculum and the time frames when training takes place and who conducts the training for the agency; Description of how medications will be handled and stored; Description of how medication administration will be documented; How individuals are informed about the provider’s position on or responsibilities related to administering and handling medications.

[ ]  A description of how the provider will ensure a smooth transition to and from another provider (if desired by the recipient or their legal representative).

* Content should at a minimum include references to: Planning activities that will be scheduled to promote a smooth transition between the current setting/provider and the new setting/provider; Expected communication between current and new provider before and after the transition; How records and other information will be shared and transferred.

[ ]  The process for addressing recipient complaints and grievances regarding possible service delivery issues.

* The procedures could contain reference to: Procedures will be reviewed and signed by individual, family or guardian within 30 days of beginning services and annually thereafter; Procedures will be communicated in clear, understandable language to the individual, their family, or guardian; Responses to grievances will be provided verbally and in writing at the individual’s level of comprehension and in the language understood by the individual; Procedures include the establishment and maintenance of a log for grievances filed by individuals, families or guardians; Procedures should specify time frames for responses and grievance resolution.

[ ]  Procedures for ensuring recipient confidentiality and maintaining and storing records in a secure manner.

* Examples of possible content could include references to: HIPAA Privacy Rule and Security Rule; Physical storage of/access to confidential information; Electronic storage of/access to confidential information; How staff/individuals will be trained.

[ ]  Policies and Procedures which detail the methods for management and accounting of any personal funds, of any and all recipients in the care of, or receiving services from the provider.

[ ]  Policies and Procedures in compliance with 65G-8.003 (Reactive Strategy Policy and Procedure)

* If the provider does not utilize crisis management procedures consistent with the requirements of the Reactive Strategies rule (65G-8, FAC) this P&P is not required
* The policy and procedure must consist of: An approved emergency procedure curriculum that addresses – Appropriate Staff training; Record Maintenance; Reporting and recording the use of any Reactive Strategy; Training in the provisions of this rule chapter; Data collection; Maintenance of reactive strategy consent information.

POLICIES AND PROCEDURES ARE REVIEWED AT THE TIME OF INITIAL APPLICATION AND/OR REQUEST FOR EXPANSION FROM SOLO TO AGENCY. YOUR APPLICATION/REQUEST WILL BE RETURNED AND CLOSED IF NOT INCLUDED. DO NOT CUT AND PASTE FROM THE HANDBOOK.