



# CLIENT POLICIES & PROCEDURES MANUAL

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## **Personal Rights and Responsibilities of Clients**

In New Jersey, your rights cannot be taken away from you when you are a client of an adult day program. The people who manage and work in the adult day program must make sure that your rights are protected and that you are given the help that you need. These rights shall be explained to every PrimeTime Center client in a language that he or she will understand. The rights and responsibilities of an individual with an intellectual or developmental disability receiving supports and services through the New Jersey Division of Developmental Disabilities (Division) include, but are not limited to, the following:

### **RIGHTS:**

I have the right to exercise my rights as a citizen.

I have the right to privacy and to be treated with dignity and respect.

I have the right to be believed to have the ability to make my own decisions.

I have the right to live as I choose, free from judgment, interference, or threat.

I have the right to protection from physical, verbal, psychological, or sexual abuse, neglect or punishment.

I have the right to equal employment opportunities, to work in the community and fair payment for my work.

I have the right to own, rent, or lease property.

I have the right to live and receive services/supports in the least restrictive environment and to be free from restraint.

I have the right to express human sexuality and receive appropriate training/education.

I have the right to marry and have children.

I have the right to presumption of legal competency in guardianship proceedings.

I have the right to be free from unnecessary and excessive medication.

I have the right to privacy during treatment and care of my personal needs.

I have the right to confidentiality/privacy of my information and medical records.

I have the right to access my personal resources and be free from personal and financial misuse/abuse.

I have the right to utilize my New Jersey Individualized Service Plan (NJISP) and budget to meet my needs within Waiver program guidelines.

I have the right to decide how to choose my services or to have someone I choose help me with decisions within the guidelines of the Waiver program.

I have the right to identify and invite who I want to participate in my service plan meetings.

I have the right to a fair hearing if for any reason my waiver services are denied, reduced, suspended or terminated.

An initial appeal shall be made in writing to:

Division of Medical Assistance and Health Services (DMAHS) Fair Hearing Unit  
PO Box 712 Trenton, NJ 08625

When living in a community residence licensed by the New Jersey Department of Human Services Office of Licensing, I have the right to have a key to lock/unlock my home and bedroom door, to have visitors of my choosing, make and receive phone calls, make my own schedule and access food at any time, unless otherwise determined in a documented person-centered process that I am a part of.

#### RESPONSIBILITIES:

I am responsible for maintaining/keeping Medicaid coverage to continue services on my Waiver program.

I am responsible for making sure that I can meet with my support coordinator and provide all information necessary to ensure that my NJISP can be created within 30 days of my support coordination agency selection.

I am responsible for participating in the development of my NJISP and sharing in any decision making associated with the plan.

I am responsible for what is included in my NJISP and for following my budget according to Waiver guidelines.

I am responsible for all required paperwork and following all Waiver program policies and procedures.

I am responsible to contact my support coordinator in the event that I want to change any of the service providers listed in my NJISP.

I am responsible to contact my support coordinator if anything changes in my life that may require a change to my NJISP or services that I receive.

I am responsible for participating in monthly phone contacts and quarterly face-to-face visits with my support coordinator. I understand these visits are mandatory and may occur in my home, day program or place of employment as agreed upon with my support coordinator. I understand that at least one of these face-to-face quarterly visits per year must take place inside my home.



## **PrimeTime Center Rules**

- Give everyone their personal space
- Do not interrupt a conversation, always wait until the person is done speaking
- When you are speaking with someone, do your best to look them in the eyes
- If you need to leave the room or go to the bathroom, tell a staff person
- Listen to directions carefully
- Always try your very best
- Do not be afraid to try new things
- If you have any problems or questions, ask a staff member for help
- Always wash your hands before working with food
- Do not use foul/disrespectful language when speaking
- Treat everyone with RESPECT



## **Ethical Standard Policy**

PrimeTime Center is committed to the preservation of the highest standards of integrity and ethical principals in the discharge of our responsibilities to our clients and parents/guardians.

PrimeTime Center shall follow exemplary patterns of professional conduct, this conduct includes:

- A. Making no false claims or guarantees that cannot be met.
- B. Making reasonable and realistic statements of prognosis in the most professional manner.
- C. Refrain from revealing, to any person not entitled to have revealed, any confidential information concerning our clients without appropriate authorization, but shall, upon receipt of appropriate authorization, comply promptly.
- D. Behaving in the highest professional manner concerning our clients and the professionals employed by PrimeTime Center.
- E. Protecting the physical and mental well-being of the clients we serve.
- F. Insuring that our program is neither racially, culturally, or sexually discriminating.
- G. Insuring that all employees of Primetime Center shall not engage in any commercial activities which in any way conflict with their responsibilities to the program or the clients served.
- H. Encouraging professional staff to engage in professional discussion of all theoretical and practical issues, but avoid personal criticism toward colleagues or members of allied professions.



**Parent/Guardian Participation**

It is PrimeTime’s policy to actively seek family member participation and consultation in all aspects of its programs. This is implemented through written notices, invitations, surveys, announcements, e-mail, social media and phone calls. In addition, PrimeTime Center gives guardians/family members the opportunity to exchange contact information with other PrimeTime Center families, both when a participant begins the program and annually thereafter, so that they can share their knowledge and experiences. PrimeTime Center believes that a close parent/guardian relationship is extremely beneficial to the clients in the Primetime Center program, and we actively seek to foster and nurture this relationship. At any time should you want to change your consent or any contact information, please submit your request in writing to the program supervisor. **(Please check off the appropriate boxes below)**

**PARENT/GUARDIAN AUTHORIZATION FOR EXCHANGE OF CONTACT INFORMATION**

- I am requesting a copy of the PrimeTime Center Exchange of Information list be sent to me on a quarterly basis
- I am requesting that my contact information **NOT BE INCLUDED** in the PrimeTime Center Exchange of Information list.
- I am requesting that my contact information **BE INCLUDED** in the PrimeTime Center Exchange of Information list. **Only include the information listed below.**

Participant’s Name \_\_\_\_\_

Parent/Guardian Name \_\_\_\_\_

Home Address \_\_\_\_\_

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

Your signature below gives PrimeTime Center permission for the information listed above to be exchanged with other PTC Families.

\_\_\_\_\_

\_\_\_\_\_

Parent/Guardian Signature

Date





## **Admission Procedures**

An initial intake request may be made to the Parent Liaison by the prospective participant, the primary caregiver, support coordinator or present school personnel. At the time the initial intake request is made, the Parent Liaison will reach out to the potential client's support coordinator to request all DDD paperwork (Individualized Service Plan, Person Centered Planning Tool, Essential Lifestyle Plan, etc.) If the potential client has not graduated from school yet we will also ask to see his/her latest district Individualized Education Plan.

Once all necessary paperwork is received the Parent Liaison will make the appointment for the initial intake. A copy of all paperwork will be given to the program supervisor at least 2 days prior so that they may review it before the initial intake. The initial intake will be conducted by the Parent Liaison with the potential client and his/her primary caregiver. The potential client **must** be in attendance at the initial intake. The client's support coordinator may be in attendance as well. At the initial intake the potential client/caregiver in conjunction with the Parent Liaison will complete an initial intake form and discuss supports that are needed for the potential client to be successful in the PrimeTime Center program. The Program Supervisor will have a chance to meet with the client/caregiver to ask any questions that they might have or get further clarification about any information listed in the potential client's paperwork.

Within 24 hrs of the initial intake, the program supervisor will make a determination if PTC has the right supports in place (medical, behavioral, feeding, etc) for the potential client to be successful. If it is decided after the initial intake that PrimeTime Center is not an appropriate placement for the potential client, the Parent Liaison will contact the potential client/caregiver, as well as the support coordinator, letting them know of the decision. If it is decided that PrimeTime Center may be an appropriate placement, the Parent Liasan will have the

individual/caregiver complete an emergency card. Once the emergency card is complete the Parent Liaison will speak with the potential client/caregiver to set up a tryout. The tryout will consist of the potential client attending the program for a full day so that everyone involved feels comfortable that PrimeTime Center has the right supports in place for the potential client to be successful. At the conclusion of the tryout the Program Supervisor will complete a follow-up intake form on the potential client. The program supervisor will indicate on the follow up intake form whether or not PrimeTime Center has the supports in place (medical, behavioral, feeding, etc) for the potential client to be successful in the program.

The Parent Liaison will contact the client/caregiver and the support coordinator with the admittance decision. If an individual is accepted into the PrimeTime Center program, an admissions meeting will be set up at PrimeTime Center by the parent liaison with the individual's caregiver and support coordinator to complete the necessary paperwork. New clients will not be allowed to start PTC until all of the program paperwork is completed (emergency card, emergency consent, medical history, personal rights signoff, photo consent, etc.) and all DDD paperwork (PCPT,ISP,Prior Authorization) is received. The information contained in PrimeTime Center's paperwork must match the information contained in the client's SDR, ISP and PCPT. Only then will a start date be determined. Upon admission the program supervisor will review pertinent client information with program staff before the client begins the program.

An appeal may be made in writing to the PrimeTime Center Director by the potential client/caregiver if there is a disagreement with the admissions decision. A written appeal must include reasons why PrimeTime Center should reconsider their decision. All appeals shall be answered by the Director within 48 hrs.



## **ANNUAL ISP MEETING PARTICIPATION**

Beginning January 1, 2020 PrimeTime Center will **require an invite** to an individual's annual service plan meeting in order to ensure continued, uninterrupted service in the individual's PrimeTime Center program. It is important that PrimeTime Center have input into the planning process of our participants in order to analyze progress towards strategies/outcomes and receive updated information pertinent to the well-being of the service recipient. In order to facilitate the meeting, PrimeTime Center will do its best to set aside a room in its center during program hours if all attendees are available. If circumstances dictate the planning meeting must be held outside of the program location and/or program hours, PrimeTime Center understands and will make every effort to send a representative to the meeting when possible.

When notified of the individual's annual service plan meeting the PTC program supervisor will complete an ISP worksheet and send it to the guardian/support coordinator to allow time for review before the ISP meeting. During the meeting the ISP worksheet may be revised by a PTC staff member when determined to be necessary. If PrimeTime Center staff are not able to attend a participant's ISP meeting, the program supervisor will reach out to the guardian/support coordinator by phone the day after the meeting is held to make certain pertinent information is exchanged and all PTC and DDD information is both current and accurate.

If PrimeTime Center is not notified by the guardian or support coordinator that a participant's annual service plan meeting is being held, submission of the ISP worksheet may be delayed and the service recipient may be suspended from the PrimeTime Center program while a review of the meeting information is conducted to ensure all PTC and DDD information is both current and accurate.

It is PrimeTime's policy to actively seek family member participation and consultation in all aspects of its programs. This is implemented through policies, written notices, invitations, surveys, announcements, e-mail, social media and phone calls.



## **Attendance Policy**

In the event a client will be absent, it is the client's and/or parent/guardian's responsibility to contact PrimeTime Center to inform them of the absence. If applicable, as early as possible, the client and/or parent/guardian must contact the transportation company by phone to cancel the day's pick up.

While it is understood that clients may occasionally become ill, in order for clients to benefit from the PrimeTime program, absences for non-medical reasons, must be avoided. The PrimeTime Center program is designed to model a working environment and to aid the client in developing life skills. Excessive absences will undermine that objective. If a client's absenteeism becomes excessive, administration will arrange a meeting with the client and their parent/guardian. At the meeting strategies will be discussed to remedy the situation. If non-medical, non-excused absences continue, a reassessment of the client's performance in the program may be necessary.

## **Leave of Absence Policy for Family Vacations**

It is understood that during the course of a year, some families may take a family vacation. For that reason, PrimeTime Center will allow each client 2 weeks during the period of one year to participate in a family vacation leave of absence. PrimeTime Center is designed to model a working environment and to aid the clients in developing life skills. A leave of more than two weeks for a family vacation will undermine PrimeTime's objectives in working with the clients. Any vacation leave beyond 2 weeks will be discussed on an individual basis.

## **Voluntary Extended Leave of Absence for Work Experience Policy**

In the event a PrimeTime Center client has the opportunity to participate in a short-term work experience, e.g., a summer job, the client will be granted a leave of absence from the program. Documentation of the promise of employment as well as evidence of the sustainment of employment will be required.



## **Complaint Grievance Procedure**

It is the policy of PrimeTime Center to encourage participants/guardians to file a grievance review with the program supervisor when the participant/guardian feels that there may be a conflict, misinterpretation of program policy, or difference of opinion. The purpose is to discuss the difference and work out solutions in good faith, swiftly and informally between the parties. The participant/guardian and program supervisor shall attempt in good faith to discuss the grievance and resolve it. If the concern is not resolved, a written complaint may be filed in writing as soon as possible or within ten days of the causative event to the PrimeTime Center Director. The document should describe the incident or concern and the evidence upon which it is based. The complaint should be marked “Personal and Confidential” and addressed to the Director and a meeting set up within three days of filing. Upon the conclusion of that meeting the Director or his designee will investigate the concern or incident. The investigation must be completed within 7 days of the meeting. Upon conclusion of the investigation the Director will prepare a written report of the investigation and findings with a recommended resolution. The participant/guardian has the right to submit a written appeal of the complaint resolution within seven days to the Executive Director of PrimeTime Center. The Executive Director will render a final Decision within ten working days following the receipt of the appeal.

## **Exclusion/Suspension Policy**

PrimeTime Center follows a wide-ranging approach for ensuring safe conduct is followed by all participants. This approach includes verbal warnings from PTC staff, written warnings from the Program Supervisor, phone calls to caregivers and suspension from the PrimeTime Center program. When the suspension of a client is indicated PrimeTime Center shall notify, in writing, parents/guardians, giving the reasons for the suspension. The client’s support coordinator will also be notified. The client will be able to return to PrimeTime Center after the term of the suspension has been concluded. If the suspension is to last more than one day, a conference, in which the parents/guardians shall be involved, shall be convened within five days, to develop a plan to understand and remedy the client’s

presenting behavior. All suspensions may be appealed in writing to the PrimeTime Center Director. A written appeal must include reasons why PrimeTime Center should reconsider the decision. All appeals will be answered by the PrimeTime Center Supervisor within 24 hrs.

### **Client Discharge**

Before recommending discharge of a client from PrimeTime Center, staff shall monitor the client's growth, observable and measurable, in all areas over the time of placement. PrimeTime Center staff shall monitor the frequency of acting out or unusual behavior, the responses to interventions tried, and the client's ability to derive and benefit from instruction/socialization in a small and large group program/community setting. Reason's for discharge include but are not limited to:

- \*physical injury inflicted upon staff
- \*physical injury inflicted upon other clients
- \*endangering the health & safety of others
- \*elopement from program
- \*theft of property
- \*criminal activity
- \*frequent absences
- \*lack of adequate program support

When the discharge of a client is indicated due to any of the reasons listed above, PrimeTime Center shall notify, in writing, clients/caregivers, giving the reasons for the suspension. The client's support coordinator will also be notified. Any discharge may be appealed in writing to the PrimeTime Center Director. A written appeal must include reasons why PrimeTime Center should reconsider their decision. All appeals will be answered by the PrimeTime Center Director within 48hrs. When a client is discharged from PrimeTime Center every effort will be made on the part of the program to help transition the client to a more appropriate placement through working with the client's caregivers and support coordinator.



## Confidentiality of Client Records Policy

The Health Insurance Portability and Accountability Act of 1996 is a federal law which establishes standards to improve privacy and security of an individual's identifiable health information. HIPPA privacy standards:

- Limit the non-consensual use and release of an individual's health information;
- Give individuals rights to access their health records and to know who else has accessed them;
- Restrict access and disclosure of health information to the minimum needed for the intended purpose;
- Establish criminal and civil sanctions for improper access, use and/or disclosure of protected health information and establish requirements for access to health records by researchers and others.

PrimeTime Center functions as a healthcare provider and is required by law to maintain the privacy and security of participants' health information. PTC must notify a participant and/or caregiver if a breach occurs. As a rule, PrimeTime Center will not disclose participant health information without their written consent. We may use or disclose information without their authorization for the following purposes:

- **Treatment** - PrimeTime Center may use or disclose health information to healthcare providers who are involved in a participant's treatment.
- **Payment** – PrimeTime Center may use or disclose health information (ex. diagnosis, procedure codes, etc.) to receive payment for services rendered.
- **Operations** – PrimeTime Center may use or disclose health information in order to manage our business, improve client care and to contact clients when necessary.
- **Required by Law** – PrimeTime Center will disclose information to a public health agency that maintains vital records.

- **Abuse, Neglect and Exploitation** – PrimeTime Center may disclose health information to report any and all cases of abuse, neglect and exploitation of a client.
- **To Avoid Harm** – PrimeTime Center may use and disclose health information to law enforcement in order to avoid a serious threat to the health and safety of a client.
- **Lawsuits** – PrimeTime Center may use or disclose health information in response to a Court or Administrative Order, subpoena, discovery request or other lawful process.
- **Law Enforcement** – PrimeTime Center may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.
- **National Security** – PrimeTime Center may disclose health information to authorized federal officials for intelligence, counter intelligence and other national security activities authorized by law.
- **Family and Friends involved in Care** – PrimeTime Center may disclose health information to family members and caregivers if the client does not object.

For all other situations, PrimeTime Center will ask for written authorization before using or disclosing information for any other purpose that what is mentioned above. If authorization is given by a PrimeTime Center client or their legal guardian it may be withdrawn at any time. If a client/guardian revokes their written authorization, PrimeTime Center will no longer use or disclose their health information as allowed by their written authorization, except to the extent that was already relied upon.

PrimeTime Center clients may file a complaint or report a problem regarding the use or disclosure of their health information to:

State of New Jersey  
 Department of Human Services  
 Office of Legal and Regulatory Affairs  
 Box 700  
 Trenton NJ 08625  
 888-347-5345

U.S. Dept. of Health and Human Services  
 Office of Civil Rights  
 200 Independence Ave, S.W., Room 509H P.O.  
 Washington DC, 20201  
 866-627-7748





**PrimeTime Center cares about your privacy and wants you to be familiar with your rights under the Health Insurance Portability and Accountability Act.**

- Right to see and copy your records.** In most cases, you have a right to view or get copies of your records. You must make your request in writing to the program supervisor. We will provide a response to your request within 30 days.
- Right to an electronic copy of your records.** If your information is maintained in an electronic format, you may request that your electronic records be transmitted to you or another individual or entity. We will respond to your request within 30 days.
- Right to correct or update your records.** You may ask us to correct your health information if you think there is a mistake. You must make your request in writing to the program supervisor and provide a reason for your need to correct the information.
- Right to choose how we communicate with you.** You may ask us to share information with you in a certain way. For example, you can ask us to send information to your work address instead of your home address. You must make this request in writing to the program supervisor. You don't have to explain a reason for the request.
- Right to get a list of disclosures.** You have a right to ask us for a list of disclosures. You must make a request in writing. This will not include information shared for treatment, payment or health operation purposes.
- Right to get notice of a breach.** You have a right to be notified upon a breach of any of your protected health information.
- Right to request restrictions on uses or disclosures.** You have a right to ask us to limit how your information is used or shared with others. You must make the request in writing to the program supervisor and indicate what information should be limited.
- Right to revoke authorization.** If we ask you to sign an authorization to use or disclose your information, you can cancel that authorization at any time. You must make that request in writing to the program supervisor. Your request will not affect information that has already been shared.
- Right to get a copy of this notice.** You have a right to ask for a paper copy of this notice at any time.
- Right to file a complaint.** You have a right to file a complaint if you don't agree with how PrimeTime Center has used or disclosed your information.
- Right to choose someone to act for you.** If someone has been legally designated as your personal representative, that person can exercise your rights and make choices about your health.

I have read and received the PrimeTime Center Privacy Rights Page and have directed any questions to the attention of the Program Supervisor.

\_\_\_\_\_  
Client/Guardian Signature

\_\_\_\_\_  
Date

## **Cooperation With Law Enforcement Operations For Illegal Substances, Weapons, and Safety Policy**

It is the policy of PrimeTime Center to ensure the complete cooperation between PrimeTime staff and law enforcement authorities in all matters relating to controlled dangerous substances, firearms and or deadly weapons.

The Director will act as the liaison with law enforcement agencies. The Director will notify the Executive Director immediately of any contact made with law enforcement authorities and keep the Executive Director continuously informed of any law enforcement agency involvement at PrimeTime Center.

### **Drugs, Alcohol. Controlled Substances and or Weapons Policy**

PrimeTime Center has a zero tolerance for the possession and or use of controlled substances, illegal drugs, alcohol and weapons. Any infraction to this policy will result in an immediate meeting of all parties involved to determine the best course of action for both the client and the PrimeTime program.



## **Prohibiting Harassment, Intimidation and Bullying Policy**

PrimeTime Center prohibits acts of harassment, intimidation or bullying of a client. A safe and civil environment at PrimeTime Center is necessary for clients to learn and achieve personal goals; harassment, intimidation or bullying, like other disruptive or violent behaviors, is conduct that disrupts a client's self-development in a safe environment.

“Harassment, intimidation or bullying” means any gesture or written, verbal or physical act that is reasonably perceived as being motivated either by any actual or perceived characteristic, such as race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity and expression, or a mental, physical or sensory handicap or any other distinguishing characteristic, that takes place on PrimeTime Center property, at any PrimeTime Center sponsored function, van or bus and that:

- a) a reasonable person should know, under the circumstances, will have the effect of harming a client or damaging the client's property, or placing a client in reasonable fear of harm to their person or damage the property; or
- b) has the effect of insulting or demeaning a client or group of clients in such a way as to cause substantial operation of the PrimeTime program.

PrimeTime Center staff expects clients to conduct themselves in keeping with their levels of development, maturity and demonstrated capabilities with a proper regard for the rights and welfare of other clients, and staff and the care of PrimeTime Center facilities and equipment. PrimeTime Center believes that standards for client behavior must be set cooperatively through interaction among the client, parents/guardians, staff and community members, producing an atmosphere that encourages clients to grow in self-discipline. The development of this atmosphere requires respect for self and others, as well as for the PrimeTime program and community property on the part of the clients, staff, and community members.

In determining the appropriate response to clients who commit one or more acts of harassment, intimidation, or bullying, administrators should consider the following factors; the development and maturity levels of the parties involved, the levels of harm, the surrounding circumstances, the nature of the behaviors, past incidences or continuing patterns of behavior, the relationship between the parties involved and the context in which the alleged incidents occurred. Concluding whether a particular action or incident constitutes a violation of this policy requires a determination based on all of the facts and surrounding circumstances. It is only after meaningful consideration of all of these factors that an appropriate consequence should be determined. Consequences and appropriate remedial action for clients who commit acts of harassment, intimidation or bullying may range from positive behavioral interventions up to and including suspension or re-evaluation of placement in the PrimeTime program.

The PrimeTime Center Director is responsible for receiving complaints alleging violations of this policy. All employees are required to report alleged violations of this policy to the Director. All members of the PrimeTime community, including clients, parents, volunteers, and visitors are encouraged to report any act that may be a violation of this policy. While submissions of a report form are not required, the reporting party is encouraged to submit a written report to the Director's office describing the incident and parties involved. Oral reports shall be considered official reports. Reports may be made anonymously, but formal disciplinary action may not be based solely on the basis of an anonymous report.

The Director and/or his designee is responsible for determining whether an alleged act constitutes a violation of this policy. In doing so, the Director and/or his designee shall conduct a prompt, thorough and complete investigation of the alleged incident.

Some acts of harassment, intimidation or bullying may be isolated incidents requiring that the program respond appropriately to the individuals, committing the acts. Other acts may be so serious or part of a large pattern of harassment, intimidation or bullying that they require a response by law enforcement officials. PrimeTime Center prohibits reprisal or retaliation against any person who reports an act of harassment, intimidation or bullying. The consequence and appropriate remedial action, for a person who engages in reprisal or retaliation shall be determined by the administrator, after consideration of the nature and circumstances of the act.



## **Criminal History**

PrimeTime Center will conduct mandated state/federal Criminal History Record checks on all employees. Employees will set up an appointment utilizing Morpho Trust to process the background checks. At the fingerprint site, employees will be required to show one government issued photo identification and bring form NJAPS2. The results of the fingerprint checks will be sent directly to PrimeTime Center from the Department of Human Services Central Fingerprint Unit Only after receiving the state report which states “cleared for employment” will the employee be allowed to begin directly working with PrimeTime Center participants. Once employees are electronically fingerprinted, Morpho Trust will archive their fingerprints. All PrimeTime Center staff must be rechecked every two years.

## **Central Registry of Offenders**

PrimeTime Center will comply with all requirements of the New Jersey Department of Human Services, Office of Licensing, and Central Registry of Offenders against Individuals with Developmental Disabilities. Upon consideration of hiring any individual to work at PrimeTime Center, the Director of the program will assure that prospective employees and volunteers are checked against the central registry. The PrimeTime Center Director will assure that each prospective volunteer/employee signs and dates the Employee/Volunteer Consent for Employers to Check form. Once signed, this form will be placed in the personnel file of each employee or volunteer. No individual may begin working/volunteering until this form has been completed.

The Director of PrimeTime Center will check all prospective employees and volunteers against the State registry and will not hire anyone whose name appears on the registry. Additionally, upon each notification by DHS that a name has been added to the Central Registry, the Director of Prime Time Center will document that they have checked the new name to verify that the listed individual is not employed/volunteering at PrimeTime Center. This documentation must be kept on file with the Director and made available for inspection by DHS.



## **Reporting Suspicions of Abuse/Neglect/Exploitation of a PrimeTime Center Client**

PrimeTime Center staff members are responsible for creating an environment that is nurturing, protecting, consistent and safe. Any form of abuse, neglect and/or exploitation of a client is strictly prohibited and will result in immediate disciplinary actions up to and including termination. Any PrimeTime staff member who stands by and watches a client being abused by anyone and does not try to intervene, will be held accountable for the abuse as well. Every PrimeTime Center staff member shall be provided training on preventing abuse, neglect and exploitation and shall pass a competency exam upon completion of that training.

Any PrimeTime Center staff member who knows of or suspects abuse, neglect or exploitation must make a report. When a staff member suspects, witnesses or becomes aware of abuse, neglect or exploitation of a client, they are required to make an immediate verbal and written report to the Supervisor/Asst. Supervisor. A preliminary investigation will be initiated immediately.

Clients who are receiving services from the Division of Developmental Disabilities (D.D.D.) are protected by the policies and procedures established by the Division of Developmental Disabilities. DDD must be notified of any suspected abuse, neglect, or exploitation. A verbal and written report must be made to the Division of Developmental Disabilities. A written report of the incident shall be filed immediately and reviewed by the Director.

All PrimeTime Center staff will fully cooperate with any agency conducting an investigation. Prime Time Center staff are made aware that failure to report suspected abuse or neglect may lead to legal action including a disorderly person's charge and a \$350 fine for each day that the abuse, neglect or exploitation is not reported. If a client reports any incidents of abuse or neglect of themselves or anyone else, staff must follow up with both a verbal report and a written report.



## **Life Threatening Emergencies**

When a life-threatening emergency is detected, a 911 call shall be made immediately. If a staff member is not certain if the situation is a life-threatening emergency, then a 911 call shall be made immediately.

Examples of life-threatening emergency shall include, but not be limited to:

1. Unconsciousness
2. Persistent chest pain or discomfort
3. Not breathing or having trouble breathing
4. No signs of circulation
5. Severe bleeding
6. Seizures that are unusual, prolonged or multiple, last more than 5 minutes, and result in injury or occur in someone who is pregnant or diabetic.

The 911 call shall include:

1. The address and/or location of the emergency;
2. The telephone number where the emergency is located;
3. A brief description of the problem including whether the person(s) is conscious and/or breathing; and
4. The name of staff member calling 911.

Once the call has been made, the staff member shall stay on the line if necessary to respond to questions from the 911 operator. The PrimeTime Center Supervisor or designee will notify the participant's caregiver and support coordinator of the life threatening emergency. Procedures for calling 911 and reporting life-threatening emergencies shall be incorporated into the standard training curriculum for PrimeTime Center. PrimeTime Center shall keep a record of every 911 call and every failure to make a 911 call in the event of a life-threatening emergency. Every 911 call and every failure to make a 911 call in the event of a life-threatening emergency shall be reported to the DDD as an unusual incident and PrimeTime Center shall maintain a record of all such calls and failures to make such a call.



## **Reporting Injuries**

All moderate and major injuries to a PrimeTime Center participant shall be reported by the supervisor/asst. supervisor to the client's guardian/family member as soon as possible, but no later than within two hours (at least 3 documented attempts must be made). A guardian/family member may express in writing that he or she does not wish to be notified. If there is a legitimate reason why the notification was not provided within two hours, it must be provided within 8 hours with a written explanation to the guardian/family member and the Department of Human Services. All initial notifications must be done either in person or by phone. Voice mail messages are permitted but should not include specific, health related information (HIPAA protected) or any other information protected by confidentiality laws. When leaving a voice message, the supervisor/asst. supervisor will leave his or her name, the name of the program, the date and time of the call and a number for the guardian/family member to call back. All follow up communications with the guardian/family member may be done via email/electronic communication.

## **Medical Treatment Policy**

It is PrimeTime Center's policy that when a client is sick or injured at PrimeTime Center and requires medical treatment, he/she will be transported to a doctor or hospital by his/her parent/guardian. If parent/guardian is unavailable, a delegated staff member will summon an ambulance, police emergency unit or use their personal vehicle, acting in place of the parent/guardian for the sake of the client's welfare, and will secure emergency treatment for the client at the local hospital.

## **First Aid Procedures**

First aid is such treatment as will protect the life and ensure the comfort of a PrimeTime Center client until authorized treatment is secured. While the services of a nurse, doctor, or ambulance squad may be available in a few minutes, PrimeTime staff is prepared to take quick, confident action in an emergency situation. CPR and First Aid certification is required for all PTC staff.



## **When Injuries of a Serious Nature Occur**

### Notification of Parent/Guardian

In severe accident cases or cases of an emergency nature, the director or program supervisor will immediately notify the family. If it is impossible to move the PrimeTime client, the emergency squad will be called. The director or program supervisor will advise when an ambulance is needed. This is done by calling 911.

### Reporting Accidents (Clients and Staff)

All serious accidents should be reported to the director. An Accident Report Form must be completed by the director in all cases where an injury has required first aid care at PrimeTime Center or medical treatment elsewhere. Accident Report Forms are self-explanatory and are available from the director. These reports should be given to the director as soon as possible after an injury has been sustained.

### Contagious Conditions

If a participant arrives to PrimeTime Center in ill health or becomes ill during program hours, Primetime Center requires that the participant be removed from services. The program supervisor will complete the Illness/Contagious Condition Report. Parents and/or guardians will be notified and clients sent home if these conditions exist:

- Elevated temperature (100 degrees or over)
- Pain or discomfort that persists after resting, etc.
- Nausea, vomiting, diarrhea
- Excessive coughing, sore throat, swollen glands
- Running eyes, nose, eye discharge
- Unexplained rash, with or without itching
- Yellowish skin or eyes
- Head injuries with any symptoms of possible concussion
- Injuries that are incapacitating (sprains, etc.) Severe nosebleeds (difficult to control)
- Other conditions as specified in first aide guidelines

Caregivers of any exposed participants will be notified of signs and symptoms to watch out for. If a participant is suspected of having a contagious condition, he/she will not be allowed to re-enter PrimeTime Center without written clearance from a physician.

### Infectious Diseases/Epidemic

An infectious disease is caused by the presence of certain microorganisms in the body. They may or may not be communicable or in a contagious state. In the event a participant or staff member of PrimeTime Center is suspected of having a communicable disease that may result in an epidemic, that participant/staff member shall be immediately quarantined pending further medical examination. The Director shall notify local health officials immediately. In conjunction with local health officials the director shall determine whether an evacuation or shelter in place needs to be established. As soon as such a decision has been made, PrimeTime Center staff will notify the caregivers of all participants. In the event an evacuation is needed, the director will decide when PrimeTime Center will re-open.

Any participant/staff member found to be infected with a communicable disease that bears the risk of an epidemic will not be allowed to attend PrimeTime Center until medical clearance is provided by the individual's primary care physician that that person does not bear the risk of transmitting the communicable disease. The director will assure that prompt disinfection of contaminated surfaces and receptacles shall take place and the center is maintained in a clean and sanitary condition.

### Policy for Transportation of an Ill/Slightly Injured Client

Whenever possible, the parent and/or guardian should come to PrimeTime Center for the ill or injured client, otherwise the relative or neighbor listed on the client's emergency card may be called. A PrimeTime Center staff member will accompany the client home whenever he or she feels that it is necessary or if no other arrangements can be made. The director, program supervisor, or designee may accompany any client who is transported by ambulance either home or to a medical facility. They will remain with the client until the caregiver arrives.

### First Aid for Poisoning

Poisoning is caused by exposure to a harmful substance. This can be due to swallowing, injecting, touching, breathing in or other means. If a PrimeTime Center staff member suspects poisoning, they should call 911 immediately and report the suspected poisoning to the program supervisor. PrimeTime Center staff should then call poison control (800) 222-1222. Staff shall be ready to describe the individual's symptoms, age, weight, medications they are taking, and any information they have in regards to the poison.

Immediate first aid is very important in a poisoning emergency. The first aid a PrimeTime Center staff person administers before medical help arrives can save an individual's life. PTC staff shall take the following actions until help arrives.

1. **Swallowing poison:** PrimeTime Center staff should remove anything remaining in the individual's mouth. If the suspected poison is a cleanser or other chemical, read the label of the container and follow instructions for accidental poisoning.
2. **Poison on the skin:** Using gloves, PrimeTime Center staff should remove any contaminated clothing and rinse the exposed area for at least 15 minutes or until help arrives.
3. **Poison in the eye:** PrimeTime Center staff shall gently flush the eye with lukewarm water for at least 15 minutes or until help arrives.
4. **Inhaled poison:** PrimeTime Center staff shall lead the individual into fresh air as soon as possible.
5. If the individual is vomiting, PrimeTime Center staff shall turn his/her head to the side in order to prevent choking.
6. PTC staff shall begin CPR if the individual shows no signs of breathing.

#### First Aid for an Epileptic Seizure

1. Keep calm. PrimeTime Center staff should help the individual to a safe place, but DO NOT restrain his/her movements. If possible, a staff member should begin to time the seizure or have someone else time the seizure.
2. DO NOT FORCE ANY OBJECT BETWEEN HIS/HER TEETH. More epileptic individual's teeth and gums have been injured by well-intentioned, but misguided efforts to prevent biting than by the biting itself.
3. DO NOT give the person anything to drink.
4. If the individual has a seizure in the water, it is generally recommended to use two people to bring him/her to land.
5. PTC staff shall stand by until the individual has fully recovered consciousness from the confusion which sometimes follows a seizure.
6. PrimeTime Center staff shall assure the individual that all is well and encourage him/her to go about his/her regular activities. Occasionally, after a seizure, the individual may want to sleep. Help him/her to a place where he/she can rest in privacy.

NOTE: Most persons suffering seizures will recover normally if the above rules are followed. **However, if an individual relapses into another convulsion, or the total duration of unconsciousness exceeds five minutes, 911 should be called IMMEDIATELY.**



## **Medication Administration**

Participants needing to take medication at PrimeTime Center may do so as long as the proper documentation is received. PrimeTime staff assigned to administer medication will be required to take a medication course and pass an onsite competency exam before being able to administer medication to clients. Trained staff will be assigned to administer medication by the PrimeTime Center supervisor on a daily basis

### **Storage**

All prescription medication shall be stored in the original container issued by the pharmacy and shall be properly labeled. All OTC medication shall be stored in the original container in which they were purchased and the labels kept intact. PrimeTime Center staff will supervise the use and storage of prescription medication and ensure a storage area of adequate size for both prescription and non-prescription medications is provided and locked. The medication storage area shall be inaccessible to all persons, except designated PrimeTime Center staff. Said staff shall have a key to permit access to all medications, at all times and to permit accountability checks and emergency access to medication. Each client's prescribed medication shall be separated and compartmentalized within the storage area. If refrigeration is required, medication will be stored in a locked box in the refrigerator. Over the Counter medications will be stored separately from prescription medications in a locked storage area.

If medication is to be administered off site/out in the community, all medication must be stored in a locked container. Each client's medication will be separated within the locked container and be kept in a sealed container labeled with the client's name and the name of the medication. The staff member preparing the medication must be the same staff member that administers the medication.

### Documentation

Written documentation shall be filed in the client's record indicating that the prescribed medication is reviewed at least annually by the prescribing physician, i.e. prescriptions current within one year. A copy of the prescription must be on record indicating the client's full name, the date of the script, the name of the medication, the dosage amount and the frequency. A Medication Administration Record (MAR) will be on file for each participant receiving prescription medication. A PrimeTime Center staff member will transcribe the information from the pharmacy label onto the Medication Administration Record. Exact administration time for the medication to be administered must be prescribed by the physician. The staff person who prepares the medication must administer the medication and document it on the Medication Administration Record. Any change in medication dosage by the physician shall be immediately noted on the current MAR by PrimeTime Center staff. Verbal orders from a physician will not be accepted. All medications received by PrimeTime Center shall be recorded at the time of receipt on the back of the client's MAR.

### Emergency Medication

PrimeTime Center will safeguard the well-being of participants that have a history of life threatening conditions, such as anaphylaxis, requiring prescription medication in emergency situations. A current signed protocol must be received from the participant's physician for administration of life threatening medication. The protocol must include the participant's name, date of prescription, name of medication and specific guidelines for administration of the medication. PrimeTime Center staff shall follow the protocols established by the participant's physician. The staff member administering the emergency medication must document all information on the Medication Administration Record (see documentation). Medication for life threatening emergencies must be immediately available at all times both in the center and out in the community.

### PRN Prescription Medication

PRN prescription medication must be authorized by a physician. The authorization must include: the client's name, date of script, name of medication, dosage amount, interval between doses, maximum amount to be given in 24 hours and the conditions in which the medication can be administered. When administering PRN medication, PrimeTime Center staff must call the primary caregiver to determine the last time the PRN was administered, if needed, and to notify the caregiver of administration. All PRN's must be approved by the PrimeTime Center supervisor before being administered. PRN medication must be administered by the

PrimeTime Staff member that prepared it. That staff member must document all information on the Medication Administration Record including documentation of supervisor approval, effects of medication and caregiver notification.

#### Over the Counter Medication

Over the Counter medication can only be given when an OTC form is signed by a physician. The form must include conditions under which the OTC is to be given, the type of medication, dosage, frequency, maximum amount to be given during a 24-hour period and under what conditions to administer additional medication. Before administering, PrimeTime staff must determine the time the previous OTC medication was given. The client's caregiver will be notified anytime over the counter medication is given.

#### Self-Medication

It is the goal of PrimeTime Center to have participants self-medicate when at all possible. Any participant able to self-medicate must have the information documented in their ISP. A self-medication release form must be filled out by the physician/guardian and kept on file. A copy of the prescription must also be on record indicating the client's full name, the date of the script, the name of the medication, the dosage amount and the frequency. Any PrimeTime Center client permitted to self-medicate will receive training and will be monitored by a staff member when doing so.

# PrimeTime Center

## PRN/OTC Medication Release Form

Participant's Name: \_\_\_\_\_

I, \_\_\_\_\_ (guardian's name) give permission for PrimeTime Center, to administer the following PRN/OTC medication to \_\_\_\_\_.

I understand that when medication is given according to instructions, I will not hold PrimeTime Center liable for any reactions or complications that may follow as a result.

**(To be filled out by the physician/copy of prescription must be included)**

Name of Medicine: \_\_\_\_\_

Dosage: \_\_\_\_\_

(Please make sure dosage and unit of measure is accurate).

Frequency: \_\_\_\_\_

Maximum Amount Given During 24hr  
Period: \_\_\_\_\_

Reason for Needing Medicine: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Circumstances Medication Should be Given: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date to start: \_\_\_\_\_ Date to finish: \_\_\_\_\_

The participant has had this medicine before: Yes / No

They had a reaction to this medicine: Yes / No If yes, please give details of reaction:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Physician: \_\_\_\_\_ Date: \_\_\_\_\_

**PrimeTime Center**

**Self-Medication Release Form**

**Part 1 – To Be Completed by Guardian**

Participant's Name: \_\_\_\_\_

I, \_\_\_\_\_ (guardian's name) give permission for my son/daughter \_\_\_\_\_ to self-administer the following medication \_\_\_\_\_.

I certify that my son/daughter \_\_\_\_\_ has been instructed in the proper use of the following medication procedures \_\_\_\_\_.

Signature of Guardian: \_\_\_\_\_  
Date \_\_\_\_\_

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**Part 2 –To Be Completed by Physician**

I certify that it is essential to the health of \_\_\_\_\_ that the following medication be administered during program hours as directed.

Diagnosis: \_\_\_\_\_

Name of Medication: \_\_\_\_\_

Dosage/Mode: \_\_\_\_\_

Frequency: \_\_\_\_\_

Side Effects, If Any: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Length of time order is valid (May not exceed 1 year): \_\_\_\_\_

Physician's Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Phone #: \_\_\_\_\_



Medication Refusal

PrimeTime Center participants have the right to refuse to take their medication. If a participant will not take their medication as recommended, we will not bribe, lecture, force, or threaten the individual. Staff will ask the participant why they are refusing and discuss their concerns. They will explain to the individual why the medication was prescribed and what could possibly happen if the medication is not taken. Staff will try to administer the medication a second time a few minutes later. If the individual still refuses, the staff member administering the medication must write an R in the box on the MAR, contact their direct supervisor and complete the Medication Refusal Form. In certain cases a medical professional may need to be contacted.

Adverse Reactions

When a PrimeTime Center participant experiences an adverse reaction to a medication, staff members must handle any health needs immediately and make sure the person is safe. Staff should notify their direct supervisor when an adverse reaction to a medication occurs. Gather any information that may help to determine the cause of the reaction and communicate this information to the physician that prescribed the medication. Staff must also complete a Medication Error/Adverse Reaction Form. In a life threatening emergency 911 should be called.

**PrimeTime Center Medication Error/Adverse Reaction Form**

<b>Date</b>	<b>Person Admin</b>	<b>Client Name</b>	<b>Error</b>	<b>Adverse Reaction</b>	<b>Individuals Informed</b>	<b>Other Action Taken</b>



## **Transportation**

Curb to curb transportation will be provided to clients within a **five-mile catchment area** of PrimeTime Center. Any client beyond the five-mile catchment area must use alternate transportation (ex. Access Link). Due to the large size of the County and the number of neighboring towns in the surrounding area, it is not feasible for PrimeTime Center to provide transportation out of our catchment area at this time.

The Primetime Center Director will advise clients/caregivers of designated pickup and drop off times. The PrimeTime Center driver is required to wait three minutes for clients during their designated time for pickup. If there is no response from the home in the morning, the vehicle will continue on its route and not return that day. The caregiver may have the option of bringing the client to PrimeTime Center that day should they miss their scheduled pick up. If no one is home when the PrimeTime Center driver arrives in the afternoon, the vehicle will continue on its usual route and bring the client back to PrimeTime Center. The home representative is then responsible to transport the individual back home on this day. If there are repeated problems with pick up or drop off of the individual, transportation will be suspended until a corrective plan of action can be implemented. When a PrimeTime Center participant is suspended from transportation, they may still attend the Primetime Center program while alternate transportation is being provided.

Each PrimeTime Center client is responsible for getting themselves on and off the vehicle. In those cases, where it is necessary, a home representative must be present to assist the individual in boarding or departing the vehicle. PrimeTime Center drivers will not escort clients to or from the door of their home.

If for any reason PrimeTime Center has to cancel transportation, clients will be given at least 24 hours' notice to find alternate transportation to the program. Transportation may be cancelled in cases of inclement weather. When this occurs PrimeTime staff will notify caregivers immediately about the cancellation.

**If a participant/caregiver wishes to cancel transportation to or from PrimeTime Center, they may notify us in writing or by calling the center at (888) 258-5271 and leaving a detailed message including the name of the participant, the date transportation is being cancelled and the reason why transportation is being cancelled for that date. All cancelations must be made at least 90 minutes before the participant's scheduled pick up/drop off time.**

### **TRANSPORTATION RULES**

Primetime Center follows a comprehensive approach for ensuring safe conduct is followed by PTC participants. This approach includes verbal warnings by the driver, written warnings by the program supervisor and suspensions from PrimeTime Center transportation. As a parent/caregiver, if you are informed of rule infractions by a participant, please counsel them to prevent future rule infractions and possible transportation suspension. The following transportation rules should be followed at all times:

1. Participants must wear seatbelts at all times.
2. Noise must be kept to a minimum to avoid distracting drivers. Acceptable language must be used on the vehicle at all times.
3. There will be no smoking or igniting of lighters or matches on any vehicle.
4. Eating and drinking are not allowed in vehicles.
5. Participants will not be able to open a window without the driver's permission.
6. Participants will not extend any part of their body out of the vehicle window at any time.
7. Participants are not permitted to sit in the driver's seat at any time.
8. If a participant is assigned to a seat, he/she will use only that seat unless permission to change is authorized by the driver.
9. Animals are not permitted on any vehicles.
10. If a participant intentionally causes damage to a vehicle, the participant/caregiver will be charged with the cost of the incurred damage.

In order to provide safe and efficient transportation for our participants we feel that all rules must be followed at all times. If a participant is not following one of the rules listed, he/she will receive a verbal warning from the driver. (The driver will provide the program supervisor with a written report of a participant's misbehavior on the bus.) If a second verbal warning is needed, the participant/caregiver will be notified in writing of the rule violation. After a written warning, repeated violations of transportation rules will result in a one-day suspension. When the suspension of a client from transportation is indicated, PrimeTime Center shall notify, in writing, parents/guardians, giving the reasons for the suspension. The client's support coordinator will also be notified. The client will be able to return to PrimeTime Center transportation after the term of the suspension has been concluded. If there are repeated problems with pick up or drop off of a client, a corrective action plan can be implemented. All transportation suspensions may be appealed in writing to the Director. A written appeal must include reasons why PrimeTime Center should reconsider the decision. All appeals will be answered by the PrimeTime Center Director within 24 hrs.



## Transportation Sign-Off Form

**Name of Client:** \_\_\_\_\_

*Please check the applicable box, read, sign and return this form as soon as possible.*

**Drop Off Guidelines-** for the above named client:

\_\_\_\_\_ Can be dropped off from the vehicle and go into the home even if no one is there to receive him/her.

\_\_\_\_\_ Does not require an escort to and from the vehicle but **cannot** be dropped off at home unless there is a visual contact between a home representative and the transportation staff.

\_\_\_\_\_ Needs to be escorted to and from the vehicle by the home representative

**Transportation Standards**

- If second or third statement above are checked and no one is home when the vehicle arrives, the vehicle will continue on its usual route and bring the client back to the day service site or an authorized location. The home representative is then responsible to transport the client back home on this day.
- PrimeTime Center clients are responsible for being ready to board the vehicle when it arrives at their home in the morning. The waiting period for picking up a client is three minutes. If there is no response from within the home during that time, the vehicle shall continue on its route and will not return that day. It is then the responsibility of the home representative to transport the client to the program site.
- If there are repeated problems with pick up or drop off of the client, transportation may be suspended until a corrective plan of action is implemented.
- Transportation is provided on a curb to curb basis. PrimeTime Center Transportation staff are not responsible for escorting clients on and off the vehicle or to and from the home. PrimeTime Center's responsibility for the client ceases when they step off the vehicle.

*I have read, understand and agree to follow the transportation standards.*

\_\_\_\_\_  
Signature of client or guardian where applicable

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of home representative (if different than above)

\_\_\_\_\_  
Date



## Transportation Suspension Notice

When the suspension of a client from transportation is indicated, PrimeTime Center shall notify, in writing, parents/guardians, giving the reasons for the suspension. The client's support coordinator will also be notified. The client will be able to return to PrimeTime Center transportation after the term of the suspension has been concluded. If there are repeated problems with pick up or drop off of a client, transportation will be suspended until a corrective action plan can be implemented.

### Reason for Suspension

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### Process for Making Determination

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Length of Suspension \_\_\_\_\_ Return Date: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Caregiver Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## **Van Procedures**

### **SAFETY**

- All clients must have seatbelts securely fastened before the vehicle can leave
- Check outside every time you drive
- Walk around the vehicle and check that the tires are inflated
- Check there are no scratches, dings, marks or dents on the van
- Check there are no leaks under the van
- Check mirrors, directional lights, head, tail and brake lights are clean and not broken
- Adjust the rear view and side mirrors so vision is adequate
- Check that the windshield wipers are working
- Check that all the doors are locked
- Ensure that the vehicle has adequate fuel reserves for your intended trip
- If you put fuel in the van, ensure that you keep the receipt and submit it when you return to PrimeTime Center

### **CLIENT SUPERVISION**

- All clients should remain in their seats with their seatbelts on while the vehicle is moving
- Clients should refrain from putting any articles of clothing, their hands or any part of their body outside of the windows
- Ensure that staff are seated in the van so that to provide maximum supervision of the clients
- Ensure that clients are assigned seats appropriately given their history, medical condition, mood and behavior

### **VAN/BUS ACCIDENT PROCEDURES**

1. PTC vehicle staff will use a cell phone to summon aid by dialing 911.
2. PTC vehicle staff will attend to any injuries until help arrives. A staff member will accompany injured clients to the local Emergency Room whenever possible.
3. PTC vehicle staff will then call the PrimeTime Center Supervisor who will in turn inform the participant's guardian/caregiver, support coordinator and DDD.

4. The PTC Supervisor will send additional staff members to the scene if needed.
5. PTC vehicle staff will file an accident report form and submit it to their Supervisor.
6. The Program Supervisor/Asst. Supervisor will submit the accident report to the Director.
7. Director will notify insurance company of accident including injuries to staff and clients as well as damages to PrimeTime Center vehicles.

#### **VAN/BUS ILLNESS PROCEDURES**

1. PTC vehicle staff will attend to client's symptoms using the first aid kit if indicated.
2. If needed, PTC vehicle staff will use a cell phone to summon aid by dialing 911.
3. A PTC staff member will accompany clients to the local ER whenever necessary.
4. PTC vehicle staff will call the PrimeTime Center Supervisor who will in turn inform the participant's guardian/caregiver.
5. The PTC Supervisor will send additional staff members to the scene if needed.





## **Disaster Situation/Emergency Action Plan**

PrimeTime Center plans for emergencies, including fire and natural disasters, by conducting monthly drills so that in the event a real emergency occurs, everyone will know what to do, even under the most stressful circumstances. **PrimeTime Center Carteret is currently located in the lower level of an existing school building. All participants must be able to navigate at least one flight of stairs whenever they leave or enter the building.**

The Supervisor at the Carteret PrimeTime Center location will coordinate with the building principal when conducting fire drills, emergency evacuation drills, lockdown drills and bomb threat drills. PrimeTime Center will follow current building procedures for each of the drills listed above.

### **Fire/Disaster While PrimeTime Center is in Session**

At the sound of the alarm all staff and clients will evacuate the building. All staff has been trained on procedures to follow to evacuate the building. Building maps are posted in each room with a primary escape route.

The engaging of the alarm will automatically notify the police/fire department of the emergency. If possible, before leaving the building, staff will ensure that all windows and fire doors are closed. The entire building will be evacuated. Once safely out of the building, clients and staff will muster across the street in front of the church rectory, attendance will be taken by the Program Supervisor so that all clients and staff are accounted for. Wait for further instructions. This may include re-entering the building or reporting to a pre-determined second location.

Staff will remain on duty until all clients are dismissed. Local agencies shall be notified and their advice followed for the duration of the problem. Emergency information shall be exchanged through chain to both parents and transportation companies.

## **Bomb Threat Evacuation Plan**

Building administration will alert staff that a bomb threat/evacuation is taking place. Building administration will direct staff to call 911. Unlike a typical fire drill, PrimeTime Center staff will immediately do the following:

- a. Gain control of the clients.
- b. Direct clients to gather readily available belongings to evacuate.
- c. Direct clients to turn off all cell phones.
- d. Visually scan the room for suspicious or unattended items.
- e. Mark the room as searched.
- f. Don't touch the light switches.
- g. Leave doors and windows open.
- h. Exit the building using the closest exit.
- i. Do not use cell phones or walkie-talkies.

All PrimeTime Center staff will proceed to across the street to the church rectory where they will take attendance immediately and remain for further instructions. Building administrative/custodial staff will do a walkthrough to make sure the building is clear and note which rooms have been searched.

If the Bomb Threat is deemed credible and reasonable, building administration will announce an off-site evacuation to the Carteret Knights of Columbus. In the event we are unable to return to the building right away, an off-site Command Center will be set up in a designated area.

At the conclusion of the evacuation procedure, all clients and staff will be directed to walk back to the center. When arriving at the center, clients will be directed by staff to enter through the main doors. PrimeTime Center staff will notify every client's parent and transportation company of any changes in the normal dismissal procedure.

## **Lockdown**

Building Administration will notify all of the staff and the local authorities that a lockdown is in progress. PrimeTime Center staff/clients should proceed directly and lock themselves in the closest room that they can enter and lock.

**REMEMBER IF YOU CANNOT LOCK THE ROOM YOU ARE IN, THEN IMMEDIATELY GO TO A ROOM THAT IS OR CAN BE LOCKED!** All lights must be turned off. All window shades must be drawn. Cover see-through glassdoor openings with dark paper. Have readily available.

All bells/alarms will be ignored until further notice. No one will be allowed to enter or exit the building. Building administration will announce when the existing situation is resolved and the lockdown procedure has ended. PrimeTime Center staff and clients will be notified by building administration who will unlock each door and announce **All Clear**.

### **Shelter in Place (Hazardous Materials)**

In the event of a critical incident where hazardous (including chemical, biological or radiological) materials may have been released into the atmosphere either accidentally or intentionally, a decision to Shelter in Place will be made by building administration and the local authorities. PrimeTime Center staff/clients should proceed directly to Rooms 1 and 2 in the basement level and lock the doors. The PrimeTime Center Supervisor will immediately take attendance. Make sure all exterior windows are closed and locked and that all heating and cooling systems are temporarily turned off. Doors and windows should not be opened. No one will be allowed to enter or exit the building.

A member of the local authorities will notify building administration when the existing situation is resolved and the shelter in place has ended. PrimeTime Center staff and clients will be notified by building administration who will unlock each door and announce **All Clear**. It is only then that PrimeTime Center staff/clients will be allowed to exit the building. The building exit will be designated by building administration.

### **Severe Weather Threat** **(Tornado, Blizzard, Ice Storm, Snow Storm, Etc.)**

Any staff that notice severe weather should contact Building administration immediately. If necessary, building administration will notify local authorities. Building administration will evaluate the situation and make a decision regarding the evacuation, lock down or movement of building occupants to a safe haven inside or outside the building. If the severe weather has the potential to cause damage, serious social disruption or loss of human life, staff should call 911. PrimeTime Center staff will follow the appropriate protocols (ex. Evacuation or Lockdown) when a decision is announced by building administration.

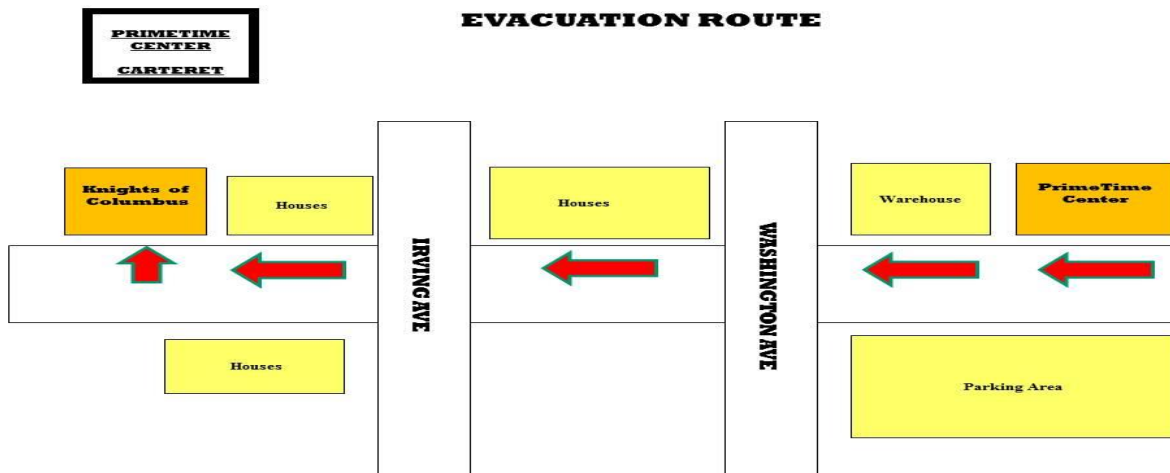
In the case of inclement weather, PrimeTime Center staff will notify every client's parent and transportation company of any changes in the normal dismissal procedure.

## Gas Leak Procedure

Any staff that smell a gas leak should contact Building administration immediately. Building administration will call 911 and contact the building custodian to assess the situation. **DO NOT PULL THE FIRE ALARM. DO NOT TURN LIGHT OR ELECTRICAL EQUIPMENT ON / OFF. DO NOT USE TELEPHONES / CELL PHONES / WALKIE TALKIES IN BUILDING.**

Building evacuation procedures will be initiated by Building administration. All PrimeTime Center staff will proceed to the parking lot across the street where they will take attendance immediately and remain for further instructions. If needed, Building administration will announce an off-site evacuation to a designated area. Off-Site areas may vary depending on the specific circumstances. In the event we are unable to return to the building right away, an off-site Command Center will be set up in a designated area.

At the conclusion of the evacuation procedure, all clients and staff will be directed to walk back to the center. When arriving at the center, clients will be directed by staff to enter through the main doors. PrimeTime Center staff will notify every client's parent and transportation company of any changes in the normal dismissal procedure.



## APPENDIX A

# COVID 19 POLICIES AND PROCEDURES

## HEALTH AND SAFETY

PrimeTime Center will maintain hand sanitizing stations with alcohol-based hand sanitizer in every classroom, at designated entrances/exits and other locations throughout each building. Although PrimeTime Center will have hand sanitizer widely available throughout each of the program buildings, participants are encouraged to bring their own hand sanitizer while attending the program. All hand sanitizers should contain at least 60% alcohol content. PrimeTime Center staff/participants will be required to wash their hands for at least 20 seconds at regular intervals throughout the day including upon arrival, before eating, after spending time outside, after using the bathroom and after blowing their nose, coughing, or sneezing. If hand washing with soap and water is not possible, hand sanitizer should be used.

On September 9, 2022, the CDC updated its mask guidance. This includes direction on when masking is to occur. This new CDC guidance has recently been adopted by PTC and is listed below. PTC will notify all participants/families of any changes to their masking policy/social distancing policy at least five business days before any change in policy goes into effect. The Director of PrimeTime Center will regularly monitor the CDC COVID 19 Community Levels for the county in which the facility is located.

All PTC facilities located in counties with a low (green) COVID 19 Community Level will ensure that staff/participants wear a mask and socially distance based on their personal preference, informed by their personal level of risk. All PTC facilities located in counties with a moderate (yellow) COVID 19 Community Level will ensure that staff/participants who are immunocompromised or at a high risk for illness due to COVID 19 are encouraged to speak with their healthcare provider about taking additional precautions, such as wearing masks indoors and social distancing. At this level masking will continue to be voluntary. All PTC facilities located in counties with a high (orange) COVID 19 Community Level will ensure that all staff/participants, regardless of vaccination status, wear a well-fitting face mask indoors and socially distance from others if applicable. Staff/Participants who are immunocompromised or at a high risk for severe illness should wear a mask that provides them with the greatest protection as recommended by their healthcare professional.

## VISITATION GUIDELINES

Indoor visitation is permitted during operation hours. Visitors should follow all Primetime Center policies that are in effect at the time of the visit. Visitors entering any PTC facility are advised to monitor for signs and symptoms of COVID-19 for at least 14 days after their visit. If symptoms occur, they must immediately notify the facility of the date they visited, the individuals whom they had close contact with, and the locations within the facility they visited. The facility will immediately screen the individuals of a reported contact and implement necessary actions.

## **TRANSPORTATION**

PrimeTime Center will provide limited transportation in the safest manner possible to reduce the transmission of COVID-19. PTC Drivers, regardless of vaccination status, will always wear face coverings. At any time, if necessary, the number of participants in the vehicle may be limited to maintain social distancing. **All participants being transported in PTC vehicles, regardless of vaccination status, will need to wear a face covering.** If an individual is using private transportation to be transported to and from a facility, it is up to the individual/caregiver to make sure that proper measures are in place with the transportation company to keep everyone in the vehicle safe.

## **CLEANING & DISINFECTING**

PrimeTime Center has upgraded our cleaning processes to comply with CDC guidance and has developed a daily schedule for increased, routine cleaning and disinfecting. Routine cleaning is the everyday cleaning practice that businesses normally use to maintain a healthy environment. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Disinfecting kills germs on surfaces. By killing germs on a surface after cleaning, it can further lower the risk of spreading infection. A thorough cleaning of each facility will occur every evening.

PrimeTime Center shall clean, sanitize and disinfect frequently touched surfaces and objects such as door handles, light switches, sink handles, etc. multiple times per day. Cleaning shall be in accordance with the CDC guidelines for cleaning and disinfecting public spaces. Disinfecting methods shall utilize EPA approved disinfectants for use against Covid-19. For the protection of themselves and others, PTC participants and staff are expected to clean their workspace with the cleaning materials supplied at each location. Any shared objects/equipment shared between two entities will be properly cleaned and disinfected after each use.

Regardless of vaccination status, staff must wear proper PPE when providing physical assistance for an individual's personal care needs. The PPE shall be changed after caring for an individual's personal care need like toileting. PTC staff can protect themselves by wearing a disposable gown or smock and by wearing long hair up off the collar. All clothes must be changed if there are secretions on it and staff shall wash their hands after changing. Staff shall change the individual's clothes if secretions are on the individual's clothes. All contaminated clothes should be safely contained and stored in a plastic bag or safely contained and transported to the laundry area to be washed in the washing machine. Areas and equipment used during assistance with personal care needs shall be cleaned and sanitized after each use.

### **How to Clean and Disinfect after a suspected/confirmed case of Covid-19 in a PTC facility**

Open outside doors and windows and/or use ventilating fans to increase air circulation in the area. Staff should clean and disinfect all areas used by the ill person, including PTC vehicles, focusing especially on frequently touched surfaces. For disinfection of hard, non-porous surfaces, staff will use EPA appropriate disinfectants and will follow the manufacturer's instructions for concentration, application method and contact time. For soft or porous surfaces such as fabric seats, staff will clean with appropriate cleaners indicated for use on these surfaces.

Staff will clean frequently touched electronic surfaces, such as touch screens, with alcohol-based wipes or sprays containing at least 70% alcohol to disinfect. When cleaning and disinfecting, staff will wear disposable gloves compatible with the cleaners being used. Staff and participants can return to the area immediately after disinfection is complete.

## **EXPOSURE REPORTING**

The health of PTC participants, staff and families is always a top priority. PrimeTime Center is closely monitoring all updates regarding the Coronavirus (COVID-19) from the CDC (Centers for Disease Control) and the New Jersey Department of Health and Human Services. **We currently ask all PTC staff and participants, regardless of vaccination status, to stay home if they are not feeling well.** To ensure the safety and wellbeing of all staff and participants, PrimeTime Center has put the following guidelines in place to handle any reports of a positive Covid-19 test result in a manner that protects all stakeholders confidentially, minimizing risk to others and maximizing business continuity. At all times, measures will be taken to prevent transmission of the virus. Such measures may include social distancing, physical barriers, PPE, hand washing and a comprehensive system of cleaning and disinfecting. Privacy will be protected to the greatest extent possible.

If a PTC participant or staff member develops symptoms of COVID-19 while at a PrimeTime Center facility (e.g., fever greater than 100.3 or higher, cough, shortness of breath), regardless of vaccination status, they will immediately be separated from everyone until they are able to leave the facility. A designated space will be used for the individual to wait in isolation. PTC staff waiting with that individual should remain as far away as safely possible from the individual (preferably, 6 feet). If symptoms persist or worsen, PTC staff should call a health care provider for further guidance. The caregiver picking the individual up shall be advised to contact a healthcare professional and have them evaluated for COVID-19. **If the individual presented with a fever greater than 100.3 and additional symptoms, PrimeTime Center will require a negative test for COVID-19. Any symptomatic individual shall inform their program supervisor immediately if the person is diagnosed with COVID-19.**

Any program supervisor made aware of a Covid-19 positive case in their facility will contact their local health department for guidance as well as notify staff and participants/caregivers of a positive case, if they have been in close contact (within 6 feet for 15 cumulative minutes or more) with that person. Health officials will provide directions on whether a center should cease operations following the identification of positive cases in the facility.

Middlesex County Office of Health Services  
35 Kennedy Boulevard  
East Brunswick NJ 08816  
(732) 745-3100

Monmouth County Health Department  
50 east Main Street  
Freehold NJ 07728  
(732) 431-7456

Ocean County Health Department  
175 Sunset Avenue  
Toms River NJ 08754-2191  
(800) 342-9738  
(732)341-9700 ext 7616 (Donna – Brick Area)

The following requirements are currently in effect for reporting Covid-19 related events involving DDD programs and individuals. PrimeTime Center shall report any of the following as a medical event (communicable disease):

- An individual receiving DHS services is confirmed positive for COVID-19.
- Medical – Communicable Disease – especially in the event of a positive COVID 19 diagnosis, must be reported within the same business day of the occurrence.
- Operational incidents related to COVID 19 involving program closure, emergency relocation, shelter in place or a continuity of operations plan (COOP) must be reported within the same business day of the occurrence.

For any reportable event listed above, PrimeTime Center is required to ensure all identified participants/guardians are appropriately notified, in keeping with DHS policies for ensuring notification and confidentiality.

Department and Division staff (Critical Incident Management Unit—CIMU, DDD Office of Risk Management—ORM, DDD Facility Quality Assurance Staff—QA, and DMHAS QA) are available by email or phone to assist with questions and concerns for matters related to incident reporting, per the following contact information:

*DDD Office of Risk Management (ORM)/IR (Incident Report) Unit Supervisor  
Ivy Lipton: 609-633-7782 ORM Fax: 609-341-2343 | Email: DDD-CRL.UIRS@dhs.state.nj.us  
Counties Served: Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, Warren*

*Critical Incident Management Unit (CIMU) Supervisor Contacts: Keith Joslin, Supervisor: 609-292-4482 (DDD Community)*

*Incident Verification Unit: Annette Cavallaro, Chief: 609-984-5479  
DDD CIMU Admin Review: dhs.cimadmin@dhs.nj.gov Fax number: 609-777-2082  
DMHAS CIMU Admin Review: dhs.mhscimadmin@dhs.nj.gov Fax number: 609-341-226*



## **RE ADMITTANCE**

Regardless of their vaccination status, if a PTC staff member/participant tests positive, or is symptomatic for COVID-19 and either was not tested or is awaiting test results, they must isolate as follows:

- For participants who are unable to consistently wear a well-fitting mask: 10 days have passed (day 0 is the first day of symptoms or the day of the positive viral test for asymptomatic persons);
- For participants who are able to consistently wear a well-fitting mask: 5 days have passed (day 0 is the first day of symptoms or the day of the positive viral test for asymptomatic persons) followed by an additional 5-days of consistently wearing a well-fitting mask; and
- 24 hours have passed since resolution of fever without the use of fever-reducing medication, as applicable; and
- Symptoms have improved, as applicable. This can be as long as 20 days for participants with severe or critical illness.

**ALL PTC STAFF/PARTICIPANTS RETURNING TO PROGRAM AFTER TESTING POSITIVE ARE REQUIRED TO HAVE A DOCTOR'S NOTE CLEARING THEM TO RETURN TO PROGRAM. THE DOCTOR'S NOTE MUST INCLUDE THE DATE THE INDIVIDUAL WAS SEEN AS WELL AS A STATEMENT ABOUT IMPROVEMENT OF SYMPTOMS**

Regardless of vaccination status, asymptomatic participants who have had a close contact with someone positive for COVID-19 will not be restricted from PrimeTime Center following their exposure. Participants who are able must wear a well-fitting mask around others for 10 days from the date of their last close contact with someone with COVID-19. Day 0 starts the day they had close contact with someone positive for COVID-19, and day 1 is the first full day following the last close contact. They should get tested at least 5 days after they last had close contact with someone with COVID-19 and follow isolation recommendations if they test positive.

## **TRAINING & EDUCATION**

All PrimeTime Center staff will be trained on all policies and procedures related to COVID-19. Training related to COVID-19 will detail facility considerations, operational considerations, social distancing considerations, infection control protocols, proper disinfection procedures, proper use of PPE, etc. All PTC employees with reasonably anticipated occupational exposure to COVID-19 will be trained about the sources of exposure to the virus, the hazards associated with that exposure, and appropriate workplace protocols in place to prevent or reduce the likelihood of exposure. Training will include information about how to isolate individuals with suspected or confirmed COVID-19 or other infectious diseases, and how to report possible cases.

PrimeTime Center will also educate program participants on all policies and procedures related to COVID-19. Education related to COVID 19 will cover changes to our facilities, daily operations, social distancing, hygiene and infection control, infection protocols and proper use of PPE.

PTC staff will teach and reinforce washing hands and covering coughs and sneezes among participants. They shall teach and reinforce the use of face coverings among participants and staff, where and when appropriate. Participants will be frequently reminded not to touch their face covering and to wash their hands frequently. PTC participants shall practice frequent hand washing with soap and water for at least 20 seconds and shall be required to wash their hands upon arriving at the center when entering a classroom, before meals or snacks, after outside time, after going to the bathroom, and prior to leaving for home.



Parent/Caregiver Name: \_\_\_\_\_

I, the undersigned, have received and read the PrimeTime Center Client Policy and Procedure Manual and have directed any questions to the attention of the Director.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_