



CLIENT POLICIES & PROCEDURES MANUAL

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Personal Rights 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.

RIGHTS:

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

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

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

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

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

I have the right to equal employment opportunities 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.

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 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:

Assistant Commissioner Division of Developmental Disabilities,
P.O. Box 726,
Trenton, NJ 08625-0726



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 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 Participating & Consultation

It is PrimeTime's policy to actively seek parents' participation and consultation in all aspects of its programs. This is implemented through written notices, invitations, announcements, e-mail and phone calls. PrimeTime Center believes that a close parent/guardian relationship is extremely beneficial to the clients in the Primetime program, and we actively seek to foster and nurture this relationship.

Admission Procedures

When a client is interested in attending PrimeTime Center he/she must first complete the application and submit it to the Director for approval. Upon receipt of the application the Director or a designee will contact the client as well as the primary caregiver to set up an intake. Upon completion of the intake the Director/Supervisor will contact the client's support coordinator to get additional information that may be pertinent in determining whether or not the client is appropriate for the program. The client may be asked to try out the program free of charge for a half day before a determination of acceptance is made. Before trying out the program all individuals must have a completed application and emergency card on file.

New clients will not be allowed to start PTC until all of the program paperwork is completed by the family (emergency card, emergency consent, medical history, photo consent, etc.) and all DDD paperwork (PCPT, ISP, Prior Authorization) is submitted to the program by the client's support coordinator. Only then will a start date be determined. Upon admission the Director will review pertinent client information with program staff before the client begins the program.

Upon completion of thirty full days at PrimeTime Center a meeting may be set up with the PrimeTime Center staff, primary caregiver and support coordinator. At this time a determination will be made as to the client's ability to derive and benefit from instruction within the PrimeTime Center program.



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

It is understood that during the course of a year, participants may take time off. For that reason, PrimeTime Center will allow each client 2 weeks during the period of one year to participate in a 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 will undermine PrimeTime's objectives in working with the clients. Any leave beyond 2 weeks for an emergency situation may be discussed with the program supervisor for a waiver of this policy.

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.



Behavior Reinforcement

PrimeTime Center is philosophically committed to helping individuals with special needs grow and gain mastery of their emotions and behaviors. The policy of this program in no way permits or condones the practice of verbal or physical abuse of its clients. A range of intervention techniques will be available to staff when it is necessary to address a client for acting out or disruptive behaviors and our staff is specially trained in the use of these interventions under the guidance of the Director.

Client behavior will be viewed individually, while simultaneously maintaining a safe environment for peers and staff. Strategies will be developed and implemented in order to encourage positive behaviors.

Vocal Intervention

Staff members need to be sensitive to the use of voice in interacting with clients. This is an important aspect of “setting the stage” for appropriate attending and responding to behaviors. Things such as tone, eye contact, body language, repetition, respectfully listening and gentleness contribute to an ability to relate and interact. Positive responses can usually be elicited through positive but firm vocal tones.

Setting Rules for Client Participation

Clients are involved in setting realistic codes of behavior and in setting the consequences when rules are broken. A warning is an acceptable intermediate step and provides the opportunity for clients to self-correct. Consistency in applying the consequences when a rule is broken is important. Reinforcing an approximation of the desired behavior in an attempt to shape the clients’ efforts to self-correct should be done, i.e., “I like the way you are trying to sit quietly.”

Positive Reinforcement

The use of positive reinforcement is highly encouraged. Positive behavior will be recognized through verbal affirmation. The type of positive reinforcement depends upon the client's responsiveness and might include social reinforcement, object reinforcement, activity reinforcement and primary reinforcement.

Communication

Communication by a phone call, email, or by note is an example of keeping parents/guardians informed of clients' social and emotional growth. Follow up contacts are an excellent way for the client to benefit from consistency of management.

Quiet Time

When a client displays a loss of self-control and has repetitive disruptive behavior which interferes with his/her peers, and use of other interventions has failed to evoke more positive ways of expressing feelings, then quiet time procedures may be used. Quiet time is a means of providing a quiet place for the client to regain their calm and self-control. This intervention is neither a punishment nor a threat but is a way of preventing the disrupting behavior from being reinforced by upsetting the routine of the program. The client is to be told in language appropriate to their level of understanding the reason for quiet time, i.e., "to help you stop screaming." When implementing quiet time, a staff member must always be present and readily available to observe and monitor the client's behavior.

Other Interventions

When a client violates major rules at PrimeTime or is a danger to himself/herself, or others, behavioral interventions may include an at-home suspension, probationary status and/or termination of placement. Each of these interventions requires due process notifications to parents and/or guardians.



Client Crisis Intervention Policy

When a client is expressing or enacting dangerous or self-destructive thoughts or behaviors, the Director and staff will meet and make an evaluation of that client. The parents/guardians will be called and informed of the situation.

If a client is unable to be safely contained within the program building (imminent threat of harm to self or others; dangerous behavior; and parent/guardian not immediately available), a call to the local police department will be made and their officers or emergency personnel will transport the client for an emergency assessment at the affiliated hospital. The client will need to be evaluated, and medical clearance and information provided to PrimeTime Center, before a consideration of the client returning to PrimeTime Center can be made.

If the client needs immediate psychiatric assessment, but is not presenting any imminent dangerous behavior, the PrimeTime staff will ask the parent/guardian to pick up the client from PrimeTime Center and to pursue a psychiatric evaluation at a hospital or private practitioner, in order to insure their safety. A written psychiatric clearance will be required for re-admission consideration.

Exclusion/Suspension Policy

When the suspension of a client is indicated due to inappropriate behavior, 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.



Suspension Notice

When the suspension of a client is indicated due to inappropriate behavior or to protect the client and or others, 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.

Reason for Suspension

Length of Suspension _____

Return Date: _____

Client Signature: _____ Date: _____

Caregiver Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____



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 setting. Reason's for discharge include but are not limited to:

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

Any discharge may be appealed in writing to the PrimeTime Center Director. A written appeal must include reasons why PrimeTime Center should reconsider the decision. 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.



Discharge Notice

When the discharge of a client is indicated, PrimeTime Center shall notify, in writing, parents/guardians, giving the reasons for the discharge. The client's support coordinator will also be notified.

Reason for Discharge

Process for Making Determination

Client Signature: _____ **Date:** _____

Caregiver Signature: _____ **Date:** _____

Supervisor's Signature _____ **Date:** _____



Confidentiality of Client Records Policy

It is the policy of PrimeTime Center to make staff aware of the many sensitive issues that they must deal with in the course of their duties. Employees are not to divulge or discuss information about clients with anyone outside of PrimeTime personnel in the normal course of duty. Access to client records is limited to certified personnel only and on an as-need-to know basis. This information is to be treated in a confidential and professional manner.

It is the policy of PrimeTime Center to handle all client records in a confidential and professional manner following HIPPA regulations.

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 with “no record” and the federal report with “search has failed to produce prior arrest data” will an employee be cleared for employment. Once employees are electronically fingerprinted, Morpho Trust will archive their fingerprints. All PrimeTime Center staff must be reprinted 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 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 and neglect and shall pass a competency exam upon completion of that training.

Any PrimeTime Center staff member who knows of or suspects abuse or neglect must make a report. When a staff member suspects, witnesses or becomes aware of abuse or neglect of a client, they are required to make an immediate verbal and written report to the Supervisor and/or Director. 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 Executive 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. 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. 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.



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 PrimeTime Center 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, running eyes and nose, sore throat
- Unexplained rash, with or without itching
- 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 aid 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.

PrimeTime Center

Illness/Contagious Condition Report

Supervisor: _____

Location of Illness: _____

Participants Involved: _____

Date Illness Occurred: _____ **Time Illness Occurred:** _____

Description of the Illness:

Date and Time of Guardian Notification: _____

Actions Taken: _____

Director's Signature

Date



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.

PRN Prescription 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. Staff shall follow protocols established by a client's physician. 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 24hours 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.

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

Participants'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 _____

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

Date	Person Admin	Client Name	Error	Adverse Reaction	Individuals Informed	Other Action Taken



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.

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.



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. Transportation staff are not responsible for escorting clients 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

Length of Suspension _____

Return Date: _____

Client Signature: _____ Date: _____

Caregiver Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____



Bus Accident and Illness Procedures

Van or Bus Accident Procedures

1. Use a cell phone to summon aid from Police.
2. Attend to any injuries. Have clients hurt seen by physician in Emergency Room.
3. Call PrimeTime Center who will inform parent/guardian and send a staff member to help if needed.
4. Driver will file accident report form.
5. Director will notify Executive Director.

Van or Bus Illness Procedures

1. Attend to client's symptoms.
2. Use first aid if indicated.
3. Summon police by cell phone if needed.
4. Secure emergency medical treatment.
5. Call PrimeTime Center who will inform parent/guardian and send a staff member to help if needed.

Van or Bus Accidents En Route to PrimeTime Policy

In the event a client being transported to PrimeTime Center by a contracted van or bus company is on a van or bus that has been involved in an accident on the way to PrimeTime Center, the following procedures are to be followed:

1. The contracted company notifies the parents/guardians of the client being transported.
2. The client has been examined by a physician, to determine if there are any injuries or exempted from this examination by the client's parents/guardians via the telephone.

PrimeTime Center will not accept the client for attendance on the day of the accident unless the above procedures are followed.



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. **Each PrimeTime Center Campus 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 every 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. No staff members will engage the fire extinguishers. The entire building will be evacuated. Only properly trained individuals may use fire extinguishers. Once safely out of the building, 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 belongings in preparation 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 the parking lot across the street 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 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.

Lockdown Procedure

Building administration will notify all building personnel of a Lockdown via building-wide intercom system. PrimeTime Center staff in the basement level, in any room, 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 doors will be locked. Most doors must be locked from the outside by key. All lights must be turned off. All window shades must be drawn. Cover see-through glass door openings with dark paper. Have readily available. Any bells/alarms will be ignored until further notice. No one will be allowed to enter the building. Building administration will announce when existing situation is resolved. PrimeTime Center staff and clients will be notified by a member of administration who will unlock each door and announced **All Clear**.

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.



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: _____