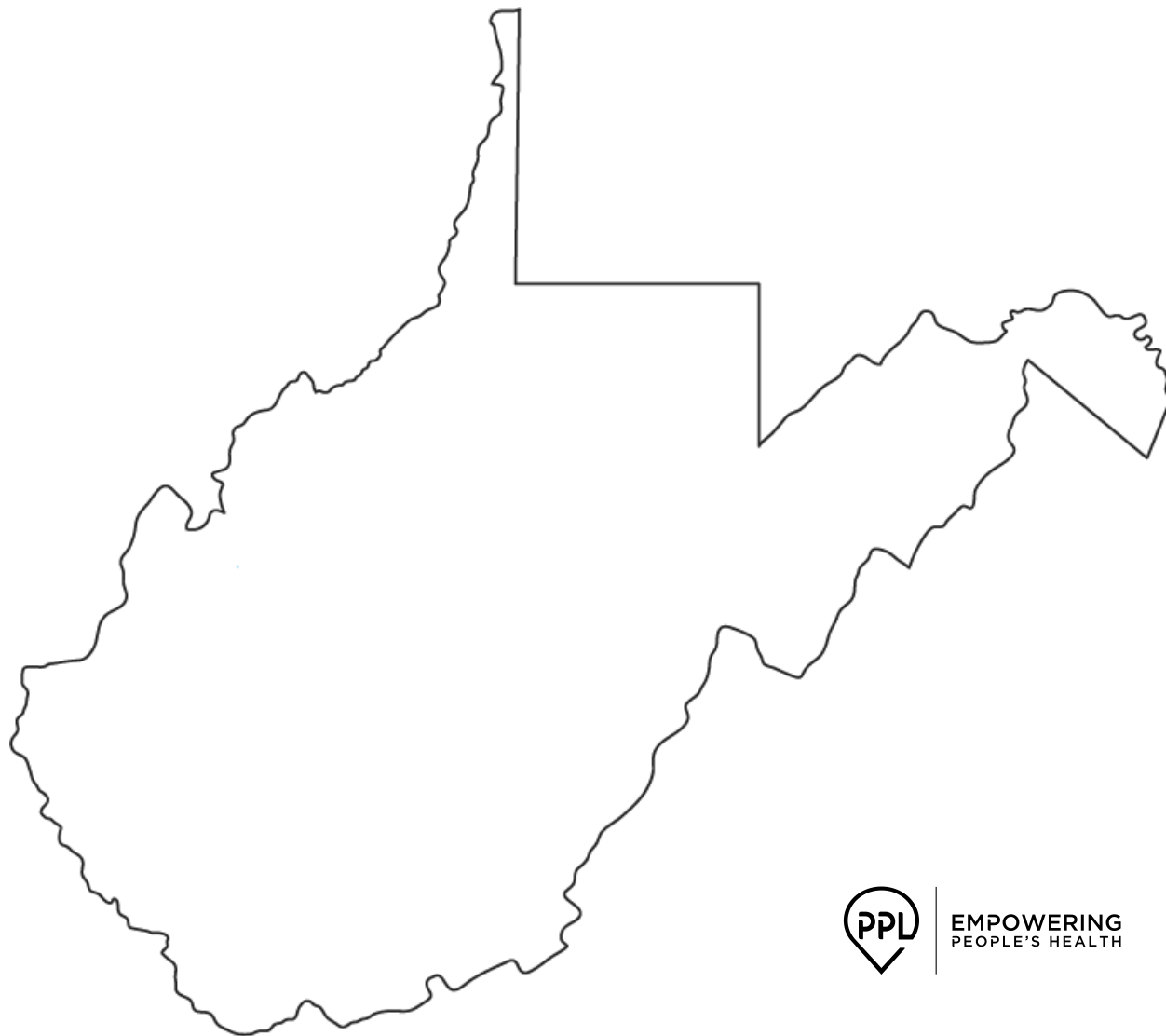


**PERSONAL OPTIONS
INTELLECTUAL/DEVELOPMENTAL DISABILITIES
WAIVER PROGRAM
MANDATORY TRAINING PACKET
January 2023**



Training Outline

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1. Purpose of Training Manual

What is the purpose of this Initial Training Manual?

This manual has been developed by PPL Resource Consultants to help employees of the *Personal Options*, I/DD Waiver Program to complete their initial and annual training responsibilities and learn critical information that prepares them to provide quality services for participants in the program. This Mandatory Pre-employment Training Manual will fulfill some of the training requirements for employees of *Personal Options* participants.

WV I/DD Waiver Policy:

All Employees working under the Self-Directed (Personal Options) Waiver Program are required to meet the following qualifications:

- Be 18 years of age or older;
- Be able and willing to perform all required tasks listed in the participant's Individualized Program Plan (IPP)

Training requirements:

- Emergency Procedures (such as Crisis Intervention and Restraints) upon hire and annually
- Worker Back-up Plan and Emergency Disaster Plan upon hire and annually
- Infectious Disease Control upon hire and annually
- Participant specific needs (any special needs, behavioral health, overall health needs) upon hire and as needed (as changes occur)
- Current CPR and First Aid
 - Worker qualifications must be verified as current by the participant/program representative upon hire and updated as necessary.
 - The employee may be responsible for the certain costs, i.e. CBC/NCIC background checks, CPR and First Aid certifications from an approved vendor. See BMS approved list of certified providers at their website <https://dhhr.wv.gov/bms/Programs/WaiverPrograms/IDDW/Pages/Member-LR-Information.aspx>

Criminal Background Checks (CBC) Check Requirements:

- All employees must undergo a background check through WV Cares/IdentiGo upon hire and every five years thereafter.
- An individual cannot be employed if they have been convicted of certain felonies (see employee packet for complete list)
- CBC check results, other than those listed above, which may place a participant at risk of personal health and safety or have evidence of a history of Medicaid fraud or abuse must be made available to the participant. This information may be used by the participant/program representative in determining to employ or continue to employ an Employee.
 - Additionally, a WVDHHR Protective Services Record Check (exploring substantiated child or adult maltreatment- any confirmed finding will disqualify an employee from being hired/maintaining employment) may be completed upon hire if requested by the member. Your Resource Consultant can provide a copy of the form upon request.

- A Federal Office of Inspector General (OIG) List of Excluded Individuals and Entities is also ran upon hire and monthly by Public Partnerships for each employee to ensure there are no instances of fraudulent activity.

2. What is Personal Options?

Personal Options is a participant directed program designed to give participants choice and control over their Medicaid services so they may live as independently as possible in the community.

Personal Options is a self-directed option available to I/DD Waiver program members. *Personal Options* allows participants to:

- Manage a participant-directed budget for I/DD services;
 - Select, hire, and manage workers to provide training and support as identified on the participant's Individual Program Plan (IPP);
 - Determine worker's work schedules and rates of pay;
 - Receive Person-Centered Supports, Respite and Transportation services as needed;
 - Purchase other Goods and Services including assistive devices, home modifications, and personal emergency response systems to increase the participant's independence and safety at home and in the community.
- ❖ Participants **may** choose/be required to have a program representative assist them with these and other duties of being an employer- ensure that you can identify the program representative for your participant (if applicable)

Role of Public Partnerships

The Fiscal Employer Agent for the Personal Options Program, Public Partnerships, LLC (PPL), is a national organization that is dedicated to assisting in implementing participant-directed service programs.

PPL provides financial management services for participants and their workers in *Personal Options*.

- PPL assists participants and their workers with required paperwork.
- PPL verifies the criminal background checks on all employees.
- PPL confirms workers' qualifications including CPR and First Aid certification.
- PPL performs all payroll and tax functions for participants and their workers.
- PPL provides a Customer Service contact number to assist with payroll questions: **1-877-908-1757**.
- PPL Resource Consultants are assigned to help participants and their employees understand the *Personal Options* program and their responsibilities in the program.

3. Principles of Self-Determination

Personal Options is based on the principles of Self-Determination. Self-determination is being able to live the life that you want with the services and supports that you need.

What is Self-Determination?

Self-determination is the ability of the participant to make choices to:

- Exercise control over his/her life;
- Achieve personal goals;
- Obtain skills and resources to participate in meaningful roles in the community;
- Take responsibility for his/her actions;
- Determine his/her future!

The Principles of Self-Determination:

- Freedom to choose a meaningful life in the community
- Authority over a targeted amount of dollars (participant-directed budget)
- Support to organize resources to enhance their life
- Responsibility for the wise use of public funds
- Confirmation of the important leadership role that participants and their families play in the newly re-designed system of services and supports



As a worker for a Personal Options participant, you can provide supports to reinforce these principles. Your “boss” has chosen you, because you understand that he/she wants to have choice and control in his/her life and you will support that goal.

4. Mandatory Training Areas

A. Role of the Qualified Support Worker (employee) in the I/DD Waiver *Personal Options* program:

Employees may provide Person-Centered Supports, Respite and/or Transportation services for participants in the *Personal Options* program. Workers are employed by the participant, not PPL. Instructions for each type of service provided will be determined by the needs identified by the participant's Interdisciplinary Team (IDT) and documented on the participant's Individualized Program Plan (IPP).

B. Services available to Personal Options Participants:

Person-Centered Supports

Person Centered Support (PCS) must be provided by an awake and alert staff member. The purpose of this service is to provide training and or support and allow the participant to live and participate in their community.

PCS workers may assist with the following areas:

- Self-care
- Receptive or expressive language
- Learning
- Mobility
- Self-direction
- Capacity for Independent Living
- Compiling data for the TC or BSP (as long as the safety and health of the participant are not compromised)

Specific job duties will be outlined for you by the participant and/or in their IPP, it is required that you are familiar with this and their needs prior to beginning employment and as needed (when changes occur).

Respite

Respite services must be provided by an awake and alert staff member who does not live in the same household as the participant. The main purpose of this service is to provide a temporary substitute for the primary care giver.

Respite may be used to:

- Allow the primary care-giver to have planned time from the caretaker role for him/herself and/or other family members
- Provide assistance to the primary care-giver or member in crisis and emergency situations



- Ensure the physical and/or emotional well-being of the primary care-giver or the member by temporarily relieving the primary care provider of the responsibility of providing care.
- This service may not be billed concurrently with any other direct care service.
- Train Respite providers in member-specific instruction (i.e. behavioral intervention plans, medical plans of care, specific instructional activities, etc.) and/or service objectives. Refer to the BMS policy manual for limitations on who may provide training and for how long.
- Allow the primary care giver to attend and participate in IDT meetings and the annual assessment of functioning for eligibility conducted by ASO.

Specific job duties will be outlined for you by the participant and/or in their IPP, it is required that you are familiar with this and their needs prior to beginning employment and as needed (when changes occur).

Transportation

Allows for reimbursement of miles traveled during time working for the participant-who must also be in the vehicle for miles that are billed. This may or may not be part of your employer's (the participant's) budget- please speak with the resource consultant for details and how to bill this service if applicable.

Participant-directed Goods and Services

Definition of Service:

- Participant-Directed Goods and Services (PDGS) are services, equipment or supplies not otherwise provided through this Waiver program or through the Medicaid State Plan that address an identified need in the IPP and meet the following requirements:
- An item or service that would decrease the need for other Medicaid services and/or promote full membership in the community and/or increase participant's safety in the home environment.
- The participant does not have the funds to purchase the item or service or the item or service is not available through another source.
- This service cannot be accessed as a means of reimbursement for items or services that have already been obtained and not been pre-approved by the *Personal Options F/EA*
- Participant-directed Goods and Services are purchased from the participant-directed budget.
- The need for PDGS supported by an assessed need documented in the IPP.
- PDGS must be pre-approved by the *Personal Options F/EA* and purchase must be documented by receipts or other documentation of the goods or services from the established business or otherwise qualified entity or individual.

The WV I/DD Waiver Policy Manual containing additional information regarding participant-directed services is available through the Department of Health and Human Resources web site: http://www.dhhr.wv.gov/bms/Documents/bms_manuals_Chapter_513_IDD.pdf

C. Abuse Neglect and Exploitation- Employees must report CRITICAL and SIMPLE INCIDENTS to the Resource Consultant

Critical incidents have a high likelihood of producing real or potential harm to the health and welfare of the participant. Critical incidents do not involve abuse or neglect.

These incidents may include, but are not limited to:

- Attempted suicide, or suicidal threats or gestures.
- Suspected and/or observed criminal activity by members themselves, members' families, health care providers, concerned citizens, and public agencies.
- A fall or injury of unknown origin requiring medical intervention if abuse and neglect is not suspected.
- A member's residence that has a significant interruption of a major utility, such as electricity or heat, but does not compromise the health or safety of the member.
- Environmental/structural problems with the member's home, including inadequate sanitation or structural damage
- Fire in the home resulting in relocation or property loss
- Unsafe physical environment in which the employee's welfare is in jeopardy.
- Disruption of services, due to law enforcement issues for the participant or family members,
- Medication errors by a member or his/her family caregiver,
- Disruption of planned services for any reason, including failure of the emergency backup plan
- Any incident that compromises the health and safety of the participant is considered neglect and must be reported to the RC and Child or Adult Protective Services.

Simple incidents are unusual things that happen to the participant but are not critical and not abuse or neglect.

Simple incidents may be:

- Minor injuries (requiring more than first aid), unknown how they occurred and no pattern
- Dietary errors with no negative outcome

Recognition, Documentation and Reporting of Suspected Abuse, Neglect and Exploitation

Overview: The purpose of Recognition, Documentation and Reporting of Suspected Abuse, Neglect and Exploitation training is to ensure workers understand their roles and responsibilities as mandated reporters.

Objectives: At the end of this training session, the Qualified Support Worker will be able to:

- Describe the meaning of the term "mandated reporter"
- Define and provide examples of abuse, neglect and exploitation
- Explain how to report suspected abuse, neglect or exploitation .Describe the role of the worker.

Curriculum:

Anyone providing services under the WV I/DD Program is a mandated reporter- which means that if you witness any suspected abuse, neglect, or exploitation it **MUST** be reported to the Case Manager and Resource Consultant. In addition, it is the policy of WV I/DD (and Public Partnerships) to promptly report all suspected incidents to the proper authorities and to fully cooperate in the prosecution.

WV 61-2-29: is the law that provides criminal penalties for caregivers who, directly or indirectly, abuse, neglect, exploit, or create an emergency situation for an incapacitated individual. The Central Abuse Registry lists individuals who are convicted of misdemeanor or felony offense consisting of abuse, neglect, or exploitation of a child or incapacitated adult.

Abuse: The act or threat or inflicting pain or injury on or the imprisonment of any child or incapacitated adult.

Verbal Abuse: Is non-physical abuse such as threats, insults, and the like.

Physical Abuse Signs and Symptoms:

- Bruises or grip marks around the arms or neck
- Bruises on torso
- Rope marks or welts
- Repeated unexplained injuries
- Dismissive attitude or statements about injuries
- Behavior change (increase in aggression, change in way affection shown/attachments, more or less friendly, more or less talkative/sharing of information, withdrawn, fearful)

Sexual Abuse Signs and Symptoms

- Unexplained vaginal or anal bleeding
- Torn or bloody underwear
- Bruised breasts or thighs
- Venereal diseases or infections
- Behavior change (increase in aggression, change in way affection shown/attachments, more or less friendly, more or less talkative/sharing of information, withdrawn, fearful)

Neglect: Failure to provide the necessities of life to a child or incapacitated adult with the intent to coerce or physically harm the individual

Neglect Signs and Symptoms:

- Sunken eyes
- Weight Loss
- Extreme Thirst/Dehydration
- Poor hygiene
- Bedsores
- Wet/Soiled Clothing (more than normal)
- Change in behavior

Financial Exploitation: Type of neglect of a child or incapacitated adult involving the illegal or unethical use of funds, property, or other assets

Exploitation Signs and Symptoms:

- Sudden decrease in bank account balances
- Sudden change in banking practices (such as making several large withdrawals from a bank account or ATM over a period of several days instead of one small withdrawal each week)
- Sudden problems paying bills or buying food or other necessities
- Sudden changes in wills or other financial documents
- The person begins to act very secretively. (Telephone con artists often try to isolate their victims to avoid detection by telling the victim not to let anybody know about their calls.)
- Unexplained disappearance of money or valuable possessions
- Substandard care being provided or bills which are late or unpaid despite the availability of adequate financial resources

- Concerns expressed by a person with a developmental disability that he or she is being exploited
- Lack of money early in the month (when disability or other types of government benefits are paid)

While some actions (such as punching) are easy to identify as abuse, other forms of mistreatment by caregivers are harder to spot (although they still represent acts of abuse). Below are examples of what can be termed "**subtle**" **abuse**:

- Ignoring a person when they ask for help
- Making a person beg for help
- Providing help in a way that makes the person feel like a burden or feel guilty
- Intentionally making a person wait for help
- Refusing to recharge the battery of a person's wheelchair
- Providing physical care in a way that is unnecessarily rough or careless
- Refusing to provide help unless the person agrees to lend money
- Purposely unplugging or turning off adaptive equipment

Conditions of People with Developmental Disabilities That Can Sometimes Look Like Abuse or Neglect

There are a number of conditions that may lead you to incorrectly think that someone with a developmental disability has been abused or neglected. Here are some of the most common:

- Injuries due to falls
- Sensory impairments
- Skin breakdown from appliances or orthopedic equipment
- Self-injurious behavior (SIB)
- Poor growth and failure to thrive
- Fractures
- Sensory integration problems: Some people with different kinds of disabilities may be overly sensitive to touch, textures, taste, or temperature. These persons may resist hugs, face washing or other harmless/innocent types of touch. This can also look like failure to thrive or significant behavioral problems.
- Mongolian spots: Mongolian spots which are bluish or bruised-appearing areas that are usually seen on the lower back or buttocks. These spots are harmless and occur more commonly in persons of color. They may remain for months or years¹

When to file a report:

- ANYTIME reasonable suspicion exists
- You witness an incident of abuse or neglect
- You discover undocumented or unexplained injuries
- If you feel a child or incapacitated adult is in an emergency situation call law enforcement immediately

How to file a report:

- ALWAYS Contact Case Manager and/or Resource Consultant

- Call 24 hour hotline 1-800-352-6513 (Verbal reports must be followed up with a written report within 48 hours)
- Call local DHHR office (Verbal reports must be followed up with a written report within 48 hours)
- If sexual abuse is suspected call local law enforcement

D. Fraud Prevention

All services provided through the *Personal Options* program are paid for with Federal and State Medicaid funds. It is imperative that as an employee in this program you are aware of your responsibility to avoid fraudulent activities.

The State of West Virginia has a well trained and very active Fraud Investigation Unit staffed with experienced law enforcement officials who have the authority to initiate charges when allegations of fraud are substantiated. There are severe penalties for committing fraud in billing or the provision of services to participants in this program; penalties may include monetary fines and/or jail if convicted. Penalties may also include loss of the ability to obtain employment in numerous job settings, including health care, behavioral health, school systems, financial institutions and many private businesses. Therefore, it is in the best interest of everyone that fraud not be tolerated.



Examples of Fraudulent Actions

Don't	Do
Don't sign another person's signature on a timesheet, travel invoice, service document or other legal document.	Sign your name where required. The participant or program representative must sign their own name. Employees cannot sign for the employer even with employer consent. Documentation of services should remain at the place of employment and must be reviewed and verified by the employer.
Don't bill for services provided before being approved as an employee in Personal Options.	Bill for services provided after approval to serve. Payment for services provided before approval as an employee is the responsibility of the participant/program representative.
Don't bill for services provided by another employee.	Bill only for the services the personally provided.
Don't "round up" to nearest hour or otherwise alter the actual time services were provided when billing for services.	Use real time on timesheets. If you work from 8:00am to 12:00 pm on Monday and from 8:15 am to 11:00 am on Tuesday complete your timesheet as such. It is normal and expected that work times will occasionally vary due to traffic, weather conditions, employee illness or other unforeseen changes to schedule.
Don't bill I/DD Waiver services when actually performing other non-billable activities. For example, don't bill Person-Centered Supports when shopping for your family or performing other activities that are not specific to the participant's wants/needs.	The IPP is the written record of the approved activities that may be provided to the participant. The services/supports billed by employees must directly relate to a need or activity identified on the IPP.
Don't bill for mileage that is not directly related to the participant's support/service needs, nor bill for mileage through both Personal Options and the local Department of Human Resources (DHHR) office's non-	Mileage is reimbursable through Personal Options if included in employer's Spending Plan (SP). The participant must be in the vehicle with the employee and mileage may only be billed conjunction with the provision of Person-Centered Supports or Respite services. If transportation is not included the SP, transportation can only be reimbursed through local DHHR NEMT.

emergency medical transportation(NEMT) program.	
Don't bill or document services not provided.	Only document services that are actually provided. If community integration is typically a daily billable activity but due to illness the participant did not travel into the community, the employee should not bill for community integration on that day. It is normal and expected that not all services listed on the IPP will be needed or provided on a daily basis. Services cannot be provided to a participant in a psychiatric hospital, nursing home or rehabilitation facility. Person-Centered Support services may be provided when a participant is an inpatient in a medical hospital only if the participant requires behavioral support—i.e. attempts to remove IV or feeding tube, elope, etc.
Don't bill for services provided to someone other than the participant	You cannot bill for services such as transporting employer's family members to work or medical appointments, or for doing laundry for other household members or cleaning rooms of the home not utilized by employer. If working for more than one person in a household, keep work schedules and activities separate, bill and document separately for each employer.
Don't use participant's money to purchase items for someone else.	While shopping for employer's groceries, you cannot purchase items for yourself with their money. You should never borrow money from your employer or loan money to your employer or their family members. Not borrowing will protect both parties from accusations of theft or hurt feelings and embarrassment.
Don't provide false information regarding employer's medical condition and need for assistance.	During the required annual Kepro assessment, you may be asked to give information about the amount of care your employer requires. Be sure to provide simple, direct answers regarding the types of assistance that is required. Do not provide any information regarding care you are not responsible for providing.

If you have any questions or doubts if an action could be considered fraud, be safe and do not do it. You may contact the Resource Consultant with any questions or concerns.

E. Infectious Disease Control

Overview: The purpose of this training is to reduce and prevent the exposure of workers to the Hepatitis B virus (HBV), the Human Immunodeficiency virus (HIV – the virus that causes AIDS), Methicillin Resistant Staphylococcus Aureus (MRSA) and other blood borne pathogens. Workers will understand the importance of using universal precautions including proper hand washing techniques, use of gloves, use of personal protective equipment and sanitary housekeeping activities.

Objectives: At the end of this session, the Qualified Support Worker will be able to:

- Describe the meaning of the term “universal precautions”
- Demonstrate the proper way to put on and remove gloves
- Identify basic infection control measures used while providing care/service to the participant



Curriculum:

Who does this apply to?

- Approximately 5.6 million workers in health care and other facilities are at risk of exposure to blood borne pathogens such as human immunodeficiency virus (HIV – the virus that causes AIDS), the hepatitis B virus (HBV), and the hepatitis C virus (HCV)
- All employees who could be “reasonably anticipated” as the result of performing their job duties to face contact with blood and other potentially infectious materials- **Home Healthcare Workers are included in the list of those most often at risk**
- “Good Samaritan” acts such as assisting a co-worker with a nosebleed would not be considered occupational exposure

How Does Exposure Occur?

- Most common: needle sticks
- Cuts from other contaminated sharps (scalpels, broken glass, etc.)
- Contact of mucous membranes (for example, the eye, nose, mouth) or broken (cut or abraded) skin with contaminated blood

Exposure Control Plan

- Can be developed by employer, used mainly for larger employers, RC can assist with questions if needed
- Must be written and reviewed at least annually to reflect changes in exposure risk
- Annual review must document employer’s consideration and implementation of safer medical devices
- Must solicit input from potentially exposed employees in the identification, evaluation and selection of engineering and work practice controls
- Plan must be accessible to employees

Universal Precautions

- Treat all human blood and certain body fluids as if they are infectious- carry a risk of exposing you to HIV or other disease
- Must be observed in all situations where there is a potential for contact with blood or other potentially infectious materials

Engineering Controls: These controls reduce employee exposure by either removing the hazard or isolating the worker.

Examples:

- Sharps disposal containers
- Self-sheathing needles
- Safer medical devices including needleless systems and needles w/ engineered sharps injury protections

Employees under Personal Options should never handle participant's medicines or needles

Work Practice Controls: Reduce the likelihood of exposure by altering how a task is performed.

Examples:

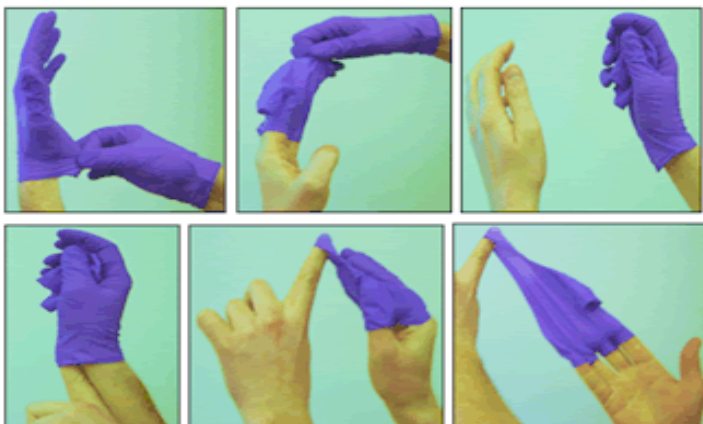
- Wash hands after removing gloves and as soon as possible after exposure
- Do not bend or break sharps
- No food or smoking in areas where exposure may occur

Personal Protective Equipment (PPE)

- Specialized clothing or equipment worn by an employee for protection against infectious materials
- Must be properly cleaned, laundered, repaired, and disposed of at no cost to employees
- Must be removed upon completion of task or upon contamination

Some Examples of PPE are: gloves, gowns, face shields, eye protection, mouthpieces and resuscitation devices.

Gloves are the most common PPE used and are to be provided by the participant for any employee who is at risk of exposure. Please ensure that you are washing hand before putting gloves on, removing the gloves properly (see picture) after each use and before touching any other surface as well as washing hands after removal.



If an exposure occurs:

- Wash exposed area with soap and water
- Flush splashes to nose, mouth, or skin with water
- Irrigate eyes with water or saline
- Report the exposure
- Direct the worker to a healthcare professional

Work surfaces (any area that was contaminated/came in contact with bodily fluids) must be decontaminated with an appropriate disinfectant:

- After completion of procedures,
- When surfaces are contaminated, and
- On routine basis such as at the end of the work shift

Laundry:

- Handle contaminated laundry as little as possible and use PPE
- Must be bagged or containerized at location where used
- No sorting or rinsing at location where used
- Must be placed and transported in labeled or color-coded containers

Hepatitis B Vaccination: Provides employees protection from contracting the Hepatitis B virus and must be performed by a licensed healthcare professional

Regulated waste (i.e. sharps containers) must be placed in closeable, leak-proof containers built to contain all contents during handling, storing, transporting or shipping and be appropriately labeled or color-coded.

Biohazard Warning Labels

- Warning labels required on:
 - Containers of regulated waste
 - Refrigerators and freezers containing blood and other potentially infectious materials
 - Other containers used to store, transport, or ship blood or other potentially infectious materials
- Red bags or containers may be substituted for labels

F. Emergency Procedures

Overview: The purpose of Emergency Procedures training is to ensure workers are knowledgeable of and prepared to respond to maladaptive and/or aggressive behaviors that the participant may exhibit. Participants with identified behaviors that may cause harm to themselves or others must have an Emergency Procedures Plan or Positive Behavior Support plan. These plans are typically developed by a Therapeutic Consultant or Behavior Support Professional but may be developed by other professionals (school personnel, therapist, etc.) or by the legal representative, parent or family member. The Emergency or Positive Behavior Support plan may require that workers be trained on physical holds such as those taught in certified courses through the Crisis Prevention Institute (CPI), the Mandt System of Behavior Management, etc.

Objectives: At the end of this training session, the Qualified Support Worker will be able to:

- State whether the participant has maladaptive or aggressive behaviors and if so, describe the nature of the behavior
- Explain the proactive strategies to be followed to prevent or minimize the participant's maladaptive or aggressive behaviors
- Explain and demonstrate (when appropriate) the interventions and de-escalation techniques to be used when the participant exhibits maladaptive or aggressive behaviors

Curriculum: If applicable*, obtain and review Emergency Plan or Positive Behavior Support Plan.

**Participants with no assessed maladaptive or aggressive behaviors are not required to have Emergency or Positive Behavior Support Plans.*

G. Emergency Care

Overview: The purpose of Emergency Care training is to ensure workers are prepared to respond to emergency situations as outlined in the following documents:

- **Crisis Plan:** This document is prepared by the IDT and is to be followed by workers in the event of specific emergencies including but not limited to medication errors, medication side effects, adverse reactions to medications, serious allergic reactions (i.e. food allergies, bee stings, etc.), seizures, and diabetic emergencies.
- **Emergency Disaster Plan:** This document is prepared by the IDT and is to be used by workers in the event of a prolonged power outage, severe weather, flood, chemical leak or fire.
- **Emergency Worker Back-up Plan:** This document is prepared by the participant or program representative and is to be followed when a scheduled worker is late or unable to work as scheduled.

Objectives: At the end of this training session, the Qualified Support Worker will be able to:

- State whether the participant takes medication and if so, describe the types of medications and possible reactions/side effects
- State whether the participant has any known allergies and if so, describe the procedures to be followed in the event of a reaction
- Identify the location of fire extinguisher(s) in the home
- Demonstrate the home evacuation route(s) to be followed in the event of a fire or other emergency requiring evacuation
- Explain the process to be followed if a scheduled worker is unable to work as scheduled

Curriculum: See participant's Crisis Plan, Emergency Disaster Plan and Emergency Worker Back-up Plan.

H. Participant-Specific Needs

Overview: The purpose of Participant-Specific Needs training is to ensure workers have working knowledge of the participant's Individual Program Plan (IPP). The IPP addresses not only medical, behavioral and training/support needs but also the participant's personal goals as identified in the person-centered assessment.

Objectives: At the end of this training session, the Qualified Support Worker will be able to:

- Describe the participant's hopes, wishes and dreams
- Describe the participant's assessed needs
- Describe the participant's routine schedule including support and training activities (if applicable)

Curriculum: See participant's IPP and applicable supporting documents.

I. Confidentiality Laws and Regulations

Health Insurance Portability and Accountability Act (HIPAA)

What is HIPAA?

HIPAA is a public law created to increase access to and efficiency of the healthcare system in the US. HIPAA created a national standard to protect individuals' medical records and other personal health information and gives persons more control over their health information.

HIPAA mandates standards for the protection of health information in how the information is use or shared.



The privacy rule indicated that a person may not use or disclose an individual's health information without permission except for treatment, payment or healthcare operation purposes.

The privacy rule requires everyone to control access to any **protected health information (PHI)** . The privacy rule requires permission from the person to disclose any PHI.

Protected Health Information is not just information of medical conditions.

As an employee, you should not share any of this information with anyone without written permission.

Protected Health Information is:

Name, birthday, date of death, admission/discharge information, address, telephone number, email address, Social Security Number, medical records, health plan number, vehicle identification, and photographs.

The participant is **not required** to provide permission for:

Public Health purposes, treatment or healthcare operations, disclosures to designated family members or participant's legal representatives for emergency or disaster, intelligence or national security, etc.

As an employee you will be required to sign a confidentiality form with your employer that states you will not share any protected information unless given permission by your employer. (Sample of the form)

"I will not discuss the member's name, or otherwise reveal or disclose information pertaining to the member, except when in direct contact with representatives of the West Virginia Bureau for Medical Services, the West Virginia Bureau of Senior Services, West Virginia Medical Institute, Public Partnerships, LLC, or _____ (insert who employee can talk with)_____, and then only for the purpose of assisting the member.

*I hereby acknowledge my obligation to respect the member's privacy and confidentiality of the information pertaining to the member, and to exercise good faith and integrity in all dealings with the member and their personal information in performance of my duties." **Personal Options, Confidentiality Agreement***

There are significant penalties if you do not comply with HIPAA. When working for others, be sure you do not disclose any PHI information about your employer with other employees or family members.

Before sharing any of your employer's information ask...

- If this were my personal information, would I want other people discussing it?
- Is this a violation of the HIPAA Privacy Rule?
- The answer to these questions will let you know the right thing to do.
- If you have additional questions, please contact your Resource Consultant or Customer Service.

Qualified Support Worker Ethics

Ethics is the study of "right and wrong". Ethics provides standards that help us make the right decision in any given situation.

Ethical behavior requires two things

1. Know the difference between right and wrong
2. Use that knowledge to make the right decision

Medical ethics concerns four basic principles:

- Personal Options Participants should be able to make their own health care choices (as able)
- Health care should be made available to all people regardless of age, sex, race or income.
- Personal Options Participants should expect quality health care from their employees
- No health care procedure or treatment should cause harm to individuals

As an employee, making ethical decisions requires use of common sense, patience, compassion, and communication. There are useful guidelines to making right decision.

1. Define the Problem. Ask yourself, "What makes me feel uncomfortable?"
2. Think of Options. "What choices do I have in this situation?"

3. Decide what is acceptable. Ask yourself: "Can I accept alternative #1? Will anyone be harmed if I decide on alternative #2?"
4. Ask for help *and/or* advice from other professionals. *"Ask yourself: Is this decision for me to make or is this something someone else should decide?"*
5. Make a decision by choosing the best course of action. *Ask yourself: "If this decision were known to the others, what would people think of me and my workplace."*
6. Act on your decision. *Tell yourself: "I have to do what's right"*
7. Reflect and see if your decision was the best one. *Ask yourself: "Would I make the same decision if I could do it all over again?"*

Avoiding Ethical Traps

When making an ethical decision, it's sometimes easy to get sidetracked.

A few of the common "traps" that may lead us down the wrong path are:

1. If something is necessary, then it must be the right thing to do.
 - Example: *Mrs. Jones, an elderly client who is slightly confused, has suffered several falls recently. Her doctor is worried that she is going to break her hip. He says it's NECESSARY to prevent her from falling and advises you to use a chest restraint to keep her in her chair.*
 - Keep in mind that Mrs. Jones has rights and look for other options. Just because something is "necessary" doesn't mean you can make it happen by any means.
2. If something is for your participant's own good, then it must be the right thing to do.
 - Example: *You are employed by Mr. Smith who has a lung disease and must use oxygen at night. The doctor tells the family that if Mr. Smith doesn't stop smoking, he will soon have to use oxygen 24 hours a day. The family tells you to take away Mr. Smith's cigarettes and tell him he is no longer allowed to smoke.*
 - Remember that just because it would be good for Mr. Smith to stop smoking, doesn't mean you can ignore his right to smoke.
3. If no one gets hurt, then it must be the right thing to do.
 - *You are employed by two personal options participants, Mr. Owens and Mr. Adams. Both participants use incontinent supplies. Mr. Owens supplies are covered by insurance but Mr. Adams' family must pay for his supplies. Mr. Adams is always running out while Mr. Owens always has extras. You decide to use some of Mr. Owens incontinent supplies for Mr. Adams since the insurance co. can afford the diapers but Mr. Adams' family can't.*
 - Remember that it might seem no harm comes to Mr. Owens; however, it is technically "stealing" to use his supplies for another client. Be sure to consider all consequences of your actions when making an ethical decision.

Observing unethical behavior

If you observe unethical behavior, it is your decision about whether or not to report it.

Would you "blow the whistle" if....

- *You smell alcohol on another employee's breath while changing shifts?*
- *You see another employee taking needles and syringes home with him/her?*

Informed Consent

.....Is the practice of telling participants about the benefits and risks of a particular medical treatment. You've probably witnessed doctors and nurses explaining how a procedure may be helpful and what the risks might be. Providing this knowledge helps participants make their own healthcare decisions based on the facts. To be informed, participants must also be told what may happen if they stop a medical treatment. For example, "If you stop taking this medication, you may be at risk for a stroke."

What do you think?

Susie, your elderly client is having surgery next week to remove a cancerous tumor. Her family has been informed of the risks and benefits of the surgery but they haven't told Susie. The family has asked you not to say anything to Susie about the surgeryeven if she asks. Does Susie have the right to know about the risks and benefits of the procedure? Or, does her family have the right to keep it from her?

Remembering these rules can help you make the right choice when facing ethical dilemmas:

- Keep other's well being in mind at all times and avoid doing harm to anyone.
- Put yourself in their shoeswhat would you want to happen if you were in that situation.
- Decide how you would want to be treated ... and then behave that way toward others.

J. Worker Safety in the Home

Why is safety in my employer's home important to think about?

Your employer has a responsibility to make sure the home environment is safe and healthy for any employee. However, some jobs, by their nature, put people at higher risk of crime than others. We often have thoughts that "It won't happen to me" or "I don't work with that type of client". However, it is better to prevent or avoid any possible problem rather than facing a risky situation. Research shows that:

- Robbery, theft, sexual crimes, physical abuse or threats are some possible crimes that could occur while in a participant's home.
- Having to deal with weapons, poor condition of the home, medical emergencies, family issues and dangerous animals may be other issues that could arise.



Here are some tips you may wish to consider as you work for participants in Personal Options or other programs.

Tips for Workers in the Home

- Increase your awareness, ask who will be in the home when working.
- Ask if pets will be present in the home. If there are any concerns, request that the pets be kept in a room where you will not be working.

Before Entering the Home...

- Lock your purse or other valuables in the trunk before you arrive-- not in the participant's driveway.
- Keep your keys and cell phone located in a place that is easily accessible (not at the bottom of your bag where you may have to fumble around to find them)
- Wear comfortable shoes and clothing.
- Park in the direction in which you will leave

- Scan the area from your car before getting out
- Lock your vehicle.

Entering the Home

- Observe and listen before knocking and entering the home.
- If the participant lives in an apartment building, it is important to be aware of neighbors and other potential risks

After the Home Visit

- When you leave, do not sit in your car to return phone calls, finish paperwork, or eat lunch. Drive away first then do your work.
- Drive to a populated area to do these things, rather than staying near the home or in a more remote area. No matter how rural the area, every town has a post office and a fire department. If necessary, park there!

RED FLAGS

Red flags are situations where you may feel uneasy, uncomfortable or anticipate that there may be a problem. Some of these may be red flags for which you may wish to leave. These Red Flag situations could be:

- People invading your personal space;
- People using a tone of voice that expresses agitation, sadness, anger;
- Inappropriate remarks being made to you, even if they are followed by, "I was only joking";
- A person is trying to isolate you or asking to speak to you privately.

Don't feel you need to answer these questions: "So, do you live around here?" "Are you single?" "Do you work from home or in the office?" "What time do you usually finish up with work?"

General Safety Suggestions

- If you are feeling uneasy, make a point to mention that someone is expecting you back at home or office at a certain time or that you need to call to check in. "Hi Carol, I'm here working for John Smith but I just wanted to check in and let you know that I will be back from working around 2pm, so I will be able to attend that meeting"
- If you feel the need to exit the home immediately, explain that you have a work/personal emergency, and must leave but that you will re-schedule the visit.
- Have your keys in hand as you approach your car

Most importantly...trust your intuition!!

This cannot be emphasized enough. Even if there are no obvious red-flags, but you just have a nagging feeling that something isn't quite right...TRUST your intuition.

K. Employee/Worker Roles & Responsibilities

Important Information to Remember Regarding Employee Roles and Responsibilities

Before being approved to provide services for a Personal Options participant you are required to review and sign the Medicaid Provider Agreement and the Employment Agreement stating that you understand and acknowledge your responsibilities as an employee. We have included a list of some employee responsibilities as a reminder.

Role of the Employee

As an employee, you provide Personal Assistant/Homemaker/Personal Assistance services for a participant on the Personal Options program. You are an employee of the participant, not PPL. The services you provide are determined by the needs identified by a nursing assessment and by the participant, their legal representative or the Participant's Personal Options representative.

Employees are responsible:

- To pass a criminal background check
- To maintain valid CPR certification from a "hands on" course provided by a certified trainer from a state approved entity- the list can be found at:
<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/IDDW/Pages/Member-LR-Information.aspx>
- To maintain valid First Aid certification from a state approved entity- the list can be found at:
<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/IDDW/Pages/Member-LR-Information.aspx>
- To complete mandatory training prior to employment;
- To complete mandatory pre-employment and annual training
- To provide services to the participant for identified and approved tasks;
- To submit accurate timesheets/ invoices to employer for review and signature;
- To notify the Resource Consultant of any changes in the condition of the participant;
- To notify the Resource Consultant of any abuse, neglect or exploitation of the participant;
- To notify the Resource Consultant of any critical incidents or hospitalizations;
- To be punctual, neatly dressed, and respectful of employer's person, belongings, family and acquaintances;
- Use employer's personal property only if agreed upon by both parties;
- If providing transportation services, furnish employer with proof of valid driver's license and minimum automobile liability insurance;
- Maintain confidentiality of all other participant information, and only release information with the written consent of the participant;
- To inform the employer of any non-workplace injury that would interfere with the performance your duties and to report workplace injuries to the participant within 24 hours;
- Notify the employer in advance if not able to provide services as scheduled or if quitting employment.

As an employee providing services for a participant, it is important that you complete your assigned tasks in order for the participant to maintain compliance with the Personal Options program's policies.

Please contact the Resource Consultant for any questions regarding your roles or responsibilities.

Important Information to Remember Regarding Employee Timesheets

PPL cannot accept verbal confirmation to correct inaccuracies on timesheets or invoices. You may call our Customer Service line to confirm receipt of your billing and request assistance with troubleshooting errors. Timesheets or invoices will not be processed until a new corrected timesheet or invoice has been submitted to PPL. This policy includes any and all error(s) listed on a timesheet or invoice.

Reminders for Submission of Timesheets:

1. Follow the IDD Payroll Schedule to ensure timely submission of timesheets and invoices. The payroll schedule can be downloaded from our website www.PPLFirst.com.
2. Monitor timesheet and invoice submission after approval to ensure timely payment. View and follow submissions using our BetterOnline web portal <https://fms.publicpartnerships.com/PPLPortal/login.aspx>, our Time4Care app, or our Customer Service line at (877) 908-1757.
3. Failure to check timesheet and invoice status using one of the methods listed above means PPL cannot guarantee regular on-time payment for the timesheet/invoice.

PPL will issue a paycheck or electronic funds transfer (direct deposit) every other Friday (two weeks after the end of the pay period) for accurately submitted timesheets.

PPL strongly encourages direct deposit to ensure timely payment. PPL cannot be responsible for delays in mail delivery.

Timesheet Deadlines:

Timesheets must be received by PPL by 5:00 p.m. Tuesday in order to be processed for payment during the regular payroll cycle.

- Employees may submit timesheets as soon as the pay period ends.
- When calling Customer Service you will be asked to provide identifying information (i.e. first and last name, provider ID#, last 4 digits of SSN and date of birth). PPL recommends calling from the phone number associated to you in our Web Portal. Changes to contact numbers can be made by speaking with Customer Service or you PPL Resource Consultant.

Timesheets and invoices that are submitted on time according to the payroll schedule deadline gives PPL adequate time to process timesheets for payment, and to research and assist you and /or the employer with any timesheet or invoice errors.

You and your employer have the option to verify that your timesheet(s) and/ or invoice(s) have been received. An automated system provides the current status of an employee's timesheet (Example: good to pay, paid, pending, or denied).

The automated verification system will provide you with information quickly without having to wait for a customer service representative. Feel free to call 24 hrs a day, 7 days a week. If you have additional questions after receiving the automated timesheet information you may connect automatically with a customer service representative during normal business hours (Monday – Friday 9:00 a.m. to 6:00 p.m. EST).

If you have additional questions please ask your employer, the PPL Resource Consultant or PPL Customer Service at (877) 908-1757.

¹Adapted from: <http://apd.myflorida.com/zero-tolerance/common-signs/>

West Virginia Personal Options Intellectual/Developmental Disabilities (IDD) Waiver Program Employment Training Verification

All Personal Options employees must complete all the following training areas before providing services for payment. Training resources can be made available through your employer.

- Adult (or child, if applicable) Cardiopulmonary Resuscitation (CPR) and First Aid: A copy of the CPR and First Aid cards must be submitted to Public Partnerships LLC (PPL) and must be maintained current as defined by the terms of the certifying agency.
 - CPR and First Aid: Must be provided by a certified trainer from an approved vendor, see BMS website for full list. Skills must be demonstrated in person. Online (only) instruction may be permissible during an active Public Health Emergency. PPL cannot accept certifications from unapproved providers. Contact your Resource Consultant if you have any questions.
- Infectious Disease Control Training
- Adult Abuse, Neglect, and Exploitation: Must include recognition and documentation requirements.
- Emergency Procedures: e.g., crisis intervention and restraints.
- Emergency Care: e.g., emergency worker back-up plan and disaster plan.
- Member-Specific Training: including special needs, health, and behavioral health needs.
- Direct Care Ethics Training: Qualified Support Worker ethics training.

Note: Employment training verification will not be considered complete until you have provided PPL with proof of current CPR and First Aid certification and ensure that your Criminal Background Check eligibility with WV Cares is current.

Do you bill for Transportation services? Yes No

Important: Personal Options employees that provide transportation services must submit a copy of the following information:

- Valid driver's license
- Valid vehicle registration/license
- Proof of vehicle insurance
- Proof of vehicle inspection as required by state law (picture of front and back)

Verification of Training

By signing below, the participant (or their representative) and the employee acknowledge the training requirements and confirm that the training topics required for providing paid services have been completed.

 Participant Name

 Participant or Program Representative
 Signature

 Date

 Employee Name

 Employee Signature

 Date