

Welcome to Pikes Peak Respite Services (PPRS)

Thank you for joining our team — we're excited to have you on board! At PPRS, we value the support you provide to individuals and families, and we're here to make sure you have the tools and guidance you need to succeed.

Please take a few minutes to read through this short guide. It covers everything you need to know about how to properly enter your shifts, use the Sirius Care app, and meet our documentation standards. Understanding these requirements is essential for accurate, timely submissions and successful service delivery.

We're glad you're here — let's get started!

POLICIES & PROCEDURES OVERVIEW

Code of Conduct & Compliance

- PPRS follows all federal/state regulations, especially around/regarding fraud prevention and reporting.
- **False Claims Act** violations include billing for unperformed services or falsifying notes.
- Providers are protected as **whistleblowers** when reporting wrongdoing in good faith.

Emergency Procedures

- *****Emergency Control Procedures**
Restraints are only permitted as a last resort when all other options have failed and the client's safety is at immediate risk. PPRS does not

support the use of restraints unless absolutely necessary to prevent harm.

- **Emergency preparedness:** Know evacuation routes, emergency contacts, and how to respond to fire, flood, or medical emergencies.
- Maintain certification in **CPR and First Aid**.

Incident Reporting

- **Must be reported within 24 hours** to PPRS and/or the Case Management Agency (CMA).
- Includes injuries, abuse/neglect allegations, hospital visits, and other serious events.
- Here is a link to the Incident Report Paperwork:
<https://forms.office.com/pages/responsepage.aspx?id=i1x4YXAV60qSJR1Cd39IZn2iedhRgT5Mob9oXyYu8hJUM0ZSNk5PSVZPRzk0Mk1PN0VTU00wSTIKUC4u&route=shorturl>

Infection Control

- Practice **universal precautions** and proper hand hygiene.
- Use PPE when needed; follow sanitation protocols for spills and bodily fluids.

How to Use the Sirius Care App

Step 1: Download and Open the App

- Go to the App Store or Google Play.
- Search for **Sirius Care**.

- Tap **Install**, then **Open**.

Step 2: Get Set Up

1. Tap **Next** on the first two screens.
2. Type in your **email** and **password** (same one you used for D.O.R.Y).
3. Type **PPRS** in the **Agency Name** box.
4. Tap **Sign In**.

If it says **Access Denied**, ask Annetta or Tiffany for help.

Step 3: Turn On Location

- When the app asks to use your location, tap "**Allow while using the app.**"
(We need this to log your shifts.)

Step 4: Finish Your Profile

1. Fill in your name, address, and phone.
2. Type your Social Security Number (SSN).
3. Tap **Save**.
4. You can add a photo too if you want.

Important

- Submit shifts **in real time** unless you're a **Parent Provider** (then within **48 hours**).
- You **cannot enter shifts retroactively** after the deadline.
- Missed/rejected shifts must be fixed ASAP to ensure pay.
- You cannot make a shift correction on/through the app. You are only able to do this via the web browser. Here is a link to the site:

<https://pprs.siriuscare.net/>

3 VISIT NOTE STANDARDS



Legal & Required

- Visit Notes are **legal documents** and **must** be complete for every shift.  **Quick Guide: Updated Visit Note Layout**

- **1. End Your Shift**

- Go to **Care Provider > Shifts and Trainings > Ongoing Shifts**
- Click **End Shift** next to the client.
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- **2. Set Date & Time**

- Use dropdowns to select **In/Out Date & Time**.

- **3. Select Goals & Tasks**

- Expand each goal to check off specific **tasks** you worked on.
- Only select items you **actively addressed** during the shift.

- **4. Document Participant Response**

- Choose relevant behaviors/outcomes (e.g., “Initiated conversation”).
- Reflects how the PRS responded or progressed.

- **5. Summary of Staff Support (Required)**

- Type how you supported the PRS (e.g., prompted, modeled, assisted).

- This box is now **mandatory**.

- **6. Choose Location**

- Pick one: Client's Home, Provider's Home, or Community.
- *Certain services (CC, CCLRP, SCC) must occur in the community.*

- **7. Optional Observations**

- **Incident:** Describe any event needing an Incident Report.
- **Medications:** Only in emergencies—call 911 first, then document.
- **Behaviors:** Note unusual behavior, what led to it, and how it was managed.

- **8. Submit**

- Click **End Shift** to submit your visit note.

 Avoid:

- Repeating identical notes.
- Subjective language (e.g., “he seemed angry”).
- Omitting time-relevant or outcome-based details.

 PROVIDER RESOURCES & RESPONSIBILITIES

 Common Services:

- **Goal-Based Services:** Mentorship, SCC, CC, Homemaker Enhanced
- **Non-Goal-Based Services:** Respite, Personal Care, Homemaker Basic

Responsibilities:

- Know which services you're authorized to provide (see eligibility chart).
- Submit accurate visit notes and shift times.
- Understand your weekly hour limits (e.g., 40 hrs max for Full-Time).
- Track and respect your clients' service plans and expiration dates.

Pay Cycle:

- Shifts are grouped by bi-weekly periods.
- All shifts must be approved by **Sunday at 11:59 PM** for the current pay period.
- Rejected shifts can be corrected until **Tuesday at 9:00 AM**.

Shift Rejections:

Common issues include:

- Missing or vague visit notes
- Wrong service selection
- Incorrect times (e.g., 11AM–11AM)

Fix these by following the steps above with the web browser or emailing corrections to **helpdesk@pikespeakrespiteservices.com**.

If Admin Enters a Shift on Your Behalf

You'll receive an automated email to **review the entry**.

If anything looks incorrect, email **pprs.submission@gmail.com** directly.

 *Replies to the automated message are not monitored.*

If you have any questions after reviewing this guide, please don't hesitate to reach out — we're here to help!

Thank you again for being part of the PPRS team. We appreciate the important work you do every day to support individuals and families in our community.

Have a great day, and welcome aboard!