

Dear Home Provider:

Welcome to Green Mountain Support Services, here is a packet to get you started. If you have any questions or concerns, please talk with your Service Coordinator.

Included in your folder is:

- **Physical Exam Record:** This form must be completed and submitted to Green Mountain Support Services (GMSS) after the client's yearly physical exam has occurred.
- **Residential Attendance Sheets:** This form must be completed and submitted to GMSS at the end of each month.
- **Data Sheets/Monthly Calendars:** Used to record and reflect ISA goals and progress on a monthly basis. Your Service Coordinator will direct you as to what type of data collection mechanism he/she will expect you to utilize.
- **Physician Visit Forms:** Any time a client sees a doctor, this form is to be completed at the doctor's office at the time of the visit and submitted immediately to your Service Coordinator.
- **Medication Charts:** All medications including all over the counter drugs must be recorded on a daily basis. Medications need to be documented as they are given (not at the end of the day, week or month). Please use blue ink when filling out med sheets and do not use white out. Keep in mind these are legal documents and they are reviewed by the State of Vermont Quality Review team.
- **Dental Exam:** Have the dentist's office fill out a 6-month visit for when the client is seen by a dentist. Submit the completed form to your Service Coordinator.
- **Medication Error Incident Report:** To be used if an error in medication occurs and must be given to Service Coordinator.
- **Record of Income & Expenditure:** Must be filled out monthly. Return to Service Coordinator at the end of each month.
- **Packet for Background Checks:** Anyone residing within your home is required to have a background check. It is your responsibility to send completed forms to ARIS Solutions PO Box 4409, White River Junction, VT 05001
- **Incident Reporting:** Incident Reports must be filled out submitted immediately once an incident has occurred and the situation is stable. All Critical Incidents must be reported immediately to your SAS Service Coordinator or the on-call person. All non-critical incidents must be written and submitted to your Service Coordinator within 24 hours.

Included in this packet are the guidelines for critical incident reporting. It is your responsibility to read and be familiar with the state regulations around incident reporting.

- **Mandating Reporting:** Any action by paid staff/provider or worker must be reported when the action is toward a person receiving services or in the presence of a person receiving services. Worker means a person who volunteers (including those paid a stipend or expense reimbursement) or a person employed or contracted by an organization that operates programs or administers services paid with state funding(including contracted home providers, shared

living providers, developmental home providers, foster care providers) or by a surrogate, family member or person who receives services.

- **Confidentiality:** All employees and contractors are expected to be professional and maintain confidentiality at all times, whether dealing with actual records, projects, or conversations. It is the policy of Green Mountain Support Services, Inc. that all consumer information is confidential and will not be discussed outside the agency or with unauthorized personnel. This policy prohibits consumer information from being accessed, disclosed or released. Consultation and supervision for a manager should be sought in all situations where confidentiality is a concern. Any breach of confidentiality, or suspected breach of confidentiality, must be reported to a Director immediately. This information reiterates the policy statement signed at the time of hire. Violations of this policy may result in disciplinary action up to and including termination.
- **HIPAA:** HIPAA is a federal law designed to protect individual private medical information, insurance portability and accountability. We have enclosed a hand-book written specifically for behavioral health staff.
- **ARIS:** ARIS is our business office and GMSS contracts with them to manage and implement our finances i.e. budget monitoring, accounts payable/receivables, payroll, benefits, insurance, contracts, etc. Under the ARIS umbrella are two separate entities:
 - o ARIS Agency – Is responsible for accounts payables/receivables, employee payroll, benefits etc.
 - o ARIS ISO – Because the Home Provider is a contractor with GMSS, the Home Provider then becomes the employer for their respite and personal care workers (your employees). The ISO manages these budgets and ensure that the respite and personal care workers are paid.
- **Respite:** If the individual in your home has a respite budget, you as a Home Provider will be the employer for your respite employees. Please remember you as the employer are responsible for the conduct of your employee. As the Home Provider it is your responsibility to contact ARIS ISO and ask for the respite packet and other relevant paperwork necessary to get signed up to utilize this budget. If you have questions, please call Maryann Willson (Respite Coordinator) at ARIS ISO. It is highly recommended that you call Maryann and introduce yourself to her. The toll-free number is 800-798-1658. You may also download and access many forms on the ISO website. The address is www.arissolutions.org. All respite questions should be directed to the ISO @ ARIS. Please ask for the ISO when you call ARIS regarding respite issues or questions.
- **ON-CALL:** As you will see in the packet there is an on call magnet. GMSS has a well developed on-call system that ensures 24x7 supports. The on-call staff is very knowledgeable, skilled and well trained to respond and direct you should during an emergency or crisis. We request that you use the on-call system do not call your Service Coordinator at home or on personal cell phones. Some examples of emergencies are client hospitalizations, arrests, elopements (client runs away), Home Provider emergencies (family crisis of any kind), etc. Medical or behavioral incidents that have drawn the attention of the general public may also qualify as a necessary call to the on-call staff. In any case, if in doubt-report it out by paging our on-call.
- **EAP:** Employee & Family Assistance Program. Confidential resource assistance for you and your family.