



Wildwood

Respect. Integrity. Creativity. Holism.

**2024 SELF-DIRECTION
ADMINISTRATIVE
HANDBOOK**

Last updated 12/19/2023

Table of Contents

Overview of the Self-Direction Program.....	3
Self-Direction Participant Guidelines & Responsibilities	4
Self-Direction Reimbursement Process	6
Self-Direction Participant Staffing Responsibilities	8
Self-Directed Participant Staffing and Payroll	10
Self-Direction Overtime and Holiday Policy.....	11
Staff Roles and Responsibilities	14

Overview of the Self-Direction Program

Self-Direction is a Medicaid funded program offered through New York State's Office for People with Developmental Disabilities (OPWDD) Home and Community Based Services Waiver. The service is provided to OPWDD eligible Individuals who reside independently, with family members in the community, or in Residential Opportunities.

Self-Direction is a program that allows the Individual to determine the priorities and focus of their programming. Self-Direction is a goal-oriented program that assists Individuals with developmental disabilities to live their life in the way they envision it to be. The program allows Individuals to work on specific, person-centered goals to assist them to learn new skills and become active members in their community.

In order to provide quality services to all Individuals served in this program, accurate and concise documentation is required to show the progress and challenges each Individual faces with their specific goals. Strong documentation is also crucial to the success of the Self-Directed program both in helping to adapt appropriate goals and services for each Individual and in maintaining proof of the delivery of Medicaid funded services.

Self-Direction Participant Guidelines & Responsibilities

1. The Self-Direction Participant and the Fiscal Intermediary (FI) are co-employers of the Self-Hired Staff. This includes the hiring and terminating of any Self-Hired Staff, with guidance provided by Wildwood. Wildwood will aid, as needed, in support with resolving conflict with Staff up to and including termination of Self-Hired Staffs. Wildwood reserves the right to terminate any Staff failing to adhere to OPWDD and/or Wildwood policy. All Staff must be cleared through Wildwood and state agencies background check requirements.
2. A Self-Direction Participant is responsible for reviewing, ensuring accuracy, and signing each of their workers' reimbursement requests and daily documentation. Please note, worked hours will be paid regardless of being signed off on by the Participant, though Staff reimbursements do need approval by the Participant to be processed. All documentation can be reviewed in Precision Care. Participant should review each document and ensure the following:
 - a. The Self-Hired Staff has entered accurate information about the services and supports provided on the appropriate date
 - b. The Self-Hired Staff has documented for the dates on which they provided supports and services, within one day of completion of their visit
3. Self-Direction Participants should submit any reimbursements personally incurred that are related to the budget or the services covered by the budget, ensuring it is documented on the appropriate aspect of the budget in Precision Care (see *Reimbursement Processing Guide*).
4. Ensure that all required documentation (including but not limited to, Self-Hired Staff's time and Daily Documentation, Reimbursements and Mileage, and any other documentation required) is signed by Participant, or their designee, and by the Self-Hired Staff as needed and submitted no later than 60-days following the date of service. This timeliness ensures and satisfies Medicaid compliance guidelines.
5. Review the Monthly Expenditure Report to ensure accuracy and maintenance of the Self-Directed budget. If an Individual goes over within a category they may not be reimbursed until an amendment has been approved by OPWDD allocating additional funds to that area of the budget.
6. Keep all relevant parties apprised of any changes in Medicaid status as it pertains to the budget. This may include lapses in Medicaid or changes in Medicaid that may include supplemental plans, as not all supplemental plans support HCBS Medicaid waiver services (i.e. Self-Direction). Also notify Wildwood of any changes in contact information such as address, phone number, and e-mail, or any other preferred method of contact.
7. Meet with the Circle of Supports a minimum of twice per year to review the Self-Directed budget to ensure accuracy and discuss any support, or additional services, that may be necessary or desired. Circle of Support (COS) meetings are required a minimum of two times within the Individual's Brokerage year.

8. The Self-Directed Participant should immediately notify the Care Manager and the Fiscal Intermediary (FI) Agency (Wildwood), if the Participant experiences any “reportable incidents” such as abuse, neglect, or injury.
9. The Self-Directed Participant should feel comfortable addressing any and all concerns as they apply to Wildwood or Staffing immediately with the appropriate parties. Wildwood is committed to ensuring the Self-Directed Participant is satisfied with the support and services offered to them through the agency. Upon recognition of any issue or concern with a Self-Hired Staff, the Self-Directed Participant should contact the FI immediately. The FI and Participant will work together to resolve the issue with the Self-Hired Staff to the Participant's satisfaction.
10. The Self-Directed Participant should feel comfortable addressing any and all Self-Hired Staff concerns with the FI at any time that they may arise. This will enable the FI and Participant to work together to resolve any issues with the Self-Hired Staff to the Self-Directed Participant’s satisfaction.
11. If, at any time, the Self-Directed Participant is wishing to change FI agencies, the Care Manager, DDRO liaison, and the FI should be notified by Participant in writing using the Self-Directed Termination Form.
12. Self-Hired Staff are only permitted to work with the Individual they have been hired to support. The other members of the Individual’s family should never ask, or expect, the Staff to do any task not associated with the Individual or the goals of the Individual’s Staff Action Plan, if working Community Habilitation or Supported Employment. For Respite, Staff are only responsible for the Individual they are supporting and their health and safety needs.

Self-Direction Reimbursement Process

1. It shall be necessary, in most instances, for the Self-Directed Participant to pay out of pocket for any expenses incurred by them (except those related to Staff payroll and Staff reimbursement of mileage and activity fees) and then submit receipts for reimbursement to the FI agency. In the instance of larger reimbursements, or recurring payments, please reach out to the FI for guidance. For a list of providers who offer direct billing, the Participant should contact their Self-Direction Coordinator. Please note, if the Individual's budget does not have enough funds to cover to the direct billing amounts the Individual will be responsible in paying the provider directly until a budget amendment has been completed adding more funds to the category that has been expended.
2. Wildwood is unable to reimburse any expense over 60-days from the time the service/item was received by the Individual. All reimbursements must be submitted within 60-days of the date of service, reimbursements submitted over 60-days will not be processed.
3. Wildwood will provide the Self-Directed Participant with training regarding Precision Care software for the purpose of entering reimbursements and mileage. This may include in-person training or virtual training via Google Meet, and with supplemental materials provided such as instructional videos and the Precision Care manual which contains screenshots.
4. The reimbursement submitted must be for a program or service expressly stated in the approved Self-Directed budget, and must follow the guidance provided by OPWDD and Medicaid for reimbursable expenses (see *Reimbursement Guide*).
5. Reimbursements submitted by the Individual that do not have the necessary documentation will be kicked back for additional information and will be required to be submitted next processing period. Your Self-Direction Coordinator will review the documentation of all the Participant's Self-Directed services and supports to ensure that they are keeping with Medicaid compliance, and will work with the Participant to correct any issues.
6. Once the allocated funds are used the Individual or Self-Hired Staff will no longer be reimbursed until the new budget year or a budget amendment is approved adding funding to the expended category.
7. Wildwood will send a monthly expenditure report to the Self-Directed Participant. The report will be for the previous month's expenditures so that the Self-Directed Participant and their Circle of Support may manage the Self-Directed budget. Please review carefully to ensure that spending is within the budget limitations and if any changes or issues arise please address with the appropriate party immediately.
8. When processing reimbursements an expense is allocated against a budget when the expense has been paid out by the FI. For example, the day that reimbursements are processed, is the day the expense will come off the budget, regardless of date of service. The exceptions to this are Staffing and Brokerage which come out of the budget on the date of service delivery.

9. The month prior to a budget renewing, ensure that all reimbursements are submitted by the 15th of that month in order to have them come off that budget. If they are not submitted by the 15th of the month, they may not be allocated to that budget year.
10. Reimbursements are processed biweekly on Mondays unless otherwise specified. Please see *2024 Reimbursement Dates* document for reference.

Please see Reimbursement Processing Guide for details on reimbursement requirements.

Self-Direction Participant Staffing Responsibilities

1. Wildwood is the Employer of Record and the Self-Direction Participant is the supervising/managing employer.
2. The hiring and, if necessary, termination of the Self-Hired Staff to fulfill the needs of the Self-Directed program is the responsibility of the Participant and/or their advocate(s). Wildwood may provide assistance with advice for finding and interviewing Staff, if needed, as represented by budget allocation for such services. The Support Broker may also choose to assist with finding Staff.
3. Wildwood will also provide the Participant with a Wildwood Employee Handbook. As Wildwood is the Employer of Record the handbook will be a guide to the policies and procedures that the Self-Hired Staff would be expected to adhere to. The Self-Directed Participant will follow Wildwood policies regarding hiring, training, compensating, and terminating Self-Hired Staff.
4. After a Self-Hired Staff is hired by a Self-Directed Participant, Wildwood will provide them guidance regarding Federal and State tax and labor laws as well as Internal Revenue Service regulations relating to the employment of Self-Hired Staffs.
5. Wildwood will complete all necessary employer functions related to background checks, payroll, taxes and withholdings for the Self-Hired Staff. Wildwood will distribute wage and tax statements and any other required forms to Staff as well.
6. Wildwood will help train the Self-Hired Staff in accordance with OPWDD requirements and the provisions of the Self-Directed Service Plans and Budget. All Self-Hired Staff must be trained in the necessary safeguards for the Participant and in OPWDD's Incident Reporting protocol.
7. Wildwood will refrain from providing guidance in any dispute between Self-Directed Participant and Self-Hired Staff unless all parties are present.
8. If it becomes necessary for a Self-Hired Staff to be terminated, Wildwood will provide guidance following the appropriate Labor Law procedures and assist as needed. It is the responsibility of the Self-Directed Participant to terminate the Self-Hired Staff.
9. Wildwood reserves the right to terminate any Self-Hired Staff found misusing Medicaid funds or making fraudulent claims in their documentation. The Individual and advocate will be notified at any time there is a concern. If a Self-Hired Staff violates any Policy or Procedure set forth by Wildwood they will be subject to Disciplinary Action up to and including termination. Wildwood reserves the right to terminate any Staff failing to adhere to OPWDD and/or Wildwood policy.
10. Families/Individuals establish the work schedule for the Self-Directed employees. Any employee working 29 hours or less per week is considered Per Diem and is not benefit-eligible; they will be at a 23% employee fringe rate in the Self-Direction budget. Any employee working 30-40 hours per week is considered Full-Time and is benefit-eligible; they

will be at a 46% fringe rate in the Self-Direction budget (for single insurance coverage, this increases as partners or dependents are added)

11. Per diem Staff may not work over 29 hours per week without prior approval from their Staffing Coordinator. No Staff can work more than 40 hours per week without prior approval from their Staffing Coordinator, and Respite Staff can never exceed 40 hours per week due to the Medicaid rate caps for the service.
12. At no point can a Staff person watch any other children or Individuals while working, including their own children. A Staff's responsibility is only to the Individual they are working with. If the Individual and Staff are meeting anyone in the community, the person they are meeting must be of legal age (18+) and capable of maintaining their own safety within the community, or they must be accompanied by another adult. Any children must be with another adult. At no time may Staff be responsible for other Individuals.
13. Staff are not able to bring Individuals to their personal homes to work on goals and/or supports without written approval from the Director of Self-Direction services. This would only be allowed under short-term and extenuating circumstances.
14. Staff are prohibited in completing personal errands, including, but not limited to shopping for Staff needs, taking care of their own children, or choosing/doing activities unrelated to the Individuals goals and interests.
15. In the Self-Directed program the hours in an Individual's budget are limited. Once the allocated hours are used the employee will no longer be able to complete additional hours, unless otherwise stated in the Individual's budget. Self-Hired Staff are strongly encouraged to create consistent hours each week and to adhere to this schedule as much as possible.
16. Services cannot be delivered while the Individual is being seen by a medical provider such as at an Urgent Care or ER, hospitalized, or in a nursing home or rehabilitative facility. Visits can be completed on the day of admission or discharge from these settings, as long as the services provided are not in the facility they were admitted to/discharged from. The only exception to this is if the adult Individual has a goal in their Staff Action Plan stating that they require support of their Staff at medical appointments, and the Staff must accompany them into the room to provide the necessary supports such as advocacy, note taking, understanding the information provided, etc. under a limited capacity. For further information regarding the exceptions please reach out to your Self-Direction Coordinator.
17. Individuals who reside in a certified residential setting are required to begin visits with their Self-Directed Community Habilitation Staff prior to 3pm and are not allowed to work with their Self-Hired Staff on the weekends. If the Individual resides in a certified residential setting, their Self-Hired Staff cannot work with them for more than 6 hours per day.
18. Staff are not permitted to work with an Individual when they are meant to be in school. If the Individual is homeschooled or being provided remote schooling Staff cannot work during the time they are being homeschooled or during remote learning. The family is required to provide homeschooling and/or remote schooling schedules in order for Staff to work during day hours.

Self-Directed Participant Staffing and Payroll

1. Self-Hired Staff's schedules are the responsibility of the Self-Directed Participant. The Self-Hired Staff should be provided schedule expectations based upon the needs of the Participant and their budget.
2. A Self-Hired Staff is expected to contact the Self-Directed Participant if there is a need for them to call out for a shift. It is the responsibility of the Self-Directed Participant to reschedule the shift or to contact other workers, if they have more than one, to find coverage for workers calling out.
3. The Self-Directed Participant is responsible for reviewing and signing Self-Hired Staff daily documentation and verifying that the times and activities recorded are correct in Precision Care. *Please note, Staff will be paid regardless of their hours being reviewed and signed-off on by Participants, but review is still strongly encouraged.*
4. Payroll is processed on a biweekly basis on Mondays (unless otherwise indicated due to holidays) and Staff are paid biweekly on Fridays (see *2024 Payroll Schedule* document).
5. If the Participant's Self-Direction budget allows for Staff Activity Fees and/or Mileage Reimbursement, Staff are responsible for entering this information into Precision Care. Reimbursements must be goal-related and documentation for the shift must reflect specifically any locations for mileage or activity reimbursement. *Participants must review and approve all Staff reimbursement requests before they will be processed.* Staff reimbursements will be included in their next paycheck after they have been processed.
6. It is to be noted by all involved parties that any falsification of timesheets or daily documentation sheets knowingly by a Staff person or Participant is fraudulent. Billing Medicaid for a service that was not provided is considered to be Medicaid fraud and is punishable by law.
7. The following definitions have been established in order to standardize terminology and provide common understanding in the references for employees:
 - a. Employee/Self-Hired Staff: A person who receives wages or salaries in exchange for duties performed
 - b. Full-Time Employee/Staff: Employees who work 30-40 hours per week and who maintain continuous full-time employment status in a position designed to be, and funded as, a full-time position
 - c. Per Diem Employee/Staff: Employees who work less than 30 hours per week on a regular or as-needed basis and who maintain continuous per diem status.

Self-Direction Overtime and Holiday Policy

Overtime Pay

When non-exempt employees' actual hours *worked* exceed 40 hours in a work week, employees will be compensated the hours over 40 at an overtime rate of 1.5 times their normal hourly rate. Hours not worked (i.e., holidays or sick time used within a payroll period) do not count towards the 40-work hour basis for overtime eligibility.

It is the policy of Wildwood Programs to limit the amount of overtime that any Individual Staff should work in any one week to 20 hours. This includes the Self-Direction program and Self-Hired Staff. The State caps the reimbursement rate of hours allowed to be worked by a Staff in a 7-day work week to 60 hours; and no more than 13 days in succession.

There is no question that in order to do our jobs properly, Staff must be reasonably rested. Since the care and safety of the Individuals we support is our primary concern, we believe that any work in excess of these parameters could result in Staff not being able to perform their job in a satisfactory manner. When that occurs, the Individuals in the care of Wildwood and its Staff could be placed in jeopardy.

In the case of Self-Direction, overtime is not factored into the budget and cannot be afforded as a rule. Frequent and consistent overtime depletes the Individual budget quickly and substantially. Alternative methods should be used if there is the option in the budget, such as Family Reimbursed Respite.

Per Diem Self-Direction Staff must stay under 30 hours per week, if they need to work over 30 hours per week they must alert their Staffing Coordinator to ensure that the excess hours fit within the Individual's budgeted time for Self-Hired Staffing. Per Diem Staff cannot regularly work 30+ hours per week otherwise they would need to be changed to Full-Time status which would require the Staff fringe rate in the budget to be increased.

Full-Time Self-Direction Staff must work 30+ hours per week to maintain their Full-Time benefitted status. If they cannot work 30 hours in a week, they must use accrued time (vacation, personal, floating holiday, or sick time) to bring hours up to Full-Time for the pay week.

Please note – Respite Staff can **never exceed 40 hours in a week due to the reimbursement rate from the state being too low to afford overtime rate of pay. **If Community Habilitation staff make more than \$21/hour they cannot work any hours over 40 as their overtime rate + fringe would exceed the reimbursement rate from Medicaid, thus the budget would not pay the full amount.***

Holidays & Holiday Pay

Only Full-Time employees are eligible for holiday pay. Employees who terminate the day before or after a holiday are not paid for the holiday.

Full-Time employees may not schedule a designated holiday as a workday without prior authorization of their Staffing Coordinator. Per Diem employees who are not eligible for holiday pay will receive their regular rate of pay if scheduled to work on a holiday.

If a Full-time Self-Hired Staff works any hours on an agency holiday, they are paid for the holiday (up to 8 hours) and receive their regular rate for hours worked. This is not sustainable and often exceeds reimbursement rates from the state for services, therefore Full-Time Staff should not work a holiday unless circumstances are extenuating and prior approval is given.

Holidays (Full-Time Employees are paid)

The following days are observed as holidays by the Agency**:

New Year's Day

Martin Luther King, Jr. Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Veterans Day

Thanksgiving

Day after Thanksgiving/Native American Heritage Day

Christmas Eve Day

Christmas

Floating Holiday*

*May be applied to any day of significance for the employee with 30 days' notice. Must be used by the end of the year, no carryover.

**If a holiday falls on a weekend, FT employees who regularly work Monday-Friday observe the holiday on the corresponding Friday or Monday. FT employees who work weekends can choose if they would like to have their paid holiday on the actual holiday, or on the observed day. This counts as a work day and toward the maximum 40-hour workweek.

Self-Hired Staff Expectations for Abuse/Neglect Situations

The safety of the person(s) receiving services is always the primary consideration of any Self-Hired Staff. If an incident of abuse is observed, the Self-Hired Staff will take whatever measures deemed reasonable and prudent to ensure the protection of a person(s) receiving services from further harm, injury, or abuse without putting themselves in a dangerous situation. The Self-Hired Staff will also be responsible to ensure the Individual is provided prompt treatment or care as soon as safely possible.

If the observed situation puts either the Individual being supported or the Self-Directed Staff in grave danger, 911 should be contacted immediately whenever possible. As soon as the situation is safe, and the Individual and Staff are clear of danger, the family of the Individual and a representative of Wildwood must be contacted. All incidents are required to be reported immediately but no later than 24-hours after an incident is observed or discovered.

During business hours the Self-Direction Coordinator should be contacted. After 4:30pm and before 8:30am on weekdays, or anytime on weekends or holidays, the Community Services On-Call Administrator needs to be notified at (518) 640-1178.

When appropriate, any Staff member or contractor alleged to have abused a person who is disabled should be removed from serving such persons in the future until such time as the allegation of abuse has been cleared; or, if confirmed, corrective actions have been implemented, including providing or securing counseling and training for the abuser.

If the person who is alleged to have abused an Individual is a Self-Hired Staff for Physical or Sexual Abuse they will be:

- Placed on immediate suspension from their agency responsibilities until completion of the investigation.
- For situations involving all other Allegations the Staff may be retrained, provided increased supervision, put on investigative leave, or other protective measures.
- If circumstances are such that the person alleged to have abused an Individual is unable to be immediately suspended from their agency responsibilities, the person will be put under close supervision with limited responsibilities, not to include direct Individual contact, until which time the person can be relieved of all responsibilities.
- When those providing non-certified services in non-certified settings report untoward events, the groundwork is laid for monitoring the situation so as to protect the Individual, to the extent possible, from other events that could be avoided had there been appropriate intervention or assistance if a pattern had evidenced itself. It would also be prudent to note other situations that are not as egregious for the same reason.

Staff Roles and Responsibilities

1. For Participants who are Self-Hiring their Staff, Wildwood acts as “Employer of Record” which means that Wildwood handles background checks, training, payroll, tax documents, and benefits for Staff as well as ensuring that they are maintaining all regulatory aspects of their position. All Self-Hired Staff have a Staffing Coordinator at Wildwood who is their main point of contact and acts as their Supervisor at Wildwood in conjunction with the Participant. The Participant chooses who they want to hire, the hourly rate of pay, the scheduling, and assistance with oversight of Staff when it comes to regulatory components if there are issues reported by the Staffing Coordinator.
2. Self-Hired Staff through Self-Direction may be hired for the following positions:
 - **RESPIRE** - This position requires only clocking in/out of Precision Care under the “Attendance” area, in real time. Your job is to give a person’s caregivers a break. Your role is to be sure the Individual is safe and has fun!
 - **COMMUNITY HABILITATION** - This is a goal-based service so you must be working on goals from the person’s Community Habilitation Staff Action Plan throughout the duration of your shift. You clock in/out in Precision Care under “Service Documentation” in real time, and then complete documentation of goals in the same area within one day of service delivery.
 - **SUPPORTED EMPLOYMENT** - This is a goal-based service so you must be working on goals from the person’s Supported Employment Staff Action Plan throughout the duration of your shift. You clock in/out in Precision Care under “Service Documentation” in real time, and then complete documentation of goals in the same area within one day of service delivery.
3. Staff expectations are reviewed with all Staff when they are trained by their Staffing Coordinator, and are as follows:
 - All Staff must clock in/out of Precision Care in real time before and after each shift. Medicaid requires Electronic Visit Verification (EVV) which dictates real-time capturing of work hours.
 - For training hours, Staff must clock in and out of Paycom when completing any trainings (in person, with their Staffing Coordinator, or via Relias).
 - If there are any issues with Precision Care, documentation questions, or incidents to report between the hours of 8:30am-4:30pm Monday-Friday, Staff must reach out to their Staffing Coordinator. If there are issues after hours, Staff must contact the Community Services On-Call phone at (518) 640-1178.
 - For Community Habilitation or Supported Employment, Staff will complete notes within 1-day of service delivery. For best practice and where possible, Staff will complete notes with the Individual they work with before clocking out. *Wildwood cannot bill for services documented late which means the Self-Direction Participant’s budget is not paying Staff at that point, Wildwood is, which is not sustainable.*

- Staff will utilize Wildwood email for all email communication. The Wildwood account information is used to access all programs associated with their employment (i.e. Precision Care, Paycom, Relias, email).
 - Staff will not share HIPAA protected information over text message.
 - Staff will complete all required trainings in Relias throughout the year. Reminders are sent to Wildwood email throughout the month trainings are due.
 - Staff will respond to communication from Wildwood in a timely manner. Communication will likely be in regard to payroll, shift documentation, or trainings. It is **required** that Staff keep in contact with Wildwood regarding the regulatory aspects of their employment, such as documentation.
 - Staff may not transport anyone else in their vehicle while working, nor may they run personal errands or bring the Individual they work with to their personal home. Staff will provide 1:1 services, unless otherwise specified by the Self-Direction plan, and may not provide care to others while with the Individual they are hired to work with.
 - Failure to comply with EVV regulations, documentation requirements, and OPWDD required trainings will result in disciplinary action.
4. Out-of-state trips are required to be reviewed and approved prior to submission of reimbursements as there are additional regulatory requirements from OPWDD and Medicaid for such occurrences. We strongly encourage Individuals and Staff to reach out to the SD Coordinator ahead of traveling out of state as we may not be able to approve reimbursements until all regulatory requirements for out-of-state travel have been met. Wildwood must have an out-of-state form on file, renewed annually, to approve use of the Self-Direction budget outside of NYS and justification in the Life Plan.
 5. Parents/Individuals need to be notified if the Self-Hired Staff cannot keep a scheduled visit. The Self-Hired Staff is expected to arrive on time for the scheduled visit and is expected to return the Individual to their destination at the scheduled time. If a Self-Hired Staff is going to be late for any reason, they are expected to call and inform the Individual, parent, or family member of the delay. Self-Hired Staff will work with the Individual and/or family to determine the schedule that they work within the parameters of the Self-Direction budget.
 6. If a Self-Hired Staff cannot return an Individual to their home after a visit because there is no one home to receive them, the Self-Hired Staff is to reach out to the Individual's caregivers. If the caregivers cannot be reached the employee is expected to call their Staffing Coordinator. After 4:30pm and before 8:30am on weekdays, or anytime on weekends or holidays, the Community Services On-Call Administrator needs to be notified at (518) 640-1178.
 7. Self-Hired Staff are not allowed, under any circumstance, to administer medication (over the counter or prescription) to the Individuals they work with. NOTE: The only exception is for allergies requiring use of an Epi-Pen in event of an anaphylactic reaction. If a person requires an Epi-Pen, Staff will receive specific training through Wildwood. The Participant may provide additional tips and strategies on addressing the Individual's allergy.
 8. Self-Hired Staff are not to employ the use of any type of physical restraint or physical intervention. If an Individual is displaying serious or threatening behavioral concerns which

the Self-Hired Staff is not able to redirect, the Self-Hired Staff should contact 911 for assistance. After the situation has deescalated, the Self-Hired Staff must contact either their Staffing Coordinator (during business hours) or the Community Services On-Call (outside of business hours).

9. No Individual should be left alone in a vehicle, and Self-Hired Staff are expected to ensure that all persons, including the driver, are wearing seatbelts. Failure to follow this is considered a form of neglect. Staff may only transport the Individual in which they work with.
10. If the Individual and Staff are meeting anyone in the community, the person they are meeting must be of legal age (18+) and capable of maintaining their own safety within the community or they must be accompanied by another adult. Any children must be with another adult. At no time are Staff responsible for other Individuals.
11. Please note that falsifying hours or documentation in any way, whether by incorrectly documenting, forging signatures, or falsifying notes constitutes Medicaid Fraud and will result in immediate disciplinary action, internal investigation, potential police involvement, potential Office of Medicaid Inspector General involvement, and the possibility of being placed on the Medicaid exclusionary list.
12. If an activity is to involve swimming, the Staff must attend a pool where there is a certified lifeguard on duty at all times. If using a pool at home, a guardian for the child must be present at all times.