

### Residential Audit Worksheet /Score Sheet–for 24 hour residential supports (3153, 4157)

**This sheet is organized by topic/ process. Note: as referenced, many indicators have more than one source of information. Please refer to the Tool for more detailed information on sources, how measured, and criteria for standard met.**

(\* - information may also be collected either off-site or at the administrative review)

(★ - rate when service site is owned or leased by provider)

**Location audited:** \_\_\_\_\_ **Location owned or leased by Provider** \_\_\_\_\_

**Service Type Audited:** \_\_\_\_\_ **Number of individual audits at this location** \_\_\_\_\_

**Date of Review** \_\_\_\_\_

**General Overview:** topics in areas such as fire safety; personal safety; diet; community involvement that pertains to all individuals at the location and get rated once for the location

**Materials utilized/ sources of information:**

- Location specific documentation such as safety plans, fire drills, menus, staff logs, restraint forms
- Staff interview

	Indicators:	Rating for location- met (M) or not met (NM) or Not Rated (NR)	Comments:
☞ L2	Allegations of abuse/neglect are reported as mandated by regulation.*		
L4	Action is taken when an individual is subject to abuse or neglect.*		
L5	There is an approved safety plan in home and work locations.		
☞ L6	☞ All individuals are able to evacuate homes in 2.5 minutes with or without assistance and workplaces within a reasonable amount of time.		

L7	Fire drills are conducted as required.		
L41	Individuals are supported to follow a health diet.		
L42	Individuals are supported to engage in physical activity.		
L50	Written and oral communication about and with individuals is respectful.		
L54	Individuals have privacy when taking care of personal needs and discussing personal matters.		
L65	Restraint reports are submitted within required timelines.*		
C20	The provider has emergency back-up plans to assist individuals to plan for emergencies and/or disasters.		

**Environmental Review:** topics that pertain to the physical environment of the home such as smoke alarm system, egresses, cleanliness, and availability and storage of nutritional foods

**Materials utilized/ sources of information:**

- Environmental inspection/ location review
- Location specific documentation such as safety plans, fire drills
- Staff interview
- Individual information also utilized to inform some indicators (e.g. L16; L19)

	Indicators:	Rating for location- met (M) or std. not met (NM) or not rated (NR)	Comments;
L9	Individuals are able to utilize equipment and machinery safely.		
☞	☞ All required annual inspections have		

L11	been conducted.		
☞ L12	☞ Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.		
☞ L13	☞ Location is clean and free of rodent and/or insect infestation.		
L14	Handrails, balusters, stairs, and stairways are in good repair.		
L15	Hot water temperature tests between 110 and 130 degrees.		
L16	The location is adapted and accessible to the needs of the individuals. ★		
L17	There are two means of egress from floor at grade level. ★		
L18	All other floors above grade have one means of egress and one escape route on each floor leading to grade. ★		
L19	Bedrooms for individuals requiring hands on physical assistance to evacuate or who have mobility impairments are on a floor at grade or with a horizontal exit.		
L20	Exit doors are easily operable by hand from inside without the use of keys. ★		
L21	Electrical equipment is safely maintained.		
L22	All appliances are clean and properly maintained.		
L23	There are no locks on bedroom doors that provide access to an egress. ★		
L24	Locks on doors not providing egress can be opened by the individuals from the		

	inside and staff carry a key to open in an emergency. ★		
L25	Potentially dangerous substances are stored separately from food and are in containers that are accurately labeled.		
L26	Walkways, driveways and ramps are in good repair and clear of ice and snow.		
L27	If applicable, swimming pools are safe and secure according to policy.		
L28	Flammables are stored appropriately.		
L29	No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.		
L30	Every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing in good repair.		
L40	There is an adequate supply of nutritional foods available at all times.		
C15	Staff ( <b>Home Providers</b> ) support individuals to personalize and decorate their rooms/homes according to their tastes and preferences.		

**Medication and Healthcare Review:** individual audit methodology – auditing # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Environmental inspection/ location review –e.g. storage
- Location documentation e.g. MAP registration
- Individual specific documentation such as medications, health care record, physician's orders
- Staff interview

	Indicators:	Rating for location- met (M) or std. not met (NM)	Comments:
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		or not rated (NR)	
L44	The location where MAP certified staff is administering medication is registered by DPH.		
L45	Medications are stored in a locked container or area in which nothing except such medications are stored.		
☞ L82	☞ Medications are administered by licensed professional staff or by MAP certified staff or PCA staff for individuals unable to administer their own medications.*		
L37	Individuals receive prompt treatment for episodic health care conditions.		

	Indicators:	Initials #1- met (M) or not met (NM) or not rated(N R)	Initials #2- met (M) or not met (NM) or not rated (NR)	Initials #3- met (M) or not met (NM) or not rated (NR)	Initials #4- met (M) or not met (NM) or not rated (NR)	Comments:
	<u>CLUSTER A</u>					
L8	Emergency fact sheets are current and accurate and available on site.					
L33	Individuals receive an annual physical exam.*					
L34	Individuals receive an annual dental exam.*					
L35	Individuals receive routine preventive screenings.*					
L36	Recommended tests and appointments with specialists are made and kept.					

☞ L38	☞ Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).					
L39	Special dietary requirements are followed.					
L43	The health care record is maintained and updated as required.*					
☞ L46	☞ All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.					
L47	Individuals are supported to become self medicating when appropriate.					
L63	Medication treatment plans are in written format with required components.					
L64	Medication treatment plans are reviewed by the required groups.					

**Funds Management and Community Review:** individual audit methodology – auditing # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Environmental inspection/ location review –e.g. storage
- Location documentation e.g. calendar of community activities
- Individual specific documentation such as financial transactions information, receipts
- Staff interview
- Individual interview for certification indicators
- Observation for certification indicators

	Indicators:  <u>CLUSTER A</u>	Initials _____ #1- met (M) or not met (NM) Or not	Initials _____ #2- met (M) or not met (NM) Or not	Initials _____ #3- met (M) or std. not met (NM)	Initials _____ #4- met (M) or not met (NM) Or not	Individual and/or guardian or family interview	Comments
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		rated(N R)	rated (NR)	Or not rated (NR)	rated (NR)		
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.						
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.						
L69	Individual expenditures are documented and tracked.						
L70	Charges for care are calculated appropriately. *						
L71	Individuals are notified of their appeal rights for their charges for care.*						
C9	Staff <b>(Home Providers)</b> provide opportunities to develop and/or increase personal relationships and social contacts.					Individual Interview	
C10	Staff <b>(Home Providers)</b> support individuals to develop appropriate social skills.						
C11	Staff <b>(Home Providers)</b> support individuals to get together with families and friends when appropriate.					Individual Interview	
C12	Individuals are supported to explore, define, and express their need for intimacy.					Individual Interview	
C16	Staff <b>(Home Providers)</b> support individuals to explore their interests for cultural, social, recreational and spiritual activities.					Individual Interview	
C17	Community activities are provided and are based on the individual's preferences					Individual Interview	

	and interests.						
C18	Staff ( <b>Home Providers</b> ) assist individual to purchase personal belongings.					Individual Interview	

**Goal Accomplishment, Skill Acquisition Review:** individual audit methodology – auditing #\_\_\_\_\_

**Materials reviewed/ sources of information:**

- Location documentation e.g. process for documenting goals, household responsibilities, and skill development
- Individual specific documentation such as support strategies, Individual Support Plans, progress notes
- Staff interview
- Observation as needed

	Indicators:  <u>CLUSTER A</u>	Initials _____ #1- met (M) or not met (NM) or not rated (NR)	Initials _____ #2- met (M) or not met (NM) or not rated (NR)	Initials _____ #3- met (M) or not met (NM) or not rated (NR)	Initials _____ #4- met (M) or not met (NM) or not rated (NR)	Individual and/or guardian interview	Comments
L77	The agency assures that staff are familiar with and trained to support the unique needs of individuals.						
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.*						
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.*						
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.						
C13	Staff ( <b>Home Providers</b> ) provides support					Individual	



	for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.					Interview	
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**Human Rights, Choice, Communication and Control Review:** individual audit methodology – Audit # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Location documentation e.g. process for documenting goals and skill development
- Individual specific documentation such as support strategies, Individual Support Plans, progress notes
- Staff interview
- Individual interview
- Guardian interview
- Observation

	Indicators:  <u>CLUSTER B</u>	Initials #1- met (M) or not met (NM) or not rated (NR)	Initials #2- met (M) or not met (NM) or not rated (NR)	Initials #3- met (M) or not met (NM) or not rated (NR)	Initials #4- met (M) or not met (NM) or not rated (NR)	Individual and/or guardian or family interview	Comments
L1	Individuals and guardians are trained in how to report alleged abuse/ neglect.*						
L31	Staff understand and can communicate with individuals in their primary language and method of communicating.						
L32	Individuals receive support to understand verbal and written communication.					Individual Interview	
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if the have a concern.*					Individual and guardian or family interview	

L51	Individuals can access and keep their own possessions.						
L52	Individuals can make and receive phone calls.					Individual Interview	
L53	Individuals can visit with family and friends.					Individual and guardian or family interview	
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.						
C7	Individuals have opportunities to provide feedback on the performance of staff that support them.*					Individual Interview	
C8	There are opportunities for communication between guardians, family members, and staff on a regular and timely basis.*					Guardian or family interview	
C14	Staff ( <b>Home Providers</b> ) support individuals to make choices regarding daily household routines and schedules.					Individual Interview	
C19	The provider assists individuals to make knowledgeable decisions.					Individual Interview	

**Human Rights Review, specific indicators:** relevant to individuals with behavior intervention plans and/ or supports and health related protections – Audit # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Location information e.g. use of door alarms in place; provision for access to others
- Individual specific documentation such as behavior plans, supports/ health related protection information
- Staff interview
- Individual interview
- Guardian interview

- **Observation**

	Indicators:  <u><b>CLUSTER B</b></u>	Initials  #1- met (M) or not met (NM) or not rated (NR)	Initials  #2- met (M) or not met (NM) or not rated(N R)	Initials  #3- met (M) or not met (NM) or not rated (NR)	Initials  #4- met (M) or not met (NM) or not rated (NR)	Comments:
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.					
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.					
L57	All behavior plans are in a written plan.					
L58	All behavior plans contain the required components.					
L59	Behavior plans have received all the required reviews.					
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.					
L61	Supports and health related protections and supports are included in ISP assessments and the continued need is outlined.					
L62	Supports and health related protections are reviewed by the required groups.					

L84	Staff are trained in the correct utilization of health related protections per regulation.					
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**Competent workforce:** review of staff knowledge and training in a variety of topics such as health care, restraint usage, human rights that pertains to all individuals at the location and get rated once for the location. If there is no service location, rate once for the service. Staff/ home provider name \_\_\_\_\_ (interview one staff one per location/ service)

**Materials utilized/ sources of information:**

- Location specific documentation
- Individual specific individual e.g. identification of individuals with unique needs
- Staff training documentation
- Staff interview

	Indicators:	Rating for location-. met (M) or not met (NM) or Not Rated (NR)	Comments:
L78	Staff are trained to safely and consistently implement restrictive interventions.		
L79	Staff are trained in safe and correct administration of restraint.		
L80	Support staff are trained to recognize signs and symptoms of illness.		
L81	Support staff know what to do in a medical emergency.		
L85	The agency provides on-going supervision and staff development.*		

### Residential Audit Worksheet /Score Sheet–Individual/Home Supports (3286, 3177)

**This sheet is organized by topic/ process. Note: as referenced, many indicators have more than one source of information. Please refer to the Tool for more detailed information on sources, how measured, and criteria for standard met.**

(\* - information may also be collected either off-site or at the administrative review)

⊙- pertains when included in ISP and/or contract)

(★ - pertains when home is owned or leased by provider)

**Location audited:**\_\_\_\_\_ **Location owned or leased by Provider**\_\_\_\_\_

**Service Type Audited:**\_\_\_\_\_ **Number of individual audits at this location**\_\_\_\_\_

**Date of Review** \_\_\_\_\_

**General Overview:** topics in areas such as fire safety; personal safety; diet; community involvement that pertains to all individuals at the location and get rated once for the location

**Materials utilized/ sources of information:**

- Location specific documentation such as safety plans, fire drills, menus, staff logs, restraint forms
- Staff interview

	Indicators:	Rating for location- met (M) or not met (NM) or Not Rated (NR)	Comments:
⌘ L2	Allegations of abuse/neglect are reported as mandated by regulation.*		
L4	Action is taken when an individual is subject to abuse or neglect.*		
L5	There is an approved safety plan in home and work locations. ⊙		
⌘ L6	⌘ All individuals are able to evacuate homes in 2.5 minutes with or without		

	assistance and workplaces within a reasonable amount of time. ☉		
L41	Individuals are supported to follow a health diet. ☉		
L42	Individuals are supported to engage in physical activity. ☉		
L50	Written and oral communication about and with individuals is respectful.		
L54	Individuals have privacy when taking care of personal needs and discussing personal matters. ☉		
L65	Restraint reports are submitted within required timelines.*		
C20	The provider has emergency back-up plans to assist individuals to plan for emergencies and/or disasters.		

**Personal safety: other individual indicators as applicable.**

**Materials utilized / sources of information:**

- **Location documentation**
- **Individual specific documentation such as emergency back up plans, search plans, information on outreach efforts**
- **Staff interview**

	Indicators:	Initials #1- met (M) or not met (NM) or not rated (NR)	Initials #2- met (M) or not met (NM) or not rated (NR)	Initials #3- met (M) or not met (NM) or not rated (NR)	Initials #4- met (M) or not met (NM) or not rated (NR)	Comments:
C21	Staff helps to coordinate outreach efforts to other agencies, groups, community					

	resources and natural supports when necessary to assist individuals to manage and maintain their independence.					
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**Environmental Review:** topics that pertain to the physical environment of the home such as smoke alarm system, egresses, cleanliness, and availability and storage of nutritional foods

**Materials utilized/ sources of information:**

- Environmental inspection/ location review
- Location specific documentation such as safety plans, fire drills
- Staff interview
- Individual information also utilized to inform some indicators (e.g. L16; L19)

	Indicators:	Rating for location- met (M) or std. not met (NM) or not rated (NR)	Comments:
L9	Individuals are able to utilize equipment and machinery safely.		
☞ L11	☞ All required annual inspections have been conducted. ★		
☞ L12	☞ Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.		
☞ L13	☞ Location is clean and free of rodent and/or insect infestation. ★		
L14	Handrails, balusters, stairs, and stairways are in good repair. ★		
L15	Hot water temperature tests between 110 and 130 degrees.		
L16	The location is adapted and accessible to		

	the needs of the individuals.		
L17	There are two means of egress from floor at grade level. ★		
L18	All other floors above grade have one means of egress and one escape route on each floor leading to grade. ★		
L19	Bedrooms for individuals requiring hands on physical assistance to evacuate or who have mobility impairments are on a floor at grade or with a horizontal exit. ★		
L20	Exit doors are easily operable by hand from inside without the use of keys.		
L21	Electrical equipment is safely maintained.		
L22	All appliances are clean and properly maintained.		
L25	Potentially dangerous substances are stored separately from food and are in containers that are accurately labeled. ★		
L26	Walkways, driveways and ramps are in good repair and clear of ice and snow. ★		
L27	If applicable, swimming pools are safe and secure according to policy. ★		
L28	Flammables are stored appropriately. ★		
L29	No rubbish or other combustibles are accumulated within the location including near heating equipment and exits. ★		
L30	Every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing in good repair.		
L40	There is an adequate supply of		



	nutritional foods available at all times. ☉		
C15	Staff ( <b>Home Providers</b> ) support individuals to personalize and decorate their rooms/homes according to their tastes and preferences. ☉		

**Medication and Healthcare Review: individual audit methodology – auditing #\_\_\_\_\_**

**Materials reviewed/ sources of information:**

- Environmental inspection/ location review –e.g. storage
- Location documentation e.g. MAP registration
- Individual specific documentation such as medications, health care record, physician's orders
- Staff interview

	Indicators:	Rating for location- met (M) or std. not met (NM) or not rated (NR)	Comments:
L44	The location where MAP certified staff is administering medication is registered by DPH.☉		
L45	Medications are stored in a locked container or area in which nothing except such medications are stored. ☉		
⌘ L82	⌘ Medications are administered by licensed professional staff or by MAP certified staff or PCA staff for individuals unable to administer their own medications.*		

	Indicators:	Initials #1- met	Initials #2- met	Initials #3- met	Initials #4- met	Comments:
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		(M) or not met (NM) or not rated(N R)	(M) or not met (NM) or not rated (NR)	(M) or not met (NM) or not rated (NR)	(M) or not met (NM) or not rated (NR)	
L8	Emergency fact sheets are current and accurate and available on site.					
L33	Individuals receive an annual physical exam.* ☉					
L34	Individuals receive an annual dental exam.* ☉					
L35	Individuals receive routine preventive screenings.* ☉					
L36	Recommended tests and appointments with specialists are made and kept. ☉					
L37	Individuals receive prompt treatment for episodic health care conditions. ☉					
☞ L38	☞ Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team). ☉					
L39	Special dietary requirements are followed. ☉					
L43	The health care record is maintained and updated as required.* ☉					
☞ L46	☞ All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart. ☉					
L47	Individuals are supported to become self medicating when appropriate. ☉					

L63	Medication treatment plans are in written format with required components.					
L64	Medication treatment plans are reviewed by the required groups.					

**Funds Management and Community Review:** individual audit methodology – auditing # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Environmental inspection/ location review –e.g. storage
- Location documentation e.g. calendar of community activities
- Individual specific documentation such as financial transactions information, receipts
- Staff interview
- Individual interview for certification indicators
- Observation for certification indicators

	Indicators:	Initials #1- met (M) or not met (NM) Or not rated(N R)	Initials #2- met (M) or not met (NM) Or not rated (NR)	Initials #3- met (M) or std. not met (NM) Or not rated (NR)	Initials #4- met (M) or not met (NM) Or not rated (NR)	Individual and/or guardian interview	Comments
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility. ☉						
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual. ☉						
L69	Individual expenditures are documented and tracked. ☉						
L70	Charges for care are calculated appropriately. * ☉						

L71	Individuals are notified of their appeal rights for their charges for care.* ☉						
C9	Staff ( <b>Home Providers</b> ) provide opportunities to develop and/or increase personal relationships and social contacts. ☉					Individual Interview	
C10	Staff ( <b>Home Providers</b> ) support individuals to develop appropriate social skills. ☉						
C11	Staff ( <b>Home Providers</b> ) support individuals to get together with families and friends when appropriate ☉					Individual Interview	
C12	Individuals are supported to explore, define, and express their need for intimacy. ☉					Individual Interview	
C16	Staff ( <b>Home Providers</b> ) support individuals to explore their interests for cultural, social, recreational and spiritual activities. ☉					Individual Interview	
C17	Community activities are provided and are based on the individual's preferences and interests. ☉					Individual Interview	
C18	Staff ( <b>Home Providers</b> ) assist individual to purchase personal belongings. ☉					Individual Interview	

**Goal Accomplishment, Skill Acquisition Review:** individual audit methodology – auditing # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- **Location documentation** e.g. process for documenting goals, household responsibilities, and skill development
- **Individual specific documentation** such as support strategies, Individual Support Plans, progress notes
- **Staff interview**
- **Observation as needed**

	Indicators:	Initials #1- met (M) or not met (NM) or not rated (NR)	Initials #2- met (M) or not met (NM) or not rated (NR)	Initials #3- met (M) or not met (NM) or not rated (NR)	Initials #4- met (M) or not met (NM) or not rated (NR)	Comments:
L77	The agency assures that staff are familiar with and trained to support the unique needs of individuals.					
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.*					
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.*					
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.					
C13	Staff ( <b>Home Providers</b> ) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines. ☉					

**Human Rights, Choice, Communication and Control Review:** individual audit methodology – Audit # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Location documentation e.g. process for documenting goals and skill development
- Individual specific documentation such as support strategies, Individual Support Plans, progress notes
- Staff interview
- Individual interview

- Guardian interview
- Observation

	Indicators:	Initials #1- met (M) or not met (NM) or not rated (NR)	Initials #2- met (M) or not met (NM) or not rated (NR)	Initials #3- met (M) or not met (NM) or not rated (NR)	Initials #4- met (M) or not met (NM) or not rated (NR)	Individual and/or guardian interview	Comments
L1	Individuals and guardians are trained in how to report alleged abuse/ neglect.*						
L31	Staff understand and can communicate with individuals in their primary language and method of communicating.						
L32	Individuals receive support to understand verbal and written communication.					Individual Interview	
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if the have a concern.*					Individual and guardian or family Interview	
L51	Individuals can access and keep their own possessions. ☺						
L52	Individuals can make and receive phone calls.					Individual Interview	
L53	Individuals can visit with family and friends. ☺					Individual and guardian or family interview	
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians						

	know that they have the right to withdraw consent.						
C7	Individuals have opportunities to provide feedback on the performance of staff that supports them.* ☉					Individual Interview	
C8	There are opportunities for communication between guardians, family members, and staff on a regular and timely basis.* ☉					Guardian or family Interview	
C14	Staff ( <b>Home Providers</b> ) support individuals to make choices regarding daily household routines and schedules ☉					Individual Interview	
C19	The provider assists individuals to make knowledgeable decisions. ☉					Individual Interview	

**Human Rights Review, specific indicators:** relevant to individuals with behavior intervention plans and/ or supports and health related protections – Audit # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Location information e.g. use of door alarms in place; provision for access to others
- Individual specific documentation such as behavior plans, supports/ health related protection information
- Staff interview
- Individual interview
- Guardian interview
- Observation

	Indicators:	Initials	Initials	Initials	Initials	Comments:
		#1- met (M) or not met (NM) or not rated (NR)	#2- met (M) or not met (NM) or not rated (NR)	#3- met (M) or not met (NM) or not rated (NR)	#4- met (M) or not met (NM) or not rated (NR)	

L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.					
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.					
L57	All behavior plans are in a written plan.					
L58	All behavior plans contain the required components.					
L59	Behavior plans have received all the required reviews.					
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.					
L61	Supports and health related protections and supports are included in ISP assessments and the continued need is outlined.					
L62	Supports and health related protections are reviewed by the required groups.					
L84	Staff are trained in the correct utilization of health related protections per regulation.					

**Competent workforce:** review of staff knowledge and training in a variety of topics such as health care, restraint usage, human rights that pertains to all individuals at the location and get rated once for the location. If there is no service location, rate once for the service. Staff/ home provider name \_\_\_\_\_ (interview one staff one per location/ service)

**Materials utilized/ sources of information:**



- **Location specific documentation**
- **Individual specific individual e.g. identification of individuals with unique needs**
- **Staff training documentation**
- **Staff interview**

	Indicators:	Rating for location-. met (M) or not met (NM) or Not Rated (NR)	Comments:
L78	Staff are trained to safely and consistently implement restrictive interventions.		
L79	Staff are trained in safe and correct administration of restraint.		
L80	Support staff are trained to recognize signs and symptoms of illness.		
L81	Support staff know what to do in a medical emergency.		
L85	The agency provides on-going supervision and staff development.*		

### Residential Audit Worksheet /Score Sheet–Placement Supports (3150, 3288)

This sheet is organized by topic/ process. Note: as referenced, many indicators have more than one source of information. Please refer to the Tool for more detailed information on sources, how measured, and criteria for standard met.

(\* - information may also be collected either off-site or at the administrative review)

(★ - pertains when service site is owned or leased by provider)

Location audited: \_\_\_\_\_ Location owned or leased by Provider \_\_\_\_\_

Service Type Audited: \_\_\_\_\_ Number of individual audits at this location \_\_\_\_\_

Date of Review \_\_\_\_\_

**General Overview:** topics in areas such as fire safety; personal safety; diet; community involvement that pertains to all individuals at the location and get rated once for the location

**Materials utilized/ sources of information:**

- Location specific documentation such as safety plans, fire drills, menus, staff logs, restraint forms
- Staff interview

	Indicators:	Rating for location- met (M) or not met (NM) or Not Rated (NR)	Comments:
☞ L2	Allegations of abuse/neglect are reported as mandated by regulation.*		
L4	Action is taken when an individual is subject to abuse or neglect.*		
L5	There is an approved safety plan in home and work locations.		
☞ L6	☞ All individuals are able to evacuate homes in 2.5 minutes with or without		

	assistance and workplaces within a reasonable amount of time.		
L41	Individuals are supported to follow a health diet.		
L42	Individuals are supported to engage in physical activity.		
L50	Written and oral communication about and with individuals is respectful.		
L54	Individuals have privacy when taking care of personal needs and discussing personal matters.		
L65	Restraint reports are submitted within required timelines.*		
C20	The provider has emergency back-up plans to assist individuals to plan for emergencies and/or disasters.		

**Environmental Review:** topics that pertain to the physical environment of the home such as smoke alarm system, egresses, cleanliness, and availability and storage of nutritional foods

**Materials utilized/ sources of information:**

- Environmental inspection/ location review
- Location specific documentation such as safety plans, fire drills
- Staff interview
- Individual information also utilized to inform some indicators (e.g. L16; L19)

	Indicators:	Rating for location- met (M) or std. not met (NM) or not rated (NR)	Comments:
L9	Individuals are able to utilize equipment and machinery safely.		

☞ L11	☞ All required annual inspections have been conducted.		
☞ L12	☞ Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.		
☞ L13	☞ Location is clean and free of rodent and/or insect infestation.		
L14	Handrails, balusters, stairs, and stairways are in good repair.		
L15	Hot water temperature tests between 110 and 130 degrees.		
L16	The location is adapted and accessible to the needs of the individuals.		
L17	There are two means of egress from floor at grade level.	★	
L18	All other floors above grade have one means of egress and one escape route on each floor leading to grade.	★	
L21	Electrical equipment is safely maintained.		
L22	All appliances are clean and properly maintained.		
L25	Potentially dangerous substances are stored separately from food and are in containers that are accurately labeled.		
L26	Walkways, driveways and ramps are in good repair and clear of ice and snow.		
L27	If applicable, swimming pools are safe and secure according to policy.		
L28	Flammables are stored appropriately.		
L29	No rubbish or other combustibles are accumulated within the location		

	including near heating equipment and exits.		
L30	Every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing in good repair.		
L40	There is an adequate supply of nutritional foods available at all times.		
C15	Staff ( <b>Home Providers</b> ) support individuals to personalize and decorate their rooms/homes according to their tastes and preferences.		

**Medication and Healthcare Review: individual audit methodology – auditing # \_\_\_\_\_**

**Materials reviewed/ sources of information:**

- Environmental inspection/ location review –e.g. storage
- Location documentation e.g. MAP registration
- Individual specific documentation such as medications, health care record, physician's orders
- Staff interview

	Indicators:	Rating for location- met (M) or std. not met (NM) or not rated (NR)	Comments:
⌘ L82	⌘ Medications are administered by licensed professional staff or by MAP certified staff or PCA staff for individuals unable to administer their own medications.*		

	Indicators:	Initials	Initials	Initials	Initials	Comments:
	<u>CLUSTER A</u>	#1- met (M) or not met	#2- met (M) or not met	#3- met (M) or not met	#4- met (M) or not met	

		(NM) or not rated(N R)	(NM) or not rated (NR)	(NM) or not rated (NR)	(NM) or not rated (NR)	
L8	Emergency fact sheets are current and accurate and available on site.					
L33	Individuals receive an annual physical exam.*					
L34	Individuals receive an annual dental exam.*					
L35	Individuals receive routine preventive screenings.*					
L36	Recommended tests and appointments with specialists are made and kept.					
L37	Individuals receive prompt treatment for episodic health care conditions.					
⌘ L38	⌘ Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).					
L39	Special dietary requirements are followed.					
L43	The health care record is maintained and updated as required.*					
⌘ L46	⌘ All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.					
L47	Individuals are supported to become self medicating when appropriate.					
L63	Medication treatment plans are in written format with required components.					
L64	Medication treatment plans are reviewed					

	by the required groups.					
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**Funds Management and Community Review: individual audit methodology – auditing # \_\_\_\_\_**

**Materials reviewed/ sources of information:**

- Environmental inspection/ location review –e.g. storage
- Location documentation e.g. calendar of community activities
- Individual specific documentation such as financial transactions information, receipts
- Staff interview
- Individual interview for certification indicators
- Observation for certification indicators

	Indicators:  <u>CLUSTER A</u>	Initials  #1- met (M) or not met (NM) Or not rated(N R)	Initials  #2- met (M) or not met (NM) Or not rated (NR)	Initials  #3- met (M) or std. not met (NM) Or not rated (NR)	Initials  #4- met (M) or not met (NM) Or not rated (NR)	Individual and/or guardian or family interview	Comments
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.						
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.						
L69	Individual expenditures are documented and tracked.						
L70	Charges for care are calculated appropriately. *						
L71	Individuals are notified of their appeal rights for their charges for care.*						
C9	Staff ( <b>Home Providers</b> ) provide						

	opportunities to develop and/or increase personal relationships and social contacts.						
C10	Staff ( <b>Home Providers</b> ) support individuals to develop appropriate social skills.						
C11	Staff ( <b>Home Providers</b> ) support individuals to get together with families and friends when appropriate.						
C12	Individuals are supported to explore, define, and express their need for intimacy.						
C16	Staff ( <b>Home Providers</b> ) support individuals to explore their interests for cultural, social, recreational and spiritual activities.					Individual Interview	
C17	Community activities are provided and are based on the individual's preferences and interests.					Individual Interview	
C18	Staff ( <b>Home Providers</b> ) assist individual to purchase personal belongings.					Individual Interview	

**Goal Accomplishment, Skill Acquisition Review:** individual audit methodology – auditing # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- **Location documentation** e.g. process for documenting goals, household responsibilities, and skill development
- **Individual specific documentation** such as support strategies, Individual Support Plans, progress notes
- **Staff interview**
- **Observation as needed**

	Indicators:	Initials	Initials	Initials	Initials	Comments:
	<u>CLUSTER A</u>	#1- met (M) or not met (NM) or	#2- met (M) or not met (NM) or	#3- met (M) or not met (NM) or	#4- met (M) or not met (NM) or	



		not rated (NR)	not rated (NR)	not rated (NR)	not rated (NR)	
L77	The agency assures that staff are familiar with and trained to support the unique needs of individuals.					
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.*					
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.*					
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.					
C13	Staff ( <b>Home Providers</b> ) provides support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.					

**Human Rights, Choice, Communication and Control Review:** individual audit methodology – Audit # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- **Location documentation** e.g. process for documenting goals and skill development
- **Individual specific documentation** such as support strategies, Individual Support Plans, progress notes
- **Staff interview**
- **Individual interview**
- **Guardian interview**
- **Observation**

	Indicators:  <u>CLUSTER B</u>	Initials  #1- met (M) or not met (NM) or not rated (NR)	Initials  #2- met (M) or not met (NM) or not rated (NR)	Initials  #3- met (M) or not met (NM) or not rated (NR)	Initials  #4- met (M) or not met (NM) or not rated (NR)	Individual and/or guardian or family interview	Comments
L1	Individuals and guardians are trained in how to report alleged abuse/ neglect.*						
L31	Staff understand and can communicate with individuals in their primary language and method of communicating.						
L32	Individuals receive support to understand verbal and written communication.						
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if the have a concern.*					Individual and guardian or family interview	
L51	Individuals can access and keep their own possessions.						
L52	Individuals can make and receive phone calls.					Individual interview	
L53	Individuals can visit with family and friends.					Individual and guardian or family interview	
L55	Informed consent is obtained from individuals or their guardians when required.						
L56	Individuals or their guardians know that they have the right to withdraw consent.						

C7	Individuals have opportunities to provide feedback on the performance of staff that support them.*					Individual Interview	
C8	There are opportunities for communication between guardians, family members, and staff on a regular and timely basis.*					Guardian or family interview	
C14	Staff ( <b>Home Providers</b> ) support individuals to make choices regarding daily household routines and schedules.					Individual Interview	
C19	The provider assists individuals to make knowledgeable decisions.					Individual Interview	

**Human Rights Review, specific indicators:** relevant to individuals with behavior intervention plans and/ or supports and health related protections – Audit # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Location information e.g. use of door alarms in place; provision for access to others
- Individual specific documentation such as behavior plans, supports/ health related protection information
- Staff interview
- Individual interview
- Guardian interview
- Observation

	Indicators:  <u>CLUSTER B</u>	Initials  #1- met (M) or not met (NM) or not rated (NR)	Initials  #2- met (M) or not met (NM) or not rated (NR)	Initials  #3- met (M) or not met (NM) or not rated (NR)	Initials  #4- met (M) or not met (NM) or not rated (NR)	Comments:
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves					

	or others.					
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.					
L57	All behavior plans are in a written plan.					
L58	All behavior plans contain the required components.					
L59	Behavior plans have received all the required reviews.					
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.					
L61	Supports and health related protections and supports are included in ISP assessments and the continued need is outlined.					
L62	Supports and health related protections are reviewed by the required groups.					
L84	Staff are trained in the correct utilization of health related protections per regulation.					

**Competent workforce:** review of staff knowledge and training in a variety of topics such as health care, restraint usage, human rights that pertains to all individuals at the location and get rated once for the location. If there is no service location, rate once for the service. Staff/ home provider name \_\_\_\_\_ (interview one staff one per location/ service)

**Materials utilized/ sources of information:**

- Location specific documentation

- Individual specific individual e.g. identification of individuals with unique needs
- Staff training documentation
- Staff interview

	Indicators:	Rating for location-. met (M) or not met (NM) or Not Rated (NR)	Comments:
L78	Staff are trained to safely and consistently implement restrictive interventions.		
L79	Staff are trained in safe and correct administration of restraint.		
L80	Support staff are trained to recognize signs and symptoms of illness.		
L81	Support staff know what to do in a medical emergency.		
L85	The agency provides on-going supervision and staff development.*		

### Residential Audit Worksheet /Score Sheet–Respite (3182)

**This sheet is organized by topic/ process. Note: as referenced, many indicators have more than one source of information. Please refer to the Tool for more detailed information on sources, how measured, and criteria for standard met.  
(\* - information may also be collected either off-site or at the administrative review)**

**Location audited:** \_\_\_\_\_ **Location owned or leased by Provider**\_\_\_\_\_

**Number of individual audits at this location**\_\_\_\_\_

**General Overview:** topics in areas such as fire safety; personal safety; diet; community involvement that pertains to all individuals at the location and get rated once for the location

**Materials utilized/ sources of information:**

- Location specific documentation such as safety plans, fire drills, menus, staff logs, restraint forms
- Staff interview

	Indicators:	Rating for location- met (M) or not met (NM) or Not Rated (NR)	Comments:
☞ L2	Allegations of abuse/neglect are reported as mandated by regulation.*		
L3	Immediate action is taken to protect the health and safety of individuals when potential abuse/neglect is reported.*		
L4	Action is taken when an individual is subject to abuse or neglect.*		
L5	There is an approved safety plan in home and work locations.		
☞ L6	☞ All individuals are able to evacuate homes in 2.5 minutes with or without assistance and workplaces within a		

	reasonable amount of time.		
L41	Individuals are supported to follow a health diet.		
L50	Written and oral communication about and with individuals is respectful.		
L54	Individuals have privacy when taking care of personal needs and discussing personal matters.		
L65	Restraint reports are submitted within required timelines.*		

**Environmental Review:** topics that pertain to the physical environment of the home such as smoke alarm system, egresses, cleanliness, and availability and storage of nutritional foods

**Materials utilized/ sources of information:**

- Environmental inspection/ location review
- Location specific documentation such as safety plans, fire drills
- Staff interview
- Individual information also utilized to inform some indicators (e.g. L16; L19)

	Indicators:	Rating for location- met (M) or std. not met (NM) or not rated (NR)	Comments:
L9	Individuals are able to utilize equipment and machinery safely.		
☒ L11	☒ All required annual inspections have been conducted.		
☒ L12	☒ Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.		

⌘ L13	⌘ Location is clean and free of rodent and/or insect infestation.		
L14	Handrails, balusters, stairs, and stairways are in good repair.		
L15	Hot water temperature tests between 110 and 130 degrees.		
L16	The location is adapted and accessible to the needs of the individuals.		
L17	There are two means of egress from floor at grade level.		
L18	All other floors above grade have one means of egress and one escape route on each floor leading to grade.		
L19	Bedrooms for individuals requiring hands on physical assistance to evacuate or who have mobility impairments are on a floor at grade or with a horizontal exit.		
L20	Exit doors are easily operable by hand from inside without the use of keys.		
L21	Electrical equipment is safely maintained.		
L22	All appliances are clean and properly maintained.		
L23	There are no locks on bedroom doors that provide access to an egress.		
L24	Locks on doors not providing egress can be opened by the individuals from the inside and staff carry a key to open in an emergency.		
L25	Potentially dangerous substances are stored separately from food and are in containers that are accurately labeled.		
L26	Walkways, driveways and ramps are in		



	good repair and clear of ice and snow.		
L27	If applicable, swimming pools are safe and secure according to policy.		
L28	Flammables are stored appropriately.		
L29	No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.		
L30	Every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing in good repair.		
L40	There is an adequate supply of nutritional foods available at all times.		

**Medication and Healthcare Review: individual audit methodology – auditing #\_\_\_\_\_**

**Materials reviewed/ sources of information:**

- Environmental inspection/ location review –e.g. storage
- Location documentation e.g. MAP registration
- Individual specific documentation such as medications, health care record, physician's orders
- Staff interview

	Indicators:	Rating for location- met (M) or std. not met (NM) or not rated (NR)	Comments:
L44	The location where MAP certified staff is administering medication is registered by DPH.		
L45	Medications are stored in a locked container or area in which nothing except such medications are stored.		
⌘ L82	⌘ Medications are administered by licensed professional staff or by MAP		

	certified staff or PCA staff for individuals unable to administer their own medications.*		
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	Indicators:  <u>CLUSTER A</u>	Initials #1- met (M) or not met (NM) or not rated(N R)	Initials #2- met (M) or not met (NM) or not rated (NR)	Initials #3- met (M) or not met (NM) or not rated (NR)	Initials #4- met (M) or not met (NM) or not rated (NR)	Comments:
L8	Emergency fact sheets are current and accurate and available on site.					
⌘ L46	⌘ All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.					
L37	Individuals receive prompt treatment for episodic health care conditions.					
⌘ L38	⌘ Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).					
L39	Special dietary requirements are followed.					

**Funds Management and Community Review:** individual audit methodology – auditing # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Environmental inspection/ location review –e.g. storage
- Location documentation e.g. calendar of community activities
- Individual specific documentation such as financial transactions information, receipts
- Staff interview

- Individual interview for certification indicators
- Observation for certification indicators

	Indicators:  <u>CLUSTER A</u>	Initials  #1- met (M) or not met (NM) Or not rated(N R)	Initials  #2- met (M) or not met (NM) Or not rated (NR)	Initials  #3- met (M) or std. not met (NM) Or not rated (NR)	Initials  #4- met (M) or not met (NM) Or not rated (NR)	Comments:
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.					
L69	Individual expenditures are documented and tracked.					
L70	Charges for care are calculated appropriately. *					
L71	Individuals are notified of their appeal rights for their charges for care.*					

**Goal Accomplishment, Skill Acquisition Review:** individual audit methodology – auditing # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Individual specific documentation such as intake information
- Staff interview
- Observation as needed

	Indicators:  <u>CLUSTER A</u>	Initials  #1- met (M) or	Initials  #2- met (M) or	Initials  #3- met (M) or	Initials  #4- met (M) or	Comments:
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		not met (NM) Or not rated(N R)	not met (NM) Or not rated (NR)	std. not met (NM) Or not rated (NR)	not met (NM) Or not rated (NR)	
L77	The agency assures that staff are familiar with and trained to support the unique needs of individuals.					

**Human Rights, Choice, Communication and Control Review:** individual audit methodology – Audit # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Location documentation e.g. process for documenting goals and skill development
- Individual specific documentation such as support strategies, Individual Support Plans, progress notes
- Staff interview
- Individual interview
- Guardian interview
- Observation

	Indicators:  <b><u>CLUSTER B</u></b>	Initials _____ #1- met (M) or not met (NM) or not rated (NR)	Initials _____ #2- met (M) or not met (NM) or not rated (NR)	Initials _____ #3- met (M) or not met (NM) or not rated (NR)	Initials _____ #4- met (M) or not met (NM) or not rated (NR)	Individual And/or Guardian or family interview	Comments:
L1	Individuals and guardians are trained in how to report alleged abuse/ neglect.*						
L31	Staff understand and can communicate with individuals in						

	their primary language and method of communicating.						
L32	Individuals receive support to understand verbal and written communication.					Individual interview	
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.*					Individual And guardian or family interview	
L51	Individuals can access and keep their own possessions.						
L52	Individuals can make and receive phone calls.					Individual interview	
L53	Individuals can visit with family and friends.					Individual And guardian or family interview	
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.						

**Human Rights Review, specific indicators:** relevant to individuals with behavior intervention plans and/ or supports and health related protections – Audit # \_\_\_\_\_

**Materials reviewed/ sources of information:**

- Location information e.g. use of door alarms in place; provision for access to others
- Individual specific documentation such as behavior plans, supports/ health related protection information
- Staff interview
- Individual interview
- Guardian interview

• **Observation**

	Indicators:	Initials #1- met (M) or not met (NM) or not rated (NR)	Initials #2- met (M) or not met (NM) or not rated(N R)	Initials #3- met (M) or not met (NM) or not rated (NR)	Initials #4- met (M) or not met (NM) or not rated (NR)	Comments:
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.					
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.					
L57	All behavior plans are in a written plan.					
L58	All behavior plans contain the required components.					
L59	Behavior plans have received all the required reviews.					
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.					
L61	Supports and health related protections and supports are included in ISP assessments; and the continued need is outlined.					
L62	Supports and health related protections are reviewed by the required groups.					
L84	Staff is trained in the correct utilization of					

	health related protections per regulation.					
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**Competent workforce:** review of staff knowledge and training in a variety of topics such as health care, restraint usage, human rights that pertains to all individuals at the location and get rated once for the location. If there is no service location, rate once for the service. Staff/ home provider name \_\_\_\_\_ (interview one staff one per location/ service)

**Materials utilized/ sources of information:**

- Location specific documentation
- Individual specific individual e.g. identification of individuals with unique needs
- Staff training documentation
- Staff interview

	Indicators:	Rating for location-. met (M) or not met (NM) or Not Rated (NR)	Comments:
L78	Staff are trained to safely and consistently implement restrictive interventions.		
L79	Staff are trained in safe and correct administration of restraint.		
L80	Support staff are trained to recognize signs and symptoms of illness.		
L81	Support staff know what to do in a medical emergency.		
L85	The agency provides on-going supervision and staff development.*		

## **GUARDIAN SELECTION AND INTERVIEW GUIDE**

### **GUARDIAN SELECTION PROCESS**

- ❖ Guardians should be contacted for individuals that are being audited for the human rights component of the licensure tool.
- ❖ If the individual selected for the human rights component audit does not have a guardian, no guardian needs to be contacted.
- ❖ The guardian interview focuses primarily on human rights and communication.

### **GUARDIAN INTERVIEW GUIDE**

\_\_\_\_\_  
**INDIVIDUAL'S NAME**

\_\_\_\_\_  
**GUARDIAN'S NAME**

\_\_\_\_\_  
**SERVICE**

\_\_\_\_\_  
**DATE(S) OF CONTACT**

\_\_\_\_\_  
**INDIVIDUAL'S ADDRESS**



INDICATOR	LINE OF INQUIRY	INTERVIEW SUPPORTS PRESENCE OF INDICATOR YES/NO/DON'T KNOW		NOTES
C8 There are opportunities for communication between guardians, family members, and staff on a regular and timely basis	<u>Applies to All Services</u> <ul style="list-style-type: none"> <li>▪ Have staff talked with you about how often you wish to be contacted about your ward and what types of situations you want to be informed of?</li> <li>▪ Are staff communicating with you as you would wish?</li> <li>▪ Do staff contact you in a timely manner about events that impact the life of your ward , including incidents, restraints, investigations unless you tell them not to?</li> <li>▪ Do staff talk with you at the time of the ISP?</li> <li>▪ Do staff communicate with you in your preferred language?</li> </ul>			
C27 Individuals and families are encouraged and supported to understand the benefits (advantages) of integrated employment	<u>Applies to Employment and Center Based Work</u> <ul style="list-style-type: none"> <li>▪ Have staff talked with you about the benefits of integrated employment?</li> <li>▪ How did they explain them to you?</li> <li>▪ Did they talk about the benefits and advantages of supported employment, including options for benefit protection?</li> </ul> Were staff helpful in addressing any concerns you have?			
L49 Individuals and	<u>Applies to All Services</u>			

guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern	<ul style="list-style-type: none"> <li>▪ Have staff explained your rights to file a grievance?</li> <li>▪ What is your understanding?</li> <li>▪ Do you have someone at the agency you feel comfortable talking to you if you wish to file a grievance or talk about a concern?</li> </ul>		
L53 Individuals can visit with family and friends	<u>Applies to All Services Except Individual Supports Unless Included in ISP or Contract</u> <ul style="list-style-type: none"> <li>▪ Are you supported to visit your ward whenever you wish?</li> <li>▪ What restrictions, if any, have been placed on visiting your ward?</li> <li>▪ Have you ever been denied visitation?</li> </ul>		
General questions about the location.	<u>Applies to All Services</u> <ul style="list-style-type: none"> <li>▪ How often do you visit the service site?</li> <li>▪ Do you have any concerns about the site where your son/ daughter/ward receives services?</li> <li>▪ Do staff speak respectfully to the people served there?</li> <li>▪ Is written communication you receive or see written respectfully?</li> <li>▪ Do staff respect individual privacy?</li> <li>▪ Is the site clean and well maintained when you visit?</li> <li>▪ How do staff solicit information from you about your satisfaction with your son/ daughter/ ward's services and supports?</li> </ul> <p>What is your opinion concerning the quality of supports overall? (C3)</p>		

	<u>Residential Services</u> <ul style="list-style-type: none"> <li>▪ Do individuals receive well balanced meals?</li> <li>▪ Is there an adequate food supply when you visit?</li> <li>▪ Have you noticed whether individuals are supported to get physical activity?</li> </ul>		
Other items mentioned by the guardian			