



# Douglas

## Private Care Services

a division of Douglas Services LLC

### FAMILY ORIENTATION GUIDE

Douglas Private Care  
Services

*“The Team you can trust  
With the ones that you love”*

**Main:** 770-339-5895  
[www.douglaspacs.com](http://www.douglaspacs.com)

**Office Hours:**  
**Monday- Thursday**  
9am-5pm  
**Friday 9am-12pm**

**2825 Breckinridge  
Blvd. Suite 170  
Duluth, GA 30096**



### MISSION STATEMENT

The mission of Douglas Private Care (DPCS) is to make a positive difference in the lives of those with developmental disabilities, primarily through education, training, and support services. DPCS wants to assist them in achieving their highest potential, as they develop to become confident, and independent individuals.

### VISION STATEMENT

We believe that individuals with developmental disabilities can learn and be successful. We believe that positive Staff are good role models who provide a variety of strategies to ensure our Participants success. We believe that every Participant deserves a safe, supportive environment and guidance in order to develop skills. We believe all of our potential Participants, and current Participants, inherently want to do well and we must share the responsibility for helping them reach their potential.



## FAMILY ORIENTATION GUIDE

### VISION STATEMENT (CONTINUED)

In order to assist our Participants, our program places a high value on the Individualized Service Plan (ISP), the Supports Intensity Scale (SIS), and the Health Risk Screening Tool (HRST). DPCS Case Managers and Direct Support Staff must share the responsibility of working with the Participant's team. The Case Manager must take responsibility for working effectively with Support Coordinators, and the Participant and/or Responsible Parties in order for the Participant to receive all the necessary service supports.



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### ABOUT US

Douglas Services LLC dba/ as Douglas Private Care Services has been servicing Participants in the Metro Atlanta area since 2002. We provide Respite, Community Living Supports, Community Access Group and Individual Services and Natural Support Trainings to people with developmental disabilities through a contractual relationship with the State of Georgia Department of Human Resources-Division of Behavioral Health and Developmental Disabilities. As such, we work within the system of services provided by the State of Georgia to:

- Provide intake and assessment services that are timely, person-centered and culturally appropriate
- Assist people with developmental disabilities and their families to plan for and access appropriate and desired services and supports
- Assist people with developmental disabilities and their families to develop natural supports as appropriate alternatives to system-funded services
- Monitor the health, safety and quality of supports provided to people with developmental disabilities
- Protect the rights of people with developmental disabilities.

DPCS is able to provide services to Individuals with either the New Options Waiver (NOW) or the Comprehensive Waiver Program (COMP).

### **Professional Credentials/Affiliations**

-CARF International accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. CARF International is an independent, nonprofit accreditor of health and human services. DSLLC was awarded the highest level of accreditation- 3-year accreditation.

### **Licensed by the State of Georgia**

Licensed Private Home Care Provider by the State of Georgia Department of Community Health, Health Regulations.



## FAMILY ORIENTATION GUIDE

### SCOPE OF SERVICES

Douglas Private Care (DPCS) provides Community Living Support, Community Access Individual and Group services, Respite, and Natural Support Therapy services to Adults and children with developmental disabilities. DPCS utilizes Subcontractors, Independent Contractors, and its own Employees to provide direct support services.

These services may be provided in the Participants home, in the Community or at a facility, depending on which service is requested.

Service Hours and Frequency of services are dependent upon the support needs of the Participant and the awarded waiver allocation. Administrative office hours and contact information:

Office Hours: Monday-Thursday 9am-5pm

Friday: 9am-12pm

Phone: 770.339.5895 Fax: 678.802.3478

2825 Breckinridge Blvd. Suite 170 Duluth, GA 30096

[www.douglaspacs.com](http://www.douglaspacs.com)/[www.changinglivesdaycenter.com](http://www.changinglivesdaycenter.com)

DPCS fees are paid via the Medicaid Waiver Program. No monies will be required for services unless the Participant or Legal Guardian increases Staff hours without the approval of the Administrative office. In this case, the Participant or Legal Guardian is responsible for paying for the additional Staff hours.

**Feedback:** DPCS relies on feedback from our Participants, their Families and/or Legal Guardians, our Funders, Stakeholders and the general public. We welcome input that can enhance our service delivery.



## FAMILY ORIENTATION GUIDE

### DETERMINING APPROPRIATE SERVICES

Every Individual receiving waiver services has a team to assist in the provision of the services. The Support Coordinator, the Individual and/ or Legal Guardian or Family Representative, and the Provider of any service received participate as team members (The Team).

#### **Individual/Family Responsibility:** *Participate as a team member*

Each Individual will participate in a Supports Intensity Scale (SIS) Meeting as needed, which will determine the Individual's areas of strength and the areas supports are needed. DSLLC will complete a Health Risk Screening Tool (HRST), which determines health risks that may affect the Individual's ability to engage in functional activities. Once these assessments are completed they are used in determining goals and objectives for waiver services provided.

Each Individual on the waiver will receive information regarding the amount of money allocated for their services. Their Support Coordinator provides the allocation to them at the time of the Individualized Service Plan (ISP) meeting. Once the allocation is determined, the Individual and/or their Legal Guardian or Family Representatives will be involved in determining what waiver services will be included in the annual budget.

#### **Individual/Family Responsibility:** *Participate as a Team Member in the ISP meeting to: Inform team of pertinent information relating to Participant social, health and care needs. Assist with creating goals for the year. Inform the team if you are satisfied with the outcome of services. Have reasonable expectations of what each Provider can accomplish based on the guidelines agreed upon in the ISP.*



## FAMILY ORIENTATION GUIDE

### DETERMINING APPROPRIATE SERVICES (CONT.)

Prior to starting services, DSLLC will conduct an assessment that addresses supports required due to functional limitations such as blindness, and limited communication skills, etc. This assessment must be updated annually to ensure that the services are still appropriate. If an Individual is medically fragile, DSLLC Nurse will conduct a Nursing Assessment. The Assessments are created with input from the Individual and/ or Legal Guardian or Family Representative. The list of supports that DSLLC offers is provided and the Individual and/ or Legal Guardian or Family Representative must then choose which supports they elect for Staff to provide. Any changes after Intake and the ISP meeting must be agreed upon by the Team and must be done in writing through an Addendum. Staff uses the ISP as a list of their responsibilities. The ISP shall state the Staff's scheduled days and times as well. The Department of Behavior Health and Developmental Disabilities Regional Office will approve the ISP and budget. They will generate a Prior Authorization, which gives Douglas Services LLC (and any other selected Provider) access to the Participants allocation. DSLLC creates a budget based on the information contained on the Prior Authorization (PA). The DSLLC budget identifies how many hours of support services DSLLC can provide based on the funding awarded on the PA.

**Individual/Family Responsibility:** **Do not request Staff to change their work schedules or job tasks without prior approval from the Case Manager. If Staff works hours over what is available in the budget without prior approval from the Case Manager, payment for the extra hours will be the responsibility of the Family.** The Case Manager is the acting Supervisor and makes every attempt to ensure that the waiver funding lasts for the entire fiscal year. Failure to communicate service needs can impact our ability to ensure the allocation lasts for the entire year.



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**Individual/Family Responsibility:** Participate as a Team Member in the ISP meeting to inform the team if you are satisfied with the outcome of services

DPCS also must create a Care Plan (Service Plan) that addresses supports required due to functional limitations such as blindness, and limited communication skills. This care plan is conducted during the Intake process and must be updated annually to ensure that the services are still appropriate. If an Individual is medically fragile, DPCS Nurse will complete the Care Plan. The Care Plan is developed with the Individual and/ or Legal Guardian or Family Representative. The list of supports that DPCS offers is provided and the Individual and/ or Legal Guardian or Family Representative must then choose which supports they elect for Staff to provide. Any changes to the care plan must be agreed upon by both parties and must be done in writing. Staff uses the Care Plan / ISP as task lists of their responsibilities. The Care Plan lists the Staff's scheduled days and times as well. DPCS creates a budget based on the information contained on the Prior Authorization (PA) provided by the Department of Behavior Health and Developmental Disabilities. The DPCS budget identifies how many hours of support services DPCS can provide based on the funding awarded on the PA.



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### SERVICE EXPECTATIONS

DSLLC Case Managers will complete Supervisory visits at a minimum of every 2-3 months. They are also available Monday-Friday 9am-5pm. To ensure services are provided as agreed, DSLLC believes that communication is the key component. Lack of communication can make “mountains out of molehills”. Present any and all complaints, concerns, or problems immediately. For example: Staff has been receiving a lot of cell phone calls while working. Report this to the Case Manager. Or, Staff has been late to work. Report this to the Case Manager. If DSLLC is aware of concerns early, we can present solutions to alleviate the problem. Do not wait until you feel you have taken all you can bear to present your concerns. No solution will probably work at that point. We have a formal and informal complaint process. You have a right to decide which method to use, ***but choose one.***

**Individual/Family Responsibility:** Communicate with the Case Manager to ensure service delivery meets expectations.



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### DOCUMENTATION/BINDERS

Staff is required to complete documentation of all waiver services provided. This is an agency policy and a Medicaid policy. Staff must be allowed the opportunity to complete all required documentation during their scheduled shift. DSLLC provides Staff with a netbook computer and Internet access to complete documentation. We utilize a documentation system called "Therap". The netbook is the property of and managed by DSLLC. We provide each SC with unlimited access to review our records as required by federal and state guidelines. DSLLC must also be HIPAA compliant and therefore must limit access of these records. While it is possible for the Individual and/or Legal Guardian/Family Member to view the records, DSLLC have an accounting of anyone who views the records.

**Individual/Family Responsibility:** Make a request to the Case Manager to view the electronic documentation system. The Case Manager will supply a form to sign indicating who is requesting access and they will have it signed by the Participant or Legal Guardian. Once we have the signed form, DSLLC shall generate a password for temporary access to the records. No duplication of the records is allowed and no records can be transferred outside of Therap. Please request copies of the record if needing retention of any part of the record. We must treat these records as a hospital treats their medical records. It is all Protected Health Information.



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### MEDICATIONS

Georgia Law requires that only a Doctor or Nurse administer medications. DSLLC Staff shall only be able to supervise the Self Administration of Medication. Self-administration of medication suggests that individuals are functionally and cognitively competent to take and manage their own medications independently. Individuals who wish to self-administer medications must be assessed to determine if they have the ability to do so safely. Individuals will be re-assessed at least annually, and whenever there is a change in their physical, cognitive, functional status or desire to self- administer medications. If an assessment determines that the Individual is not capable of self-administration, but still chooses to do so, they will be required to provide this decision in writing to DSLLC. DSLLC must maintain accurate medical information on all Individuals. DSLLC needs assistance in keeping the accurate records. *NOTE:*

***It is a criminal act for an unlicensed person providing services to administer medications to an Individual.***

**Individual/Family Responsibility:** *Do not make any request to Staff in efforts to have them administer medications. Discuss any concerns regarding medications with your Case Manager, DSLLC Nurse or prescribing Physician. Additionally, notify DSLLC within 72 hours of medication, treatment, or diagnosis changes in order to provide appropriate services.*



## FAMILY ORIENTATION GUIDE

### RECORDS AND RECORD UPDATES

Douglas Private Care is available for Emergencies, 24 hours a day, 7 days a week. However, what IS an Emergency?

DSLLC must maintain a record for each Individual we serve. The record must reflect the services we provide as well as contain a history of the Individuals, referral we provide to other services/agencies, medical information, communication on behalf of the Individual, and Medicaid waiver information. Our records must be updated annually. The Individual must sign his or her own documents if someone has not been appointed legal guardianship by a court of law. These annual forms include but are not limited to: Freedom of choice, Participants Rights, Service Plans, Informed Consents for Psychotropic Medications, Liability Waiver, DMA-6 and Annual physicals (Annual Physicals are required by Medicaid). **Tip:** When completing the DMA-6, have the doctor complete the annual physical form as well.

**Individual/Family Responsibility:** *Assist DSLLC in updating the records by making yourselves available, and submit annual physicals and DMA-6's. Also recognize that in the eyes of the law if any Individual does not have a legal guardian, they must sign their own documents for the document to be legal.*



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### EMERGENCIES

An Emergency is defined as:

- a sudden unforeseen crisis (usually involving danger) that requires immediate action; or
- a situation which poses an immediate risk to health, life, property or environment. Most emergencies require urgent intervention to prevent a worsening of the situation.

### **DISCLAIMER: Your procrastination is not our emergency**

In the case of an actual emergency, contact your assigned Case Manager via their cell phones. However, we ask that you only contact after normal business for actual emergencies. We dedicate ourselves to provide you with a quality service, and desire to provide our own families with quality time. Our households are disrupted with after hour calls. Please do not take advantage of our emergency availability with after hour calls for non-emergency calls.



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**Visit us Online at:**

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