

Rights and Responsibilities

Question

- 01 There is a policy and procedure about consumer rights, responsibilities, and ethics.
- 02 There is a policy and procedure about consumer involvement in care and services.
- 03 There is a policy and procedure about family involvement in consumer care.
- 04 There is a policy and procedure about confidentiality.

Environment of Care

Question

- 05 The agency location is easily identifiable from the street.
- 06 There is a policy addressing safety and security.
- 07 There is a policy or written criteria addressing control of hazardous materials and wastes, including management of any spills of bodily fluids (This question applies to all agencies).
- 08 There is a comprehensive disaster plan , including plans for continuation of care when services are disrupted.
- 09 There is a fire safety plan.
- 10 There is evidence of compliance with fire safety procedures/regulations, including inspection by the fire department/marshall.
- 11 There are fire extinguishers in the facility or there is a fire suppression system.
- 12 The exits are well marked and free of obstruction.
- 13 The agency appearance is reasonably neat and clean.
- 14 The waiting room and consumer areas are of adequate size and reasonably comfortable.
- 15 The furnishings and décor are appropriate.
- 16 There are no culturally insensitive or offensive materials posted.

Continuum of Care

Question

- 17 There is a policy/written criteria about expectations and limitations for services being provided.
- 18 The program description is Recovery-focused.
- 19 There is a policy/written criteria outlining any exclusionary criteria for the program.
- 20 There is a policy/written criteria regarding the continuing service needs of consumers at the time of their transition from the program.

Initiation

Question

- 21 The policy/written criteria for initiation procedures of an inventory of consumer strengths and resiliency factors.
- 22 The policy/written criteria for initiation procedures includes a review of the consumer's family and support network.
- 23 The policy/written criteria for initiation procedures includes a review of whether the consumer has a WRAP, advanced directive, recovery plan, and/or a plan for managing relapse.
- 24 The policy/written criteria for obtaining appropriate consents to contact the consumer's behavioral health clinician, medical physician, family/social supports, and or agencies and other programs with which the consumer is involved.
- 25 There is a policy/written criteria for the development of a recovery plan, developed with the consumer.

26 There is a policy/written criteria for the review and update of the recovery plan at regular intervals.

Performance Improvement

Question

27 There is a Quality Improvement Program.

Management of Information

Question

28 The program has a process in place to ensure the availability of contact records to the peer/family coach.

29 The program has a policy for making the contact record available to the consumer upon request in a reasonable amount of time.

30 The program has an organized system of filing information in the contact records.

31 The program must have an established procedure to maintain the confidentiality of contact records in accordance with any applicable statutes and regulations.

32 If contact records need to be transported to another service location, there is a protocol in place to maintain confidentiality of records throughout the transportation process.

Infection Disease

Question

33 There is a policy and procedure regarding infection control at the agency which includes written protocols for communication with local public health authorities.

34 There are written protocols for working with consumers with infectious diseases.

Handicap Accessibility

Question

35 The agency has parking for handicapped vehicles.

36 The agency has a ramp allowing entrance into the building.

37 The agency has wide doorways for wheelchair access.

38 The agency has handicap accessible restroom(s).

39 If the agency is not handicap accessible, does the program staff screen for handicap needs prior to initiation of services?

Complaints

Question

40 There is a protocol for dealing with complaints.

41 The agency documents that consumers/families are informed of methods of resolving complaints.

Recovery and Resiliency

Question

42 The mission statement of the facility is recovery-oriented.

Human Resources

Question

- 43 There is evidence of on-going assessment of peer staff competency through performance evaluations and training.
- 44 Personnel files include: resume, background checks, job description, license, and annual evaluations.
- 45 There is a specific policy/written criteria addressing initial and ongoing training of Peer Support staff.
- 46 There is a specific policy/written criteria addressing staff supervision of Peer Support staff.
- 47 Peer Support Specialist job description lists essential knowledge and skills consistent with the work to be completed.
- 48 A sample of the peer/family/recovery coach employee files were reviewed and the files contained documentation of hiring consistent with program policy.