

19. Admission of Clients to ITN Health America LLC

ITN HEALTH AMERICA LLC applies the following standards and criteria for admission of Clients:

1. Persons shall be accepted for service on the basis of their desire or need for assistance with household or personal support or companionship services. **ITN Health America LLC** will not provide medical services that would be performed by an agency licensed as a home health agency or home nursing agency.

2. **ITN Health America LLC** may accept a client who requires complete repositioning and where the client is unable to assist either verbally, non-verbally (including non-verbal indications and cues), or through others (i.e., a bed-ridden client who requires complete assistance to reposition in bed every two hours with no ability to provide any verbal or non-verbal indications and cues that repositioning may be needed only when the following conditions are met:
 - A. The worker shall have been trained in the indications of and the procedures for positioning and repositioning the Client in the above situation;
 - B. The Client's representative shall be able to assist with the positioning or repositioning, either directly or by providing ongoing feedback, including indications of potential harm or discomfort, to the workers through either verbal or non-verbal indications and cues if the client representative is present when the position needs to be changed; and
 - C. **ITN Health America LLC** shall have conducted a competency evaluation of the worker that confirms competency with the indications of and the procedures for positioning and repositioning a client in the above situation.

3. No person shall be refused services based on age, race, color, sex, marital status or national origin.

4. When services are terminated by ITN Health America LLC, the Client is to be notified at least seven (7) working days in advance of the date of termination, with a stated reason for the termination. This information shall be maintained in the Client's record. The seven-day notice requirement is not applicable in cases in which the worker's safety is at risk. In these cases, **ITN Health America LLC** may notify the client of termination of services and the reason for termination. Documentation of the risk to the provider shall be maintained in the client record.

5. The acceptance of the Client for non-medical services shall be based on the following documented information, in consultation with the Client and his or her appropriate family members or representative:
 - A. Any functional limitations of the client and the relevance of the limitation to the services requested; and
 - B. Any circumstances that may have an impact on activity or involvement by the Client, such as basic information on medications being taken, treatments received, client's physical activity, diet and mental status in relation to the services requested.

3.5. Competency Evaluation (Skills Test)

A series of behavioral, situational, and technical questions will be asked to get to know care worker applicants and test their current knowledge and skills of the industry.

Additionally, the competency evaluation will measure the applicant's ability to employ the methods required to implement first aid effectively and safely, perform nail care effectively and safely, to perform repositioning effectively and safely as needed, to perform transfers effectively and safely, and the ability to employ the methods required to change an oxygen delivery system effectively and safely.

2. Description of injury or abuse to Client;
3. Any actions taken by ITN Health America LLC;
4. A list of individuals and agencies interviewed or notified by ITN Health America LLC;
5. A description of the action to be taken by ITN Health America to prevent the abuse, neglect or financial exploitation from occurring in the future; and statements of any witnesses

ITN Health America LLC employees and volunteers shall report abuse, neglect or financial exploitation of a client to ITN Health America LLC management and to the appropriate elder abuse provider agency or the Department on Aging

ITN Health America LLC shall immediately contact local law enforcement authorities (e.g., telephoning 911 where available) in the following situations:

1. Physical abuse involving physical injury inflicted on a patient or client by a staff member;
2. Sexual abuse of a Client by a staff member;
3. When a crime has been committed in the Client's home by a person other than the Client;
4. When a Client's death has occurred other than by disease processes; or
5. When an allegation of physical abuse, sexual abuse or crime has been reported, or when death (other than by disease or natural causes) has occurred to a Client.

In the event law enforcement is notified for one of the situations detailed above, ITN Health America LLC will ensure the safety of Clients in such situations and will seek advice concerning the preservation of a potential crime scene.