

## NEW CUSTOMER FINANCIAL MANAGEMENT (FMS) SELF-DIRECT PAPERWORK

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, you are the HCBS customer (employer) receiving HCBS self-direct services. You will fill out the orange areas in this packet as the customer (employer).

This paperwork must be completed and submitted to our office. No services can be provided, or any direct support worker paperwork can be processed until we have your new customer FMS paperwork.

**PLEASE READ THIS PAPERWORK BEFORE FILLING IT OUT, THESE ARE LEGAL DOCUMENTS. IF YOU HAVE ANY QUESTIONS PLEASE CALL OUR OFFICE.**

1. Return ALL these numbered items regardless, if a signature is needed on them or not, they are all part of the paperwork: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19).
2. Please make sure the paperwork is filled out correctly, any errors or omissions it will be mailed back to you with instructions on what to do.
3. Please make a copy of this paperwork for your records.

**PAPERWORK IS ACCEPTED MONDAY TO THURSDAY FROM 8AM TO 3PM.**

The option for how to submit this paperwork is marked below.

- DELIVER THE ORIGINALS TO OUR OFFICE IN PERSON FOR REVIEW. IF YOU ARE UNABLE TO DO SO YOU MAY ALLOW SOMEONE ELSE TO DELIVER YOUR PAPERWORK TO OUR OFFICE ON YOUR BEHALF FOR REVIEW.
- MAIL ALL THE ORIGINALS TO OUR OFFICE OUR ADDRESS IS: **3033 W 2<sup>ND</sup> ST N, WICHITA, KS 67203** FOR REVIEW.

IF you have any questions about this paperwork before filling it out, please call our office at 316-942-6300 between the hours of 8am to 4pm Monday to Friday.

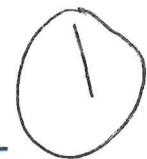
# PAPERWORK NOTICE

## READ BEFORE YOU FILL OUT ANY OF THIS PAPERWORK.

### **PARENTS / GUARDIANS / SPOUSES DURABLE POWER OF ATTORNEY (DPOA)**

IF YOU ARE GOING TO BE THE PAID DIRECT SUPPORT WORKER (CAREGIVER) AND YOU ARE A **PARENT / GUARDIAN / SPOUSE OR DURABLE POWER OF ATTORNEY (DPOA)** FOR THE CUSTOMER YOU MUST CONTACT THE INSURANCE COMPANY AND TALK TO THE CARE COORDINATOR TO HAVE A DESIGNATED REPRESENTATIVE PUT IN PLACE.

THE CARE COORDINATOR MUST ALSO SEND US THE PAPERWORK TO HAVE ON FILE AS TO WHO THE DESIGNATED REPRESENTATIVE WILL BE.



## Customer Verification of Signature

The State of Kansas requires us to verify that your signature on correction sheets and paperwork matches the signature we have on file. If we ever have a question about your signature we can refer to this page for verification. If we have any further questions, we will contact you.

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**Customer Name** (The person receiving HCBS services name goes on this line do not list the parent/guardian or DPOA name). Please print.

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**Customer Signature**

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**Date**

**1. Can the customer sign this paperwork for themselves? YES or NO**

IF you answered “**YES**” please go ahead and fill out the packet in the orange areas only.

IF you answered “**NO**” see below on how to fill out the paperwork under the “Signature of Limitations” instructions:

### Signature of Limitations Instructions

*In all situations, the expectation is that the beneficiary (customer) provides oversight and accountability for those providing their HCBS services. Signature options are provided in recognition that a beneficiary's (customer) limitations may make assistance necessary in carrying out this function. If a consumer cannot sign for themselves Durable Power of Attorney paperwork must be provided.*

**The representative signing the paperwork CANNOT be the Direct Support Worker who will be the paid caregiver to sign any paperwork or make corrections to their hours on behalf of the customer/client aka beneficiary receiving HCBS Waiver services.**

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Customer Representative signing paperwork for the customer – (Print Name)

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Customer Representative Signature

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Print Representative's relationship to customer- (DPOA, Parent, Guardian, Designated Representative)



## CUSTOMER PERSONAL INFORMATION SHEET

**CUSTOMER NAME (print)** \_\_\_\_\_

FIRST

MIDDLE

LAST

**ADDRESS** \_\_\_\_\_

**CITY/STATE** \_\_\_\_\_ **ZIP CODE** \_\_\_\_\_

**HOME PHONE** (\_\_\_\_) \_\_\_\_\_ **CELL PHONE** (\_\_\_\_) \_\_\_\_\_

**SOCIAL SECURITY #** \_\_\_\_\_ **DATE OF BIRTH** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**EMAIL ADDRESS** (FOR ILRC COMMUNICATION PURPOSES ONLY): \_\_\_\_\_

**CUSTOMER'S SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_

## NEW HIRES AND BACKGROUND CHECK FEES AGREEMENT

### NEW HIRES:

ALL NEW DIRECT SUPPORT WORKER PAPERWORK MUST BE ACCURATELY COMPLETED AND RETURNED WITHIN 3 DAYS OF THE DATE OF HIRE. NO TIME WORKED PRIOR TO THIS DEADLINE WILL BE PAID BY ILRC AS FISCAL AGENT. MISTAKES ON THE PAPERWORK WILL ALSO DELAY THE DATE A WORKER WILL BECOME ELIGIBLE FOR ILRC AS A FISCAL AGENT PROVIDED FINANCIAL MANAGEMENT SERVICES (FMS).

- **BACKGROUND CHECK FEE'S:**

WE ARE REQUIRED TO PERFORM BACKGROUND CHECKS ON EACH NEW DIRECT SUPPORT WORKER.

- IN THE DIRECT SUPPORT WORKER PAYROLL REGISTRATION PAPERWORK AN ILRC STAFF MEMBER WILL DESIGNATE WHICH OPTION BELOW APPLIES:

### **OPTION 1- THIS OPTION APPLIES TO THE FIRST 5 WORKERS YOU HIRE.**

A \$30.00 REFUNDABLE DEPOSIT (\$60.00 IF DSW HAS AN OUT OF STATE DRIVERS LICENSE) MUST BE SUBMITTED WITH THE BACKGROUND CHECK AUTHORIZATION PAPERWORK. **THEY MUST PASS ALL** OF THE REQUIRED BACKGROUND CHECKS IN ORDER TO BE ELIGIBLE FOR THE REFUND. THIS FEE MUST BE PAID UPON RECEIPT OF THE NEW DSW PAPERWORK BEFORE THE BACKGROUND CHECKS WILL BE RUN. **PLEASE DO NOT SEND MONEY ORDERS.**

### **OPTION 2 – THIS OPTION APPLIES WHEN YOU HAVE EXCEEDED 5 WORKERS.**

CUSTOMER EXCEEDES MORE THAN 5 WORKERS THE CUSTOMER/EMPLOYER MUST PAY THE **\$30.00** BACKGROUND CHECK FEES (\$60.00 IF DSW HAS AN OUT OF STATE DRIVERS LICENSE).

\*\*\*ONCE THE BACKGROUND CHECK FEE'S HAVE BEEN IMPLIMENTED IN OPTION 2, IF "YOU" THE CUSTOMER/EMPLOYER CONTINUE TO BE EXCESSIVE WITH HIRING AND FIRING OF DIRECT SUPPORT WORKERS YOU MAY BE ASKED TO FIND A NEW PAYROLL PROVIDER. THIS SIGNED AGREEMENT SERVES AS YOUR NOTICE.

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**Customer Name (Print)**

**Customer Signature**

**Date**



## KANSAS AUTHENTICARE CALL IN AGREEMENT

The Kansas AuthentiCare call-in system is a mandatory system put in place by the State of Kansas. Using the system is a condition of HCBS FMS service, failure to use it will result in disqualified hours. The system mandates that your Direct Support Worker use it to record the hours they are working for you. The system is simple to use, your Direct Support Worker will be given instructions along with their ID number. Direct Support Workers are not to overlap hours with another worker who is already clocked in.

The Customer MUST have a phone available for your Direct Support Worker to clock in and out with. If you do not have a phone your Direct Support Worker will not be allowed to work until you obtain one, unless your worker has been approved for the mobile app. This system is mandatory and it's your responsibility as the Customer to make sure a phone is available for your Direct Support Worker to use at all times.

The HCBS services are to be provided to the **CUSTOMER ONLY** and do not allow the Direct Support Worker to perform tasks for anyone else that resides in the household while they are clocked IN.

Direct Support Workers **CANNOT** be clocked in at the same time during the same shift.

Direct Support Workers **ARE NOT** allowed to be clocked in at the same time if they work for multiple Customers this includes Direct Support Workers that work for other Customers with a different FMS payroll provider. This is fraud and could be reported.

Customer is responsible for adding or removing any registered numbers to your record in Kansas AuthentiCare, Direct Support Workers' numbers are not allowed to be registered.

If your Direct Support Worker misses a clock in **OR** clock out a claim correction form can be submitted to the Payroll Department. **You will have 2 weeks to turn in a correction sheet to us for processing, we do not process any corrections sheets that are over 2 weeks old, this is mandatory based on our billing process that we follow.** HOWEVER, if the worker fails to clock in and clock out for their entire shift on any given day no correction forms will be accepted, the Kansas AuthentiCare call in system is mandatory. Also, workers' time will not be reversed if they have clocked in and out using a registered phone listed in your record, you as the Customer are responsible for all phone numbers in your record.

If the customer goes into the hospital, rehab or nursing facility, jail, out of State without you, etc., please let us know immediately. You are **NOT** allowed to clock in and out during this time this is Medicaid Fraud and will be reported to Medicaid, the Kansas Attorney General's Office, and the insurance company.

This HCBS waiver has a limit of 12 hours per day: however, you must limit your hours to only the hours authorized on the customer's Plan of Care/ISP. Hours worked in excess of what are authorized on the Plan of Care/ISP shall not be paid by ILRC as fiscal agent.

Corrections are limited to 6 per month. Any corrections in excess of this limit will result in corrective action procedures. Any customer who has worker(s) who have exceeded the monthly limit 2 or more times will not be eligible for any corrections of errors or omissions for any of their workers without possible additional fees.

By signing below, you, the Customer agree to the above agreement.

**Customer Name (Print)**

**Customer Signature**

**Date**

### **FINANCIAL MANAGEMENT SERVICES AGREEMENT**

This Financial Management Services Agreement (the “**Agreement**”) is made and entered into this [REDACTED] day of [REDACTED], 20 [REDACTED] by and between Independent Living Resource Center (the “**FMS Provider**”) and [REDACTED] (the “**Customer**”).

**WHEREAS**, the Customer is a participant in a Home and Community Based Services (“**HCBS**”) waiver program under Medicaid (the “**Program**”) administered by the Kansas Department of Aging and Disability Services (“**KDADS**”) through KanCare and has elected to self-direct his/her services under the Program by employing one or more direct support workers (each a “**Caregiver**”);

**WHEREAS**, the Customer is the sole employer of his/her Caregiver (s);

**WHEREAS**, the purpose of a Caregiver is to provide assistance and support to the Customer in accordance with the Customer’s integrated service plan (the “**ISP**”) under the Program;

**WHEREAS**, as a self-directed participant in the Program, the Customer is required to contract with an entity that has contracted with KDADS to provide financial management services (“**FMS**”) under the Program;

**WHEREAS**, the FMS Provider has contracted with KDADS to provide FMS under the Program; and

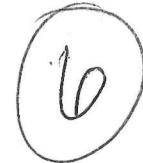
**WHEREAS**, the Customer desires to retain the FMS Provider to provide FMS, including, but not limited to (i) processing of time worked by the Customer’s Caregiver(s), (ii) billing KanCare on the Customer’s behalf, (iii) distributing pay checks or electronic deposits for services rendered by each of the Customer’s Caregivers under the ISP, (iv) withholding, filing and paying appropriate taxes for Caregiver services under the ISP, and (v) information and assistance services to assist the Customer in understanding his/her role and requirements as the employer of each Caregiver and his/her responsibilities under participant-direction.

**NOW THEREFORE**, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

**Section 1. Duties of the Customer.** The Customer’s duties under this Agreement include, but are not limited to, the following:

(a) Strictly comply with:

- (1) The Customer’s ISP, Customer Service Worksheet (if any), and any all other Program requirements;
- (2) Any and all instructions, rules or policies maintained by the FMS Provider with regard to billing and payment; and
- (3) Any and all Kansas statutes, regulations, or policies (including, but not limited to, KDADS’s Field Service Manual, as amended from time to time) relating or pertaining to services provided under the Program and for payment for such services; and



- (b) Choose and direct his/her support services under the Program (e.g., Personal Care Services and Enhanced Care Services);
- (c) Understand the roles and responsibilities of the FMS Provider;
- (d) Notify the FMS Provider of the Customer's "Designated Representative" (if any), using forms provided by the FMS Provider;
- (e) Perform all of the roles and responsibilities as employer of the Caregivers, including, but or limited to, the following:
  - (1) Recruit, select, interview, hire, train, supervise, and dismiss Caregivers;
  - (2) ***Notify the FMS Provider when the Customer desires to hire an individual as a Caregiver, so that the FMS Provider can begin processing the potential hire;***
  - (3) Ensure that all employment paperwork, including Form W-4, Form K-4, and Form I-9, is completed and processed in a timely manner by referring each Caregiver to the FMS Provider as soon as the Customer decides that he/she wants to hire such Caregiver and ***before such Caregiver begins to work for the Customer;***
  - (4) Negotiate and sign an Employment Agreement with each Caregiver that clearly identifies the responsibilities of the Customer and Caregiver;
  - (5) Comply with the following obligations regarding Form I-9:
    - i. Require each Caregiver hired by Customer to complete Section 1 of Form I-9 on or before the first day of employment;
    - ii. Complete and sign Section 2 of Form I-9 after reviewing original documents from the Caregiver;
    - iii. Send a copy of the completed Form I-9 (along with copies of documents provided for Section 2 of the Form I-9) to the FMS Provider for filing and review; and
    - iv. Maintain the original Form I-9 and copies of documentation in the Customer's files.
- (6) In accordance with the ISP, determine the tasks to be performed by Caregiver(s) and where and when they are to be performed;
- (7) Manage and supervise the day-to-day HCBS activities of each Caregiver;
- (8) Ensure each Caregiver has resources and training on the use of the AuthentiCare ® KS IVR system;
- (9) Ensure that the time worked by each Caregiver is delivered according to the ISP;
- (10) Approve and validate the time worked by the Caregiver;
- (11) Maintain control and oversight of each Caregiver to prevent fraud, waste, abuse and ensure compliance with federal and state rules and regulations;
- (12) Ensure each Caregiver is aware of their employment requirements and job responsibilities upon signing the Employment Agreement;
- (13) Develop an emergency worker back-up plan in case a substitute Caregiver is ever needed on short notice or as a back-up (short-term replacement Caregiver);



- (14) Assure all appropriate service documentation is recorded as required by the State of Kansas HCBS Waiver program policies, procedures, or by the KanCare Provider Agreement;
- (15) Understand and comply with the Program's policies and procedure and federal and state employment laws, including but not limited to the Customer's responsibility to ensure that each Caregiver is paid (a) at least minimum wage for all hours worked, whether or not the hours are approved under the ISP, and (b) overtime wages for all hours over forty that are worked by a Caregiver in the workweek, whether or not the overtime is approved under the ISP;
- (16) Provide a safe work environment for the Caregivers;
- (17) Provide proper supplies and materials, at the Customer's expense, for each Caregiver to perform his/her duties for the Customer;
- (18) As soon as possible **but no later than 24 hours** after learning of a Caregiver's work related injury, report such injury to the FMS Provider; and
- (19) As soon as possible but **no later than 24 hours** after learning of the change in status of a Caregiver (including termination of employment, change in contact information, or Form W-4 and Form K-4 elections), notify the FMS Provider of such change in status and provide information to the FMS Provider regarding the change in status, as required in the FMS Provider's sole discretion;
- (f) As soon as possible **but not later than 24 hours** after a change in status of the Customer that would make it impossible for the customer to receive services under the Program temporarily or permanently (including, but not limited to, loss of the Customer's eligibility for Medicaid, incarceration in a penal institution or admission to an inpatient or residential hospital, nursing facility, intermediate care facility for individuals with intellectual disabilities, or an institution for mental disease), notify the FMS provider of such change.
- (g) Within **three working days** after a change in contact information for the Customer or his/her Designated Representative (if any) occurs, inform the FMS Provider of such change.

**Section 2. Duties of the FMS Provider.** The duties of the FMS Provider, as agent of the Customer, under this Agreement are as follows:

- (a) Comply with the provisions of K.S.A. 39-7, 100 and K.S.A. 65-6201;
- (b) Comply with all state and federal Medicaid, KanCare, and KDADS requirements;
- (c) Support the Customer's right to self-direct his/her in-home support;
- (d) Ensure that the Customer, and not the FMS Provider, has the right to choose, direct and control the services and the Caregivers who provide them without excessive restrictions or barriers;
- (e) Provide FMS to the Customer, including but not limited to:
  - (1) Processing of time worked by Caregiver;
  - (2) Billing KanCare on the customer's behalf;
  - (3) Distributing pay checks or electronic deposits for services rendered;
  - (4) Withholding, filing and paying appropriate taxes;



- (5) Assisting the Customer in understanding his/her role and requirements as the employer of each Caregiver and his/her responsibilities under participant-direction;
- (6) Assisting the Customer in obtaining a federal employer identification number (FEIN); and
- (7) Arranging for unemployment insurance for the Customer;
- (f) Provide human resource documentation and payroll services that support the Customer's role as sole employer of each Caregiver, including reviewing and recommending corrections to Forms I-9 submitted by the Customer to the FMS Provider;
- (g) As agent of the Customer, conduct background checks on potential Caregivers in accordance with KDADS and other state and federal regulations, review results of background checks, and notify the Customer as to whether a potential Caregiver is eligible for hire based on the results of such background checks;
- (h) As agent of the Customer, provide information to Caregivers that outlines the completion of the time-keeping process, wages, and pay days;
- (i) Ensure that the customer, not the FMS Provider, determines the terms and conditions of work (when and how services are provided, such as establishing work schedules, work conditions, and tasks to be performed);
- (j) Provide information and assistance services to the Customer, as requested by the Customer;
- (k) On behalf of the Customer (who is the sole employer), pay wages to each Caregiver in accordance with state and federal laws; provided, however, under no circumstances will the FMS Provider be obligated to pay a Caregiver for any hours exceeding those allowed on the ISP or by the Program;
- (l) On behalf of the customer (who is the sole employer), maintain all Caregiver records and documentation, as arequired by KDADS;
- (m) On behalf of the Customer (who is the sole employer), arrange for workers' compensation insurance for each Caregiver; and
- (n) Upon receiving a report of a Caregiver's workers' compensation injury from the Customer, report such injury to the workers' compensation carrier.

**Section 3. Selection of Caregiver.** The parties agree that the Customer shall have sole discretion whether to hire or continue to employ a particular individual as a Caregiver and that the FMS Provider shall not be involved in such decisions. The Customer understands and agrees that before a Caregiver can begin working:

- (a) The Customer must notify the FMS Provider of the Customer's intent to hire the Caregiver so that the applicable processing of the Caregiver (including applicable background checks)can be done by the FMS Provider.
- (b) The FMS Provider must notified the Customer that the results of such background checks qualify the Caregiver to be employed under the Program; and
- (c) The Customer and the Caregiver must enter into an Employment Agreement.



The Customer understands and agrees that the Customer, not the FMS Provider, shall be liable for any wages owed to a Caregiver who has not been processed by the FMS Provider and/or who performs work outside the scope of the ISP or Program.

**Section 4. Payment to the FMS Provider.** The parties agree that the FMS Provider shall be paid through the Program for the services that the FMS Provider provides to the Customer under his Agreement. ***The Customer understands that KDADS and/or KanCare will not process payments through the Program without proper documentation from the FMS Provider and/or the Customer and that such documentation must be complete and accurate in order to avoid Medicaid fraud.*** Therefore, the customer agrees to cooperate fully with the FMS Provider to ensure that the FMS Provider is paid through the Program for such services and that the documentation regarding Caregiver services that are provided by the Customer to the FMS Provider is complete and accurate. Furthermore, the customer understands and agrees that (a) to the extent that the Program requires the Customer to pay a portion of the Caregiver's services (e.g., a client obligation), the customer must pay the FMS Provider that amount and (b) if KanCare and/or Medicaid refuses to pay for the services of the Caregiver through the Program, the ***Customer is personally liable to the FMS Provider*** for any costs and expenses incurred by the FMS Provider in paying the Caregiver for such services. If the Customer has a monthly client obligation that is assigned to the FMS Provider, the Customer agrees to pay said obligation by the 1<sup>st</sup> of each month it is assigned.

**Section 5. Payment for Work Not Covered by ISP or Program.** The FMS Provider has no obligation to compensate a Caregiver for any work for the Customer that is not covered by the Customer's ISP or the Program ("Non-Covered Duties"). In the event that a Caregiver performs Non-Covered Duties, the Customer agrees that the Customer is personally liable for compensation owed to the Caregiver for Non-Covered duties (including any overtime wages attributable to Non-Covered duties and/or that are not payable under the Program), and the customer agrees to indemnify, hold harmless, and reimburse the FMS Provider for any payments it makes to the Caregiver for Non-Covered Duties.

**Section 6. FMS Provider is Not the Common Law Employer for Purposes of Patient Protection and Affordable Care Act Act.** The parties hereby understand and agree that ***the FMS Provider is not the "common law employer" of any Caregiver for purposes of Patient Protection and Affordable Care Act ("PPACA") or under any other law that FMS Provider has no legal obligation to offer health care coverage to any Caregiver.*** The parties further agree and understand that, under the legal standards established by the Internal Revenue Service, the "common law employer" for purposes of PPACA compliance is the Customer. The customer agrees never to argue or raise as a defense in any legal proceeding that the FMS Provider is the "common law employer" of a Caregiver for purposes of PPACA or for any other purpose.

**Section 7. FMS Provider is Not the "Employer" for Purposes of the Fair Labor Standards Act.** The parties hereby understand and agree that the FMS Provider is not the "employer" of any Caregiver for purposes of the Fair Standards Act or under any other law that uses the "economic reality test" to determine employer/employee status. The Customer agrees never to argue or raise as



a defense in any legal proceeding that the FMS Provider is the "employer" of a Caregiver for purposes of the Fair Labor Standards Act or for any other purpose.

**Section 8. Medicaid Fraud.** The Customer agrees and understands that if either the Customer or the Caregiver submits false or inaccurate information regarding the work times or duties performed by the Caregiver, it will be considered Medicaid fraud and exploitation of benefits that the FMS Provider is required to report to the State of Kansas.

**Section 9. Consent to Release Confidential Information.** The Customer consents and authorizes the FMS Provider to release and exchange information related to the services provided by the FMS Provider and any of the Customer's Caregivers (including health information and information that is otherwise confidential) to the following agencies and individuals: The Customer's case manager; the Customer's case management agency or Case Management Entity ("CME") (as applicable); a Managed Care Organization ("MCO") involved with the Customer's Program; the Customer's Community Developmental Disability Organization ("CDDO"); KDADS; the Division of Health Care Finance of the Kansas Department of Health and Environment; HP Enterprises/KS Medicaid Fiscal Agent; KDADS's Quality Assurance Department; AuthentiCare KS; third party insurance carriers; and any other government agency as required by law and Kansas FMS requirements.

**Section 10. Coverage by Caregivers.** The Customer understands and agrees that it is the Customer's sole responsibility (not the FMS Provider's responsibility) to ensure that a Caregiver or someone else is present and available to provide services to the Customer and that the FMS Provider is not liable in any way if a Caregiver or another person is not present or available to provide such services.

**Section 11. Liability.** The Customer understands and agrees the FMS Provider shall not be liable to the Customer for any injuries, claims, loses, expenses, or damages, arising from or in any way relating to the Agreement from any cause or causes including, but not limited to, the negligence, gross negligence, errors, omissions, breach of contract, or breach of warranty by the FMS Provider, any agent, officer, or employee of the FMS Provider, or any Caregiver, or for the intentional misconduct of any Caregiver. The Customer agrees to hold the FMS Provider harmless from any liability of the FMS Provider to a Caregiver, Medicaid, KanCare, or KDADS that is due to the Customer's negligence, gross negligence, errors, omissions, breach of contract, and/or intentional misconduct.

**Section 12. Termination of the Agreement.** This Agreement shall remain in effect pending the earliest occurrence of one of the following events:

- (a) Denial of the Customer's Medicaid and/or KanCare eligibility;
- (b) Termination/closure of the Customer's applicable HCBS case;
- (c) Termination of the Customer's right to self-direct his/her case;
- (d) Termination of the Agreement by the FMS Provider, in accordance with Program requirements, including termination for Medicaid fraud or for failure to pay a state ordered client obligation;
- (e) Termination of the Agreement by the Customer, following written notification from the customer to the FMS Provider and in accordance with Program requirements.



(f) The effective date of an agreement between the Customer and another entity that provides FMS to the Customer under the Program.

**Section 13. Third Party Beneficiary.** Though KDADS and the CME (if any) from whom the Customer receives case management services under the Program are not parties to this Agreement, the parties specifically intend that KDADS and the CME (if any) each be a third-party beneficiary and, as a result thereof, further acknowledge and agree that KDADS and/or the CME (if any) may, at their option, enforce the terms of this Agreement.

**Section 14. Assignment.** The parties shall not assign, subcontract, or delegate any duties or obligations required by this Agreement to any other individual, agency, or organization. Subject to that limitation, this Agreement shall be binding upon and inure to the benefit of the parties and their heirs, personal representatives, successors, and assigns.

**Section 15. Amendment.** This Agreement may only be modified by a written agreement signed by the parties hereto. No failure by either party to insist upon the strict performance of this Agreement on one or more occasions shall constitute a waiver of any right or remedy hereunder.

**Section 16. Severability.** The invalidity or unenforceability of any provision of this Agreement shall not affect the other provisions hereof and this Agreement shall be construed in all respects as if such invalid or unenforceable provisions were omitted.

**Section 17. Entire Agreement.** This Agreement has been entered into in good faith by the parties. This Agreement sets forth the entire agreement and understanding of the parties with respect to the subject matter hereof and supersedes any and all prior and contemporaneous negotiations, understandings, and agreements with regard to the subject matter hereof, whether oral or written. In entering into this Agreement, neither the FMS Provider nor the Customer has made or relied upon any representation or provision not set forth herein.

**Section 18. State Law.** The terms and provisions of this Agreement shall be construed in accordance with and governed by the laws of the State of Kansas. The titles of the Sections, Subsections, Paragraphs, and Subparagraphs in this Agreement have been inserted for convenient reference only and shall not affect the construction of this Agreement.

**Section 19. Venue.** For any action to enforce this Agreement by KDADS or CME (if any), venue shall solely be in the District Court of Shawnee County, Kansas. For all other actions to enforce this Agreement, venue shall solely be in District Court of Sedgwick County, Kansas.

**Section 20. Compliance with Program.** It is the intent of the parties that this Agreement be interpreted to comply with the Program requirements.

**Section 21. Signatures.** This Agreement (and any amendments, modifications, or waivers in respect hereof) may be executed in any number of counterparts, each of which shall be deemed to be an original, but all of which shall constitute one and the same document. Facsimile signatures or



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TEL 316·942·6300  
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signatures emailed in portable document format (PDF) shall be acceptable and deemed binding on the parties hereto as if they were originals.

**IN WITNESS WHEREOF**, the parties have executed this Agreement as of the day and year first above written.

**INDEPENDENT LIVING RESOURCE CENTER REPRESENTATIVE**

By: \_\_\_\_\_  
Signature

Print name

Title

**CUSTOMER (or Customer's parent, legal guardian, or legal representative)**

Signature

Print Name of Customer

If the Customer does not sign, list the relationship of the person signing for the Customer.

Customer      Medicaid ID #: \_\_\_\_\_

## FOR SS-4 AND 2678 FORMS Items **(13)** and **(14)**

### INSTRUCTIONS

\*\*\*\*\*

BY FILLING OUT THE SS4 AND 2678 FORMS YOU ARE ALLOWING INDEPENDENT LIVING RESOURCE CENTER D.B.A. ILRC AS FISCAL AGENT TO APPLY FOR AN EMPLOYER IDENTIFICATION NUMBER (EIN) ON YOUR BEHALF WITH THE IRS.

1. ON ITEMS 13 AND 14 ONLY FILL OUT THE ORANGE HIGHLIGHTED AREAS WITH THE CUSTOMER / CLIENT'S INFORMATION. DO NOT LIST ANYONE ELSE'S NAME ON THESE FORMS THE IRS WILL NOT ACCEPT THEM.
2. IF THE CUSTOMER IS MINOR OR UNABLE TO SIGN FOR THEMSELVES GIVING ASSISTANCE IS ACCEPTABLE BUT THE CUSTOMER / CLIENT MUST SIGN THESE FORMS.
3. YOU CAN ASSIST THE CUSTOMER / CLIENT WITH A "HAND" OVER "HAND" METHOD THAT IS PERMISSIBLE IF NEEDED.
4. **PARENTS, GUARDIANS, DESIGNATED REPRESENTATIVES, DPOA (durable power of attorney) you cannot put your name anywhere on these 2 forms or sign it see items CIRCLED 13 AND 14. It must have the customers' information and signature only on them.**
5. IF YOU HAVE ANY QUESTIONS ON FILLING OUT ITEMS 13 AND 14, PLEASE CALL OUR OFFICE FOR ASSISTANCE.



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## Form 2678 Employer/Payer Appointment of Agent

(Rev. August 2014) Department of the Treasury — Internal Revenue Service

OMB No. 1545-0748

Use this form if you want to request approval to have an agent file returns and make deposits or payments of employment or other withholding taxes or if you want to revoke an existing appointment.

- If you are an employer or payer who wants to request approval, complete Parts 1 and 2 and sign Part 2. Then give it to the agent. Have the agent complete Part 3 and sign it.

Note. This appointment is not effective until we approve your request. See the instructions for filing Form 2678 on page 3.

- If you are an employer, payer, or agent who wants to revoke an existing appointment, complete all three parts. In this case, only one signature is required.

For IRS use:

### Part 1: Why you are filing this form...

(Check one)

You want to appoint an agent for tax reporting, depositing, and paying.  
 You want to revoke an existing appointment.

### Part 2: Employer or Payer Information: Complete this part if you want to appoint an agent or revoke an appointment.

1 Employer identification number (EIN)

<input type="text"/>	<input type="text"/>	-	<input type="text"/>						
----------------------	----------------------	---	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

2 Employer's or payer's name  
(not your trade name)

--	--	--

3 Trade name (if any)

--	--	--

4 Address

Number	Street	Suite or room number
<input type="text"/>	<input type="text"/>	<input type="text"/>
City	State	ZIP code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Foreign country name	Foreign province/county	Foreign postal code

5 Forms for which you want to appoint an agent or revoke the agent's appointment to file. (Check all that apply.)

	For ALL employees/ payees/payments	For SOME employees/ payees/payments
Form 940, 940-PR (Employer's Annual Federal Unemployment (FUTA) Tax Return)*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Form 941, 941-PR, 941-SS (Employer's QUARTERLY Federal Tax Return)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Form 943, 943-PR (Employer's Annual Federal Tax Return for Agricultural Employees)	<input type="checkbox"/>	<input type="checkbox"/>
Form 944, 944(SP) (Employer's ANNUAL Federal Tax Return)	<input type="checkbox"/>	<input type="checkbox"/>
Form 945 (Annual Return of Withheld Federal Income Tax)	<input type="checkbox"/>	<input type="checkbox"/>
Form CT-1 (Employer's Annual Railroad Retirement Tax Return)	<input type="checkbox"/>	<input type="checkbox"/>
Form CT-2 (Employee Representative's Quarterly Railroad Tax Return)	<input type="checkbox"/>	<input type="checkbox"/>

\*Generally you cannot appoint an agent to report, deposit, and pay tax reported on Form 940, Employer's Annual Federal Unemployment (FUTA) Tax Return, unless you are a home care service recipient.

Check here if you are a home care service recipient, and you want to appoint the agent to report, deposit, and pay FUTA tax for you. See the instructions.

I am authorizing the IRS to disclose otherwise confidential tax information to the agent relating to the authority granted under this appointment, including disclosures required to process Form 2678. The agent may contract with a third party, such as a reporting agent or certified public accountant, to prepare or file the returns covered by this appointment, or to make any required deposits and payments. Such contract may authorize the IRS to disclose confidential tax information of the employer/payer and agent to such third party. If a third party fails to file the returns or make the deposits and payments, the agent and employer/payer remain liable.

 Sign your name here

Date

/ /

Print your name here

--

Print your title here

HOME CARE SERVICE RECIPIENT

Best daytime phone

--

Now give this form to the agent to complete. ➔

**Part 3: Agent Information: If you will be an agent for an employer or payer, or want to revoke an appointment, complete this part.**

**6 Agent's employer identification number (EIN)**

3	2	0	5	0	4	8	4	7
---	---	---	---	---	---	---	---	---

**7 Agent's name (not trade name)**

ILRC as Fiscal Agent

**8 Trade name (if any)**

**9 Address**

3033 W 2nd St N

Number	Street	Suite or room number
--------	--------	----------------------

Wichita	KS	67203
---------	----	-------

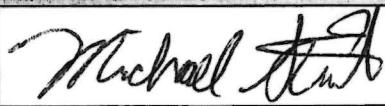
City	State	ZIP code
------	-------	----------

Foreign country name	Foreign province/county	Foreign postal code
----------------------	-------------------------	---------------------

Check here if the employer is a home care service recipient receiving home care services through a program administered by a federal, state, or local government agency.

Under penalties of perjury, I declare that I have examined this form and any attachments, and to the best of my knowledge and belief, it is true, correct, and complete.

**X** Sign your name here



Date

/ /

Print your name here

Michael Streit

Print your title here

Controller

Best daytime phone

316-942-6300 X229

## Welcome to the Independent Living Resource Center

This handbook was made especially for those individuals who have shown an interest in ILRC services. The handbook's content has been designed to acquaint you with the ILRC and the services it can provide. If you have any questions or comments, feel free to contact any of the staff at our office at any time.

**Our Philosophy:** People with disabilities are entitled to the same civil rights, options and control over their lives as people without disabilities.

### Who can receive services?

Any individual, who has a physical, mental or emotional impairment expressing an interest in participating in the program is eligible. This program complies with the provisions of the Rehabilitation Act of 1973 (Pub. Law 93-112), Section 504, Title VII and Title IX of the Civil Rights Act, and Titles I and III of the Americans with Disabilities Act. This means that no person shall be excluded from participation, denied any benefits or subjected to any form of discrimination because of his/her race religion, color, sex, national origin, ancestry, age, disability or political affiliation, nor does the ILRC discriminate based on sexual orientation/preference.

Participation in ILRC programs is based on your needs as determined by the initial intake process, and the program's ability to meet those needs. Requests for alternate forms of communication can be made through IL staff for any event or service conducted through ILRC. Requests are preferred three business days prior to the day of need for the service. Should you have an immediate need for accommodation please contact a staff member of ILRC to see if arrangements can be made.

**Requirements:** Consumers are generally 18 years of age or older. Information and referral services and technical assistance may also be offered to friends, family members and acquaintances of people with disabilities. Consumers must exhibit a commitment toward achieving maximum levels of independence.

**Limitations:** ILRC encourages consumers to access services that already exist in the community. When necessary, ILRC advocates for inclusion of consumers in all levels of society. The ILRC is limited in its ability to serve individuals with a current history of violent behavior that imposes an immediate danger to themselves or others. Such persons will be referred to more appropriate community based services.

## The Core Services

**Advocacy:** Advocacy and legal assistance and/or representation in obtaining access to those benefits, services and programs to which an individual with a disability may be entitled.

**Information & Referral:** On issues, topics and services available for individuals with disabilities, including housing, transportation, attendant services, accessibility, civil rights.

**Independent Living Skills Training:** Instruction to develop independent living skills in areas such as personal care, financial management, social skills, employment skills and household management.

**Peer Support:** Counseling, teaching, information giving, and similar kinds of contact provided by other individuals with disabilities.

**Transition/De-institutionalization:** Assistance is offered to people transitioning out of institutions or who are at risk of being placed in one. Youth Services for are also offered under this service.



## Your Rights at ILRC

- You have the right to be treated as an individual, with feelings, emotions and preferences.
- You have the right to privacy, including privacy of your records and program.
- You have the right to be the primary decision maker in any program planning, decision making, and implementation concerning you.
- You have the right to confidentiality and access to your record under law and per agency policy.
- You have the right to express disagreement with and correction of the material in your file.
- You have the right to accept or refuse services.
- You have the right to appeal any decision made that concerns you.
- You have the right to participate in all aspects of local community life.
- You have the right to education and training which will allow you to develop the skills necessary to reach your personal goals.
- You have the right to vote.
- You have the right to follow your own religious beliefs.
- You have the right to live free of discrimination in employment and in your access to public services and government programs.

There are other rights, but this list summarizes the ones we work most closely with in your life.

## Your Responsibilities at ILRC:

- You are expected to share the responsibility of developing and working on the ILP.
- During appointments, distractions should be kept at a minimum.
- Notification of cancellations of appointments should be done as early as possible.
- Other people have rights. Act in a manner which does not limit or infringe upon those rights.

## Referral Process

A consumer may contact the ILRC directly, or a professional (i.e., and agency such as health service providers, social service agencies, or mental health associations) or friend may refer individuals. Services are provided if the consumer desires them. Depending on the particular program or situation, a referral may mean that we will contact you about your desire for services.

## Independent Living Plan

If services are recommended and the consumer agrees, an Independent Living Plan (ILP) is developed. To develop the ILP, a cooperative effort is required between you and the Independent Living Specialist working with you. If you wish to involve family members or an advocate, that is your choice. The following is a breakdown of an ILP:

**Goals:** Written indication of the direction you plan for yourself and services ILRC can provide.

**Objectives:** Detailed steps you must take to achieve your goals that can be measured.

**Time Frame:** How long you and the other team members expect it will take to meet the objectives.

## Your conduct at ILRC

*Services may be terminated if any of the following occurs:*

- Engage in any activities that constitute abuse, whether physical, verbal, financial or emotional to any member/members and/or staff of ILRC. Display any inappropriate behavior, including disorderly or obscene conduct, fighting, or threatening violence on the premises whether verbally or physically.
- Possess dangerous or unauthorized materials or weapons such as firearms, knives, or explosives while on ILRC property.
- Engage in criminal conduct while on ILRC property.
- Damage, destroy or steal ILRC property.
- Disregard direction from ILRC staff, volunteers, or associates.

## Discontinuing Programs

*Consumers may leave ILRC services for any of the following reasons:*

- The Independent Living Plan (ILP) is completed, or the consumer wishes to discontinue services.
- The consumer and the staff person working with them feel the program is no longer helping the consumer, or ILRC feels the consumer is no longer involved in the ILP process.
- Staff may determine at any point to stop services. You will be notified that IL services will cease.

## File Access

All consumer files are confidential. Direct access to them is limited to designated staff, and all others must have written authorization from you. Only the Executive Director can authorize access to an individual's files by outside sources. You also have access to your file, and may view it upon request to make notes about information in the records, request copies of any information, generated at the ILRC, or request an explanation of the records and evaluations in the file.

## Consumer Appeal Process

Consumers have the right to appeal any staff decisions affecting the status of their services.

### Procedure

1. The consumer must notify their Independent Living Resource Center in writing of their disagreement with staff decision affecting services. Examples of such decisions would be the discontinuation of services, the stated inability of decision by the staff not to fulfill a request for services the staff deem inappropriate, etc.
2. If, after review of the situation and consultation with the ILRC staff member supervisor, the ILRC is still convinced that the decision is the right one, the ILRC will specify to the consumer, in writing, the reason for the decision. This will be mailed within ten (10) working days. The decision will include a description for the process for continuing the appeal.
3. If the consumer wishes to continue the appeal, he/she shall request that the ILRC supervisor and/or the Director meet with him/her and hear the appeal in person. The consumer may represent himself/herself or have an advocate, attorney or a parent/guardian act on his/her behalf. The consumer may present relevant evidence and testimony. Following the meeting one of the following decisions will be made by the Director: the consumer's appeal is justified, the consumer's appeal is not justified, or the consumer and organization will reach a compromise. This decision will be communicated in writing to all parties, and the decision of the Director is final.

## CLIENT ASSISTANCE PROGRAM

You may call the Client Assistance Program operated for all individuals who receive services from programs like the ILRC and Vocational Rehabilitation. The number is 1-800-432-2326.

## SATISFACTION SURVEYS

ILRC conducts an annual satisfaction survey that is mailed to the address on file with a prepaid return envelope to all ILRC participants active during the prior calendar year. You may complete anonymously or include a contact information on the survey. You may call and give direct feedback to the ILRC Program Manager or the Executive Director at 316-942-6300.

## EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Independent Living Resource Center follows the philosophy that no person shall be excluded from participation in, denied any benefits of, or be subject to any form of discrimination due to race religion, color, sex, national origin, ancestry, age, disability, or sexual orientation/preference.

Consumer Signature

Date



3033 W 2nd Street N  
Wichita, KS 67203  
TEL 316 · 942 · 6300  
FAX 316 · 942 · 0914  
TFN 800 · 479 · 6861

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### **IL Waiver for Independent Living Plan**

I waive the right to developing an Independent Living Plan, including any Life Skills Training at this time. I understand that I can contact my Consumer Advocate at Independent Living Resource Center and begin the process to develop an Independent Living Plan at anytime.

Consumer Name: \_\_\_\_\_

First Name

Middle Initial

Last Name

Consumer DOB: \_\_\_\_\_

Consumer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

---

#### **For Staff Use Only**

Staff Signature: \_\_\_\_\_

Staff Name (Please Print): \_\_\_\_\_

Date: \_\_\_\_\_

# TRAINING: ✓ FREE ✓ ONLINE ✓ SELF-PACED

New Content!



KANSAS DIRECT SUPPORT  
WORKFORCE DEVELOPMENT

## Available Now:

- Intro to HCBS: How I Get Paid & Why
- History of Disability Rights and Services
  - Professionalism and Ethics
- Child and Adolescent Dual Diagnosis
  - Principles of Behavior
- Positive Behavior Supports
  - Self Determination
  - Supporting Employment
- Co-Occurring Physical, Cognitive/Intellectual, and Mental Health Disorders

## Coming Soon:

- Supporting Individuals with Disabilities in Disaster and Emergency Situations
- DSW Burnout & Approaches to Self-Care
- Adaptive Communication
- Supported Decision Making
- And more

A great way to build your skills, learn about the HCBS system, improve your care quality, and improve your resume.



\* AVAILABLE TO ALL DIRECT SUPPORT WORKERS AND FAMILY CAREGIVERS IN KANSAS WITH AN EMPHASIS ON THOSE WHO SUPPORT INDIVIDUALS RECEIVING MEDICAID-FUNDED HOME AND COMMUNITY BASED SERVICES

Learn More at [KSDSW.org](http://KSDSW.org)



WICHITA STATE  
UNIVERSITY  
TRAINING AND  
TECHNOLOGY TEAM (TT)



## Who Do We Help?

ILRC helps people with all types of disabilities, whether the disability is temporary or permanent. We are also a resource for families, friends, caregivers and others who need information or assistance. We are located in south-central Kansas, but anyone can contact us at no cost.

## How Do We Help

ILRC provides assistance in locating resources, whether internal or external, to people with disabilities. We work with individuals, their families and caregivers to help them choose the options that are best for them. We believe that people with disabilities are in the best position to know what kind of services and help they need to live independently.

### Core Services

- **Information and Referral**
- **Peer Support**
- **Advocacy**
- **Independent Living Skills Training**
- **Transition/De-Institutionalization**

### Information & Referral (I&R)

ILRC staff use I&R as the gateway to providing information, knowledge, and resources in an efficient manner to people with disabilities. Staff listen to and assist people with locating resources and developing tactics for individuals to resolve barriers to access in their communities.

## Peer Support

We offer the opportunity for people with disabilities to meet and gain support from others in similar circumstances as well as socializing with their peers. Peer support is offered in groups or individually and is based around the person's needs.

## Advocacy

ILRC staff work with people individually or in groups to ensure full participation in their communities. We also empower people to make change systematically through legislation and public policy. Our Disability Advocates 4 Action (DA4A) team is a group of people with and without disabilities who meet to work on these advocacy goals.

## Independent Living Skills Training

ILRC offers a wide variety of classes and one-on-one trainings; cooking & nutrition in a fully accessible kitchen, typing and computer training, blind and low vision training as well as daily living skills such as money and home management, transportation, hygiene, social skills and communication skills.

### Transition / De-Institutionalization

We assist with the transition of people with disabilities from nursing homes and other institutions to home and community based living. In addition, we provide assistance to those at risk of entering an institution and help youth with disabilities integrate into their community.



# ILRC

Resources for Persons  
with Disabilities

3033 W 2nd Street N  
Wichita, KS 67203  
TEL 316 · 942 · 6300  
FAX 316 · 942 · 0914  
TFN 800 · 479 · 6861

## PROGRAMS

### Greater Expectations

As part of the Independent Living Resource Center, Greater Expectations mission is to be a catalyst for growth and opportunities for individuals ages 18-35 with high functioning autism. Using evidence based interventions and strategies, our goal is to understand how autism impacts each individual, develop personalized "visions" and "goals" and pair that with our structured program targeting the key areas of deficit.

Within an environment of structure and support, our highly qualified staff facilitate skill acquisition, social connections, personal freedom and independence, meaningful employment and much more for a fulfilling and meaningful quality of life.

For more information contact us at ILRC  
at 316-942-6300.



### Our Philosophy

People with disabilities are entitled to the same civil rights, options and control over their lives as people without disabilities.

#### Independent Living Resource Center

3033 W. 2nd St. North Wichita, KS 67203

Office Hours M-F 8:00 am - 4:30 pm

Phone 316-942-6300

Fax 316-942-2078

Toll Free 800-479-6861



### Memorial / Honor Program

Remember or honor a loved one by giving a gift in their name. For gifts of \$15 or more, the name will become a part of our donor wall, prominently displayed in our building. If you have questions, please contact ILRC.

### Funding

Established in 1984, ILRC is a 501(c)3 non-profit organization. Services are made possible through partial funding from the State of Kansas Department for Children and Families, Division of Rehabilitation Services, as well as local grants and private donations. ILRC receives no United Way funding.

## OTHER SERVICES

### Medical Equipment Loans

Our Medical Equipment Recycling Network (MERN) offers new and used medical equipment at no cost. Donations of equipment such as walkers, wheelchairs and adaptive bath equipment or anything else are appreciated and may be tax-deductible. MERN hours are 8:00am to 4:00pm – Monday through Friday.

### Personal Assistant Services (PAS)

ILRC provides Fiscal Management Services (FMS) for eligible persons with disabilities desiring to self-direct their own personal care services under the Kansas Medicaid HCBS Waiver Program. Fiscal Management Services include: Processing payroll weekly for your Direct Support Worker, work related payroll tax returns including unemployment insurance and worker's compensation. Information and Assistance is also provided to beneficiaries' families and representatives self-directing their services. For more information contact us at 316-942-6300.

### To Support ILRC

To donate by mail, make checks payable to Independent Living Resource Center and send to our address below.

Or you may donate online using a credit card: [www.ilrcks.org](http://www.ilrcks.org)

# EVV Frequently Asked Questions

## A Quick Guide to Understanding EVV

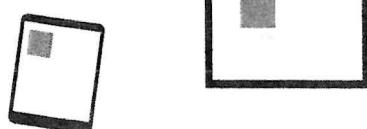
### What is EVV?



"EVV" stands for Electronic Visit Verification. EVV is a way to record the date, time, and place your workers provide services to you.

### What do they mean by "electronic?" What do they mean by "verification?"

When talking about EVV, "electronic" means using an electronic device to record the date, time and place your worker provides services to you. The most common devices are cell phones, tablets, and computers.



When talking about EVV, "verification" means using technology to prove that both you and your worker are at the same place at the same time. This verification only needs to happen when your worker starts each shift and ends each shift.

# I don't want the government to know where I am? What about my privacy?

EVV systems should be designed to protect your privacy. The information about where you are should not be shared with anyone except the people who process paychecks.

## Do I have to use EVV?

If you receive paid help around your home and community, you will probably need to use EVV. States are required to implement EVV or face a penalty from the federal government. Most states will have EVV ready to go by January 1, 2020.

When did this start? I've never heard of EVV before.



Some states have used EVV for a while in personal care and home care services. Congress passed a law in 2016 requiring all states to use EVV or pay a penalty. States have been working on plans to be ready by the January 2020 deadline.

# ATTENTION PAYROLL REGISTRATION PACKETS

11/18/2016

EFFECTIVE IMMEDIATELY, IN COORDINATION AND COMPLIANCE WITH ALL STATE REGULATIONS REGARDING HOME AND COMMUNITY BASED SERVICES AND FINACIAL MANAGEMENT (FMS) SERVICES, ILRC FISCAL AGENT HAS IMPLEMENTED THE FOLLOWING POLICY.

ALL REQUIRED PAPERWORK MUST BE COMPLETED AND ALL REQUIRED BACKGROUND CHECKS MUST BE PASSED BEFORE ANY DIRECT SUPPORT WORKER THAT YOU HIRE CAN START WORKING FOR YOU UNDER THIS PROGRAM.

**THE BACKGROUND CHECK PROCESS CAN TAKE UP TO 4 WEEKS BEFORE ALL OF THE RESULTS ARE RECEIVED FROM THE STATE.**

**WE ASK THAT YOU DO NOT CALL ILRC FOR STATUS UPDATES ON WHERE YOU ARE AT IN THE PROCESS.**

ONCE YOUR DIRECT SUPPORT WORKER HAS PASSED ALL OF THE REQUIRED BACKGROUND CHECKS:

A PIN # WILL BE ISSUED BY SABRINA FROM ILRC AND EMAILED TO YOUR WORKER ALONG WITH A FOLLOW UP PHONE CALL TO THEM TO LET THEM KNOW THEY ARE ELIGIBLE TO WORK FOR YOU UNDER THE HCBS PROGRAM.

## NOTICE OF PRIVACY PRACTICES FOR INDEPENDENT LIVING RESOURCE CENTER

Dear Customer and or Direct Support Worker

Attached to this letter you will find a Notice of Privacy Practices describing the health information practices of Independent Living Resource Center (ILRC) and its affiliates. We are required by federal law to provide this notice to persons who use our services.

The following is a brief summary of the contents of the Notice. We encourage you to read the entire Notice and ask any questions you may have concerning its contents.

**Your Rights Regarding Your Health Information.** This section describes the following rights you have with respect to your health information and tells you how you may exercise these rights.

- Right to inspect and copy
- Right to request amendment
- Right to an accounting of disclosures
- Right to request restrictions on certain uses and disclosures
- Right to request alternative means of communication
- Right to receive a paper copy of the Notice

**How To File Complaints Concerning ILRC's Privacy Practices.** This section tells you what you can do if you believe any of your rights have been violated. You will not be penalized for filing any complaint.

**How ILRC May Use and Disclose Health Information About You.** This section describes the different ways ILRC may use or disclose your health information. This section identifies those uses and disclosures permitted by federal law without first obtaining from you a specific authorization.

Maintaining the privacy of your health information is very important to us. Again, if you have any questions concerning the-attached Notice, please do not hesitate to ask

## INDEPENDENT LIVING RESOURCE CENTER

### NOTICE OF PRIVACY PRACTICES

Effective Date: April 14, 2003

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED  
AND DISCLOSED AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION.  
PLEASE REVIEW IT CAREFULLY.**

If you have questions concerning this notice, please contact:

*Cindi Unruh  
Executive Director  
3033 W. 2nd  
316-942-6300 phone  
316-942-2078 fax  
1-800-479-6861 voice & TTY  
cunruh@ilrcks.org*

ILRC is required by law to maintain the privacy of your health information. This Notice describes your rights and certain obligations ILRC and its affiliates have regarding the use and disclosure of health information. It also tells you about the ways in which ILRC may use and disclose health information about you. ILRC is obligated to follow the terms of the notice that is currently in effect.

ILRC is committed to protecting the confidentiality of your health information. This Notice applies to all health information maintained by ILRC.

#### **YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION.**

**Right To Inspect and Copy** You have the right to inspect and copy health information collected and maintained by ILRC. To inspect and copy your health information, you must complete a specific form providing information needed to process your request. To obtain this form or to obtain more information concerning this process, please contact the person identified on the first page of this Notice. If you request a copy of the information, we may charge a fee for the costs of copying, mailing, or other supplies and services associated with your request. We may require that you pay such fee prior to receiving the requested copies. We may deny your request to inspect and copy in certain limited circumstances. If you are denied access to health information, you may request that the denial be reviewed. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

**Right to Request Alternative Methods of Communications.** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. To request an alternative method of communications, you must complete a specific form providing information we need to process your request. To obtain this form or to obtain more information concerning this process, please contact the person identified on the first page of this Notice. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

**Right to a Paper Copy of This Notice.** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. To obtain a paper copy of this notice, contact the person identified on the first page of this Notice.

#### **COMPLAINTS.**

If you believe your rights with respect to health information about you have been violated by ILRC, you may file a complaint with ILRC or with the Secretary of the Department of Health and Human Services. To file a complaint with ILRC, contact the person identified on the first page of this Notice. All complaints must be submitted in writing.

You will not be penalized for filing a complaint.

#### **HOW ILRC MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU.**

##### **Uses and Disclosures of Protected Health Information Without Your Specific Authorization**

ILRC may use and disclose your health information about you for payment or health care operations without any consent or authorization beyond your use of ILRC's services.

- ***Payment*** means activities associated with collecting fees for services provided to you by ILRC. Activities associated with payment include, but are not limited to:
  - Collection of fees from agencies
  - Review of payment decisions upon appeal
- ***Health Care Operations*** means
  - Case management and care coordination
  - Contacting you about services
  - Training of non-health care professionals
  - Business planning and development
  - Analysis related to managing and operating ILRC
  - Development or change of payment methods
  - Educational activities

Pursuant to applicable federal law, there are several other uses and disclosures ILRC may make without your specific authorization.



1. *Creation of de-identified health information.* ILRC may use your protected health information to create de-identified health information. This means that all data items that would help identify you, such as name, address, birth date, and hire date are removed or modified. This would allow analysis of information without the analyst knowing who the data refers to. Once information is de-identified it is no longer protected.
2. *Furnishing data to Business Associates.* ILRC's Business Associates (e.g., other agencies, legal counsel, and consultants) receive and maintain your protected health information to carry out payment and health care operations.
3. *Uses and disclosures required by law.* ILRC will use and/or disclose your protected health information when required by law to do so. The disclosure will be the minimum necessary to fulfill the legal requirement.
4. *Disclosures for public health activities.* We may disclose your protected health information for the following public health activities:
  - To a public health authority that is authorized by law to collect data for the purpose of preventing or controlling disease, injury, or disability.
  - To a public health authority or other appropriate government authority authorized by law to receive reports of child abuse or neglect.
  - To a person or business subject to the jurisdiction of the Food and Drug Administration ("FDA") for activities related to the quality, safety, or effectiveness of an FDA regulated product or activity.
  - To a person who may have been exposed to a communicable disease if such disclosure is permitted by law.
5. *Disclosures about victims of abuse, neglect or domestic violence.* ILRC may disclose your protected health information to a government authority if we reasonably believe you are a victim of abuse, neglect, or domestic violence. Such disclosure will be made only (i) to extent required by law, (ii) with your agreement, or (iii) as expressly authorized by statute or regulation.
6. *Disclosures for health oversight activities.* ILRC may disclose your protected health information to a health oversight agency for oversight activities. The disclosure must be authorized by law and could include audits; civil, administrative, or criminal investigations; inspections; licensure or disciplinary actions; civil, administrative, or criminal proceedings or actions. It could also include other activities necessary for appropriate oversight of the system or entities subject to civil rights laws for which health information is necessary for determining compliance.
7. *Disclosures for judicial and administrative proceedings.* Your protected health information may be disclosed during any judicial or administrative proceeding if it is:
  - In response to an order of a court or administrative tribunal and includes no more information than that required to satisfy the order;
  - In response to a subpoena, discovery request, or other lawful process not accompanied by an order and the party seeking information has made reasonable efforts to inform you of its actions.



**Right To Request Amendment** If you believe that ILRC's records contain information about you that is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for ILRC. To request an amendment, you must complete a specific form providing information we need to process your request, including the reason that supports your request. To obtain this form or to obtain more information concerning this process, please contact the person identified on the first page of this Notice.

We may deny your request for an amendment if you fail to complete the required form in its entirety. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the health information kept by or for ILRC;
- Is not part of the information that you would be permitted to inspect and copy, or
- Is accurate and complete.

If your request is denied, you will be informed of the reason for the denial and will have an opportunity to submit a statement of disagreement to be maintained with your records.

**Right to an Accounting of Disclosures**. You have the right to request an "accounting of disclosures." This is a list of the disclosures we made of health information about you, with certain exceptions specifically defined by law. To request this list or accounting of disclosures, you must complete a specific form providing information we need to process your request. To obtain this form or to obtain more information concerning this process, please contact the person identified on the first page of this Notice.

Your request must state a time period which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a 12 month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

**Right to Request Restrictions**. You have the right to request a restriction or limitation on the health information we use or disclose about you for payment or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care, like a family member or friend.

*We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.*

To request restrictions, you must complete a specific form providing information we need to process your request. To obtain this form or to obtain more information concerning this process, please contact the person identified on the first page of this Notice.

8. *Disclosures for law enforcement purposes.* We may disclose your protected health information to a law-enforcement official as required by law or in compliance with:
  - A court order, court-ordered warrant, subpoena, or summons issued by a judicial officer;
  - A grand jury subpoena; or
  - An administrative request related to a legitimate law enforcement inquiry.
9. *Disclosures regarding victims of a crime.* In response to a law enforcement official's request, ILRC may disclose information about you without your approval. We may also disclose information in an emergency situation or if you are incapacitated, if it appears you were the victim of a crime.
10. *Disclosures to avert a serious threat to health or safety.* We may disclose your protected health information to prevent or lessen a serious and imminent threat to the health and safety of a person or the public or as necessary for law enforcement authorities to identify or apprehend an individual.
11. *Disclosures for specialized government functions.* ILRC may disclose your protected health information as required to comply with governmental requirements for national security reasons or for protection of certain government personnel or foreign dignitaries.
12. *Disclosures for research purposes.* ILRC may use or disclose your protected health information for research provided that we obtain documentation that authorization has been waived by either an Institutional Review Board or a privacy board.

**Uses and Disclosures Requiring Your Authorization**

All other uses and disclosures of your health information will be made by ILRC only with your express written authorization. If you provide authorization for any use or disclosure of your protected health information, you may revoke that authorization, in writing, at any time. The revocation will not apply to any previous use or disclosure. Disclosures requiring an authorization include, but are not limited to the following:

1. You want ILRC to disclose information to a family member, close friend, or any other individual (other than a Business Associate of ILRC for the purposes of payment or health care operations).
2. ILRC or a Business Associate of ILRC cannot provide you with marketing materials or disclose your protected health information to any other marketing organization without your authorization.

ILRC reserves the right to change the terms of this notice and to make the revised notice effective with respect to all protected health information regardless of when the information was created. If the notice is revised, the new notice will be provided to you, if you are still using ILRC's services, either through e-mail or U.S. postal service, within sixty days of such revision. Otherwise, once every three years we will provide you a reminder of the availability of this Notice and how to obtain the Notice.

## ILRC POLICY FOR CUSTOMERS & DIRECT SUPPORT WORKER

### ***ADA compliance statement:***

The Independent Living Resource Center, Inc. is committed to providing equal access to employment and in all Agency programs, services, and activities to persons with disabilities and fully complies with the American with Disabilities Act and Kansas law.

### ***EQUAL EMPLOYMENT OPPORTUNITY***

ILRC believes equal opportunity for all employees is important for the continuing success of our organization. In accordance with state and federal law, ILRC will not discriminate against an employee or applicant for employment because of race, disability, color, creed, religion, sex, age, national origin, ancestry, citizenship, or military status in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay, and all other terms, conditions, and privileges of employment. Opportunity is provided to employees based on qualifications and job requirements. Reasonable accommodations will be made for individuals with disabilities.

### ***PRODUCTIVE WORK ENVIRONMENT***

It is the policy of ILRC to promote a productive work environment and not to tolerate verbal or physical conduct by any employee that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive, or hostile environment. Employees are expected to maintain a productive work environment that is free from harassing or disruptive activity. No form of harassment will be tolerated, including harassment for the following reasons: race, disability, color, creed, religion, sex, age, national origin, ancestry, citizenship, pregnancy, and military status. Special attention should be paid to the prohibition of sexual harassment.

### ***WORKPLACE VIOLENCE/WEAPONS***

The possession of firearms, explosives, or other dangerous weapons (including knives with blade lengths above four (4) inches), concealed or unconcealed, on ILRC and consumer property, or while conducting agency business is expressly forbidden.

### ***ATTENDANCE AND PUNCTUALITY***

Employees are expected to report to work on time and on a regular basis. Unexcused absenteeism and lateness are expensive and disruptive and place an unfair burden on other employees. Unsatisfactory attendance and punctuality may result in disciplinary action, up to and including termination.

### ***DRUG AND ALCOHOL POLICY***

#### **Section 1: Policy**

ILRC recognizes that the abuse of alcohol and controlled substances are serious social problems, which can negatively impact the performance and image of employees and ILRC. Therefore, to help ensure a safe, healthy and productive work environment for our employees and others, to protect ILRC property, and to ensure efficient operations, ILRC has adopted a policy of maintaining a workplace free of the use of alcohol and illegal use of controlled substances.

#### **Section 2: General Prohibitions and Restrictions**

Individuals under the influence of alcohol and/or the illegal use of controlled substances on the job pose serious safety and health risks not only to themselves, but also to all those who surround or come in contact

with the user. Therefore, possessing, using, consuming, purchasing, distributing, manufacturing, dispensing, or selling alcohol or controlled substances, or being under the influence of alcohol or controlled substances without medical authorization during your work hours, on ILRC premises, on an ILRC work site, and/or while on duty, is cause for disciplinary action up to and including immediate termination. Being "under the influence" with regard to alcohol is defined as a blood alcohol content of .04% or greater. Being "under the influence" with regard to a controlled substance is defined as testing positive in a urine or blood test.

**ABUSE NEGLECT & EXPLOITATION:**

Any suspicion of abuse, neglect or exploitation of any Customer must be reported IMMEDIATELY to Adult Protective Services at 1-800-922-5330.

**GRIEVANCE PROCEDURE FOR TIME WORKED DISPUTES:** DSW and Customers who are in dispute over time worked should immediately contact the payroll office at the ILRC. The Payroll Representative and/or the Financial Manager will arbitrate all wage and time disputes following all applicable state, federal and FMS guidelines and laws.

**FMS FRAUD AND ABUSE REPORTING:** Any ILRC Customers who have witnessed or are aware of FMS fraud perpetrated by their DSW, should immediately contact the payroll office at the ILRC. The Payroll Representative and/or the Financial Manager will be responsible for investigating the claim and making a determination of whether ILRC will continue to allow the DSW to work through the agency. If the customer continues the employer relationship after complaints about the DSW, ILRC will reserve the right to cease to offer FMS provider services for the customer.

## ILRC COMPLIANCE POLICY

### GENERAL

The Independent Living Resource Center requires directors, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Independent Living Resource Center, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

### PROVIDING ACCURATE AND COMPLETE DOCUMENTATION

It is the responsibility of all directors and employees to accurately document services provided to ensure that they are medically necessary and properly coded (up coding, fragmentation, use of inappropriate or outdated codes is unacceptable)

### NEGOTIATING AGREEMENTS AND MANAGING RELATIONSHIPS WITH CONTRACTORS AND SUPPLIERS

Statements, communications and representations to prospective partners and suppliers must be accurate and truthful. Contractual obligations must be performed in compliance with the contract. All suppliers should be treated uniformly and fairly. When deciding among competing suppliers, the selections should be based upon objective criteria (including among other factors: quality, technical capabilities, prices, delivery, adherence to schedules, service) and not favoritism. Relationships with contractors and suppliers should be managed in a fair and reasonable manner; consistent with applicable laws and good business practices. Directors and employees may not communicate confidential third party business information given to ILRC by a contractor or supplier without its permission. This ILRC compliance policy will be provided to applicable contractors.

### GIFTS

ILRC directors and employees are not permitted to accept personal gifts. Occasionally, business related gifts or benefits may be accepted if they are of nominal value. Prior to accepting any gift or benefit, the Compliance Officer should be contacted for guidance. Directors and employees should not give business related gifts without consulting the Compliance Officer.

### ACCURATE BILLING PRACTICES

Billings and claims must reflect that services are supported by relevant documentation and are submitted in accordance with applicable laws, rules regulations and program requirements. Honesty and accuracy in billing and the making of claims to public and private payers is vital. Employees must be alert for and report improper billing to the Compliance Officer. Improper or fraudulent billing activity may include; cost report falsifications, duplicate billing, multiple coverage and secondary payer fraud, false claims and statements, over billing, billing for services that were not provided, billing for unnecessary services, billing for non-approved treatment or equipment usage, improper coding, (using a billing code that provides a higher payment rate than the billing code which accurately reflects the service provided, up coding, unbundling, etc.) submitting more than one claim for the same service, non ordered/non performed testing submissions, improper physician or provider referrals (Stark and Anti-Kickback Rules) or certifying or making inaccurate or false statements.

### REFERRALS

Any business arrangement with a physician or provider must be structured appropriately to ensure compliance with the applicable laws and regulations. ILRC does not pay for referrals and does not accept payment for any referrals that it makes. If a director or employee becomes aware of or is involved with any situation involving bribery, kickbacks, or inappropriate referrals, the director or employee must immediately contact the Compliance Officer.

### CONFLICT OF INTEREST

A conflict of interest may occur if a director's or employee's outside activities or personal interests influence or appear to influence their ability to make decisions for the ILRC. A conflict of interest may also exist if the demands of outside activities or personal interests interfere with the performance of a director or employee's duties for the ILRC. If a director or employee has a question regarding conflict of interest, s/he should consult the Compliance Officer.

### COMPLIANCE WITH LAWS, REGULATIONS AND GUIDANCE

ILRC, through its directors and employees, will comply with all applicable state and federal laws, regulations and guidance documents. In particular, laws regulations and guidance related to participation in and reimbursements from state and federal public benefit programs will be followed. ILRC will also comply with laws related to anti-trust and trade regulations, tax responsibilities, and discrimination in employment or in the provision of services, workplace safety, business practices.

### REPORTING RESPONSIBILITY

It is the responsibility of all directors, and employees to report ethics violations or suspected violations in accordance with the Compliance Policy.

#### REPORTING VIOLATIONS

The Independent Living Resource Center has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's manager is in the best position to address an area of concern. However, if you are not comfortable speaking with your manager or you are not satisfied with your manager's response, you are encouraged to speak to the Executive Director or anyone in management whom you are comfortable approaching. Managers are required to report suspected ethics violations to the Executive Director who will act as the Compliance Officer and who has specific and exclusive responsibility to investigate all reported violations .. If there is a direct conflict of interest with the situation reported and

Manager, employees are encouraged to report violations to the Executive Director or ILRC Board President.

#### ACCOUNTING AND AUDITING MATTERS

The audit/finance committee of the board of directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Executive Director acting as the Compliance Officer shall immediately notify the audit committee of any such complaint and work with the committee until the matter is resolved.

#### ACTING IN GOOD FAITH

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

#### NO RETALIATION

No director, manager or employee who in good faith reports an ethics violation shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to disciplinary action up to and including termination of employment. This Compliance Policy is intended to encourage and enable employees and others to raise serious concerns within the Independent Living Resource Center prior to seeking resolution outside of the Independent Living Resource Center

#### CONFIDENTIALITY

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

#### EXECUTIVE DIRECTOR / COMPLAINECE OFFICER

Cindi Unruh  
Independent Living Resource Center  
316-942-6300 ext. 1222 [cunruh@ilrcks.org](mailto:cunruh@ilrcks.org) 3033 W. 2<sup>nd</sup> Street  
N.  
Wichita, KS 67203

#### ILRC MANAGEMENT STAFF

Executive Director and Greater Expectations Manager: Cindi Unruh  
316-942-6300 ext. 1222

#### CFO:

Michael Streit 316-942-6300 ext. 1229

#### ILS Manager:

Harley Anderson 316-942-6300 ext. 1210

# TAKE CONTROL IN

1

2

3

Disaster Preparedness Guide for Caregivers



FEMA



ROSALYNN FOR  
CARTER CAREGIVERS  
INSTITUTE

## Take Control in 1, 2, 3—Disaster Preparedness Guide for Caregivers

[www.ready.gov](http://www.ready.gov)

Information is provided solely for informational purposes and is not intended to be an endorsement of any non-federal entity by FEMA, U.S. Department of Homeland Security, or the U.S. government



**FEMA**



ROSALYNN FOR  
CARTER CAREGIVERS  
INSTITUTE

# INTRODUCTION

As a family caregiver, you are one of 53 million Americans caring for someone older, ill, or disabled. In many cases, you may be the only one attending to the daily needs of an elderly parent, disabled neighbor, or medically complex child. Those in your care depend on you for their safety and well-being—especially during emergencies. In recognition of your unparalleled dedication and commitment to those in your care, the [Federal Emergency Management Agency \(FEMA.gov\)](https://www.fema.gov) and the [Rosalynn Carter Institute for Caregivers \(RCI\) \(rosalynnncarter.org\)](https://rosalynnncarter.org) have created this *Disaster Preparedness Guide for Caregivers* to help you navigate the unique challenges that may arise when disasters strike.

Caregivers navigate complex systems and plan for the unexpected every day. In preparing for a disaster, you will use all this experience! You are already further along in your preparedness journey than you might think. This guide will help you learn about disaster preparedness and identify the needs of your care recipient and how they might change during a disaster. You may also have questions about preparedness or not even know the questions to ask. This guide will help answer these questions, share ways to connect with your community, and bolster your confidence as a caregiver during a disaster.

Not all caregiving experiences are the same, and the information and resources in the guide reflect this. Before you start, think about your unique circumstances: Are you a caregiver who will prepare with your care recipient? Are you a caregiver with a support network to help prepare your care recipient? Are you a solo caregiver starting from scratch? This guide provides tailored information and resources to support you as a caregiver no matter your situation.





## STEP 1 | IDENTIFY BARRIERS AND RISKS

This step identifies common challenges you face as a family caregiver and strategies for overcoming them—either with your care recipient, with your support network, or as a solo caregiver. It will also enable you to understand the various obstacles you may face when getting your care recipient ready for a disaster—including mobility issues, limited resources, and medical needs. In this section, you will find ways to build resilience for yourself and those in your care.



## STEP 2 | LEARN AND CONNECT

This step guides you in establishing partnerships with emergency services and identifying community resources you will use to make your plan. You can learn and connect with your care recipient or with your support network. If you are a solo caregiver, now is the time to start making connections and finding support. Through these tips, you can strengthen your community ties and ensure support and resources are readily available when you need them.



## STEP 3 | MAKE A PLAN

In this step, you will learn the essential aspects of preparedness and how to develop a comprehensive emergency plan, including building a disaster preparedness kit. Part of making a plan is empowering your care recipient in their disaster preparedness planning or engaging your support network. If you don't have a support network, now is the time to start making those connections that will benefit you both today and during a disaster.



# STEP 1

# Identify Barriers and Risks



With Your Care Recipient



With Your Support Network



Solo Caregiver

*Consider your circumstances and find information and resources to meet your unique needs throughout the guide.*

As a family caregiver, you are used to handling the unexpected. You know that circumstances can change quickly and that plans need to adjust based on the needs of your care recipient—sometimes day-to-day and sometimes hour-by-hour. You have learned how to navigate complex systems to help your care recipient lead a fulfilling and meaningful life. All of your experience as a caregiver will help you prepare your care recipient for disasters and emergencies. Caregivers and their support networks have a window into the world of their care recipients. Yet often, it is easy to miss some specific barriers they may face. Understanding your care recipient's unique risks is vital in personalizing a comprehensive disaster preparedness plan.

Step 1 of this guide focuses on identifying barriers and risks, provides insights that will help you overcome challenges, and, most importantly, gives you the tools to build resilience for yourself and your care recipients.



## With Your Care Recipient:

- How do you best understand and respond to information?
- How do you communicate your needs to others? How does this change in stressful or unfamiliar situations?
- What help do you require for personal care?
- What assistive technology do you use to meet your daily activity needs?
- Do you have the money to cover expenses such as relocation, extra medications, or other associated costs you may encounter in a disaster?
- What helps you adjust to new or unfamiliar people and places?
- What methods of transportation do you rely on?
- How do you communicate pain or when you are subjected to extreme temperatures?



## With Your Support Network:

- How does my care recipient communicate their needs to others?
- Does my care recipient use assistive devices, interpreters for communication, or speak a language not common in the community? Is my support network familiar with these communication needs and know how to address them?
- How do I inform first responders or emergency response personnel about the unique communication needs of my care recipient?

- Does my care recipient use medical equipment that requires electricity?
- How does my care recipient report pain or indicate when they are subjected to extreme temperatures?
- Do members of my support team have a full understanding of the medication and equipment needs of the person I am taking care of?
- Does the person I am caring for depend on other providers or medical services for extended care? Does my support network know how to access this care?
- What is the role of my support network in helping my care recipient accomplish activities such as grocery shopping and paying bills?
- What medications or assistive devices enable my care recipient to function independently? Does my support network know how to use this technology or administer these medications?
- Does my care recipient engage in self-harming behaviors, and how can my support network help me identify strategies to keep my care recipient safe?



### **Solo Caregiver:**

- Do I fully understand the medication and equipment needs of the person I am taking care of?
- What are the most pressing concerns I have when my care recipient is without their typical level of supervision?
- What are my limitations as a solo caregiver?
- Do I know how to assist my care recipient with finding resources to meet expenses during or after a disaster?
- Do I know who provides medical care and how to access this care during a disaster?





# STEP 2

# Learn and Connect



With Your Care Recipient



With Your Support Network



Solo Caregiver

*Consider your circumstances and find information and resources to meet your unique needs throughout the guide.*

Now that you have taken some time to assess the barriers, risks, and needs that your care recipient may face, step 2 will help you assess preparedness roles, learn about resources to meet these needs, and provide guidance on fostering a collaborative approach to preparedness. If you are a solo caregiver, now is the time to start building connections to create a support network that will allow you and your care recipient to be resilient in the face of barriers and risks you encounter.

## ASSESS PREPAREDNESS ROLES



### With Your Care Recipient:

Engaging your care recipient, if they are able to do so, is a crucial step in emergency preparedness. Below are some conversation starters to engage your care recipient in a discussion about preparedness activities.

- “I’d like to talk about disaster preparedness and what that means to me and you.”
- “When preparing for a disaster, I see my role as \_\_\_\_\_ . What do you see your role as?”
- “I would like to talk about our activities for disaster preparedness. Would you like to engage in disaster preparedness activities?”



### With Your Support Network:

Engage your support network, along with involving your care recipient, to ensure that emergency preparedness planning becomes a team effort. Below are some conversation starters to engage your support network in a discussion about preparedness activities.

- “I would like to talk about disaster preparedness and how we can work together to ensure [name] is prepared in the event of an emergency.”
- “As a close family member, friend, or medical provider of [name], could you provide any additional considerations that I should be aware of as I help [name] get prepared?”
- “What resources of yours can I leverage to ensure myself and my care recipient are prepared?”



## Solo Caregiver:

As a solo caregiver, it might be difficult to figure out where to start in preparing yourself and your care recipient for a disaster. Below are some questions you can ask yourself as a solo caregiver to get started in your preparedness journey.

- “What barriers to preparedness may I or my care recipient face?”
- “What additional help do I need to ensure that I and my care recipient are prepared?”
- “Are there additional ways I can get involved in emergency preparedness or get connected to emergency management professionals?”

## DISASTER PREPAREDNESS RESOURCES FOR CAREGIVERS

While many resources are available to support your preparedness journey, knowing where to look to help you create your unique preparedness plan can be hard. While it can feel overwhelming, you might be further along than you think—all of the ways you navigate medical systems, maintain schedules, and meet the needs of your care recipient will help you as you plan for a disaster.

**Medications, prescription refills, medical care:** For many caregivers and care recipients, the daily stress of prescription refills and managing medication schedules becomes even more urgent and complicated in a disaster situation. While there may not be an easy answer, there are programs and resources you can leverage in times of disaster. Learn about these resources before you need them, talk to your care recipient’s doctor and support network, and know that doing the work now will help alleviate stress should you ever need this information.



- **Emergency prescription laws:** Each state has different laws that authorize pharmacies and pharmacists to refill prescriptions early in the event of a declared emergency. Familiarize yourself with the laws in your state by visiting: [Healthcare Ready's A Review of State Emergency Prescription Protocols \(healthcareready.org/a-review-of-state-emergency-prescription-protocols/\)](http://healthcareready.org/a-review-of-state-emergency-prescription-protocols/) and [CDC's A Prescription for Preparedness \(blogs.cdc.gov/publichealthmatters/2019/09/prescription-preparedness/\)](http://blogs.cdc.gov/publichealthmatters/2019/09/prescription-preparedness/).
- **Locate an open pharmacy or healthcare facility during and after a disaster:** If your care recipient relies on medication or routine medical treatments, knowing how to find a pharmacy or facility after a disaster is important. Healthcare Ready's [Rx Open \(rxopen.org\)](http://rxopen.org) provides information on the operating status of healthcare facilities in areas impacted by a disaster. If you require specialty or compounded medications, make a list of these pharmacies along your evacuation route.

- **Home medical equipment, adaptative equipment, assistive technology, and durable medical equipment:** If your care recipient has specialized equipment or devices, include these in your preparedness planning, and know that there are options to replace or get support if needed after a disaster.
- **Replace assistive technology and durable medical equipment:** Pass It On Center is a national resource to reuse assistive technology and durable medical equipment. For additional information or to find a program near you, search the database here: [Pass It On Center Find Reuse Locations \(pioc.gatech.edu/pioc/reuse\\_locations.php\)](http://pioc.gatech.edu/pioc/reuse_locations.php).
- **Replace medicine and equipment if you don't have insurance:** The Emergency Prescription Assistance Program (EPAP) helps people in a federally identified disaster area who do not have health insurance to get the prescription drugs, vaccinations, medical supplies, and equipment they need. Review covered items and learn more about this program here: [The Emergency Prescription Assistance Program \(aspr.hhs.gov/EPAP/Pages/default.aspx\)](http://aspr.hhs.gov/EPAP/Pages/default.aspx).

**Power restoration:** If your care recipient relies on electricity for medical devices, assistive technology, or to maintain health and independence, your electricity supplier may have programs or resources to help. Ask how to get on a priority restoration list or if they can provide battery backups to individuals with a qualifying need and diagnosis. When you start to make your plan, identify people in your support network who may be outside the affected area if there is a loss of electricity and you need to evacuate.

**Transportation:** When engaging in preparedness planning, it is important to consider the transportation needs of your care recipient—particularly if an evacuation is necessary. Your local Area Agency on Aging is one resource that can connect you to information about transportation options and in-home care support.

- The [Eldercare Locator \(eldercare.acl.gov/Public/Resources/Topic/Caregiver.aspx\)](http://eldercare.acl.gov/Public/Resources/Topic/Caregiver.aspx) can help you identify transportation resources before a disaster and help you plan for a disaster or emergency.

**Respite care:** As a family caregiver, you know you can't go it alone—and you don't have to. When you need help, and you will, there are resources to locate respite care in your community that you can consider as you prepare.

- The [National Respite Network and Resource Center \(archrespite.org/caregiver-resources/respitelocator/\)](http://archrespite.org/caregiver-resources/respitelocator/) can help you locate respite service providers in your community. Respite providers can be an important part of your support network.

**Additional resources:** Every caregiver and their care recipient have different needs, barriers, and challenges to overcome. And even after reviewing the resources in this guide, you may still have questions.

- [Aging and Disability Resource Centers \(acl.gov/programs/aging-and-disability-networks/aging-and-disability-resource-centers\)](http://acl.gov/programs/aging-and-disability-networks/aging-and-disability-resource-centers) can help caregivers connect to services and supports.

## LEARN ABOUT DISASTERS AND EMERGENCIES YOU MIGHT FACE



Just like the care you provide is unique, so are the impacts of a disaster on yourself and your care recipient. It's important to get familiarized with disasters that may happen and to think about the possible effects on your care recipient and yourself. Learn about disasters and hazards in your area and how to prepare through FEMA's Ready.gov [Hazard Information Sheets \(ready.gov/be-informed\)](#) and Healthcare Ready's Disaster [Disaster Tip Sheets \(healthcareready.org/disaster-tip-sheets/\)](#).

## ESTABLISHING PARTNERSHIPS WITH EMERGENCY SERVICES

As a family caregiver, you need to be aware of and communicate your needs to those in your community charged with keeping you safe. It is essential to form relationships ahead of time with emergency services personnel and community organizations who can connect you to accessible resources and help you understand your options during an emergency. And if you are a solo caregiver, you know you can't go it alone, so now is the time to build a support network.



### With Your Care Recipient:

- Find out how emergency management officials communicate with your community in an emergency.
- Identify the communications channels to access in a disaster.
- Sign yourself and your care recipients up for [emergency alerts \(ready.gov/alerts\)](#).
  - The National Weather Service broadcasts weather and emergency warnings specific to your community. You can purchase a [special receiver \(weather.gov/nwr/nwr\\_receivers\)](#) to access these alerts.
  - The [FEMA App \(ready.gov/fema-app\)](#) allows you to receive real-time weather and emergency alerts, send notifications to loved ones, locate emergency shelters in your area, get preparedness strategies, and more.
- Attend community preparedness fairs or fire station open houses with your care recipient to meet and connect with first responders.
- Discover how to get transportation services if necessary. Ask your care recipient about their transportation preferences.



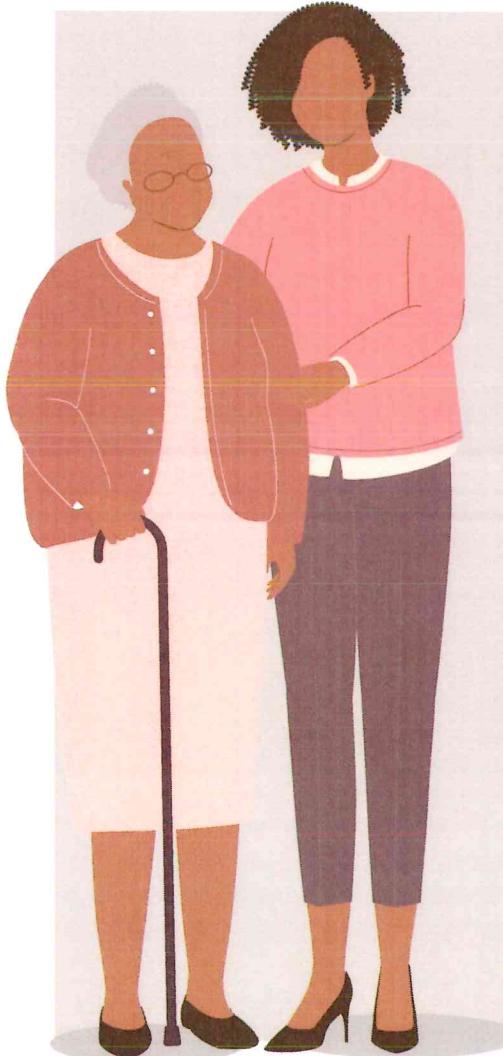
### With Your Support Network:

- Join or contact your local Community Emergency Response Team (CERT) to gain community-specific insights and valuable skills to help you and your care recipient prepare.
  - Visit the [FEMA's CERT homepage \(community.fema.gov/PreparednessCommunity/s/welcome-to-cert?language=en\\_US\)](#) to learn more and find your local program.
- Create a checklist of emergency services numbers and contacts and have it available in hard copy and electronically and share it with your support network.
- With your support network, tour a shelter and discuss barriers your care recipient will face.
- Create a profile that can help first responders learn about the needs of your care recipient through [Smart911 \(smart911.com/\)](#) or [RapidSOS \(rapidsos.com/\)](#).



## Solo Caregiver:

- Identify the help that you need with day-to-day caregiving activities, such as helping pick up medications or doing laundry, and start to communicate those needs to those in your life.
- Find networks to lean on for support before, during, and after a disaster.
- Attend community preparedness fairs or fire station open houses to meet and connect with first responders.
- Discover how to get transportation services if necessary. Think about how you access transportation now, and how that might change in a disaster.
- Sign yourself up for [emergency alerts \(ready.gov/alerts\)](https://www.ready.gov/alerts).
  - The National Weather Service broadcasts weather and emergency warnings specific to your community. You can purchase a [special receiver \(weather.gov/nwr/nwr\\_receivers\)](https://www.weather.gov/nwr/nwr_receivers) to access these alerts.
  - The [FEMA App \(ready.gov/fema-app\)](https://www.ready.gov/fema-app) allows you to receive real-time weather and emergency alerts, locate emergency shelters in your area, get preparedness strategies, and more.
- Identify the communications channels you can access in a disaster.



## UNDERSTANDING THE CRITICAL ROLE OF FAMILY CAREGIVERS

In 2018, Hurricane Florence forced our family into crisis decision making mode. As the storm barreled toward the North Carolina coast, my grandmother's facility called to encourage my mom to take her before we evacuated. If we didn't, they were going to place memory care residents across the state.

For the first time, our caregiver stress was compounded with the stress of a disaster. Every option would likely increase her confusion and agitation. In the end, we decided to take her with us. This experience illustrated how much our systems aren't designed to support caregivers during disasters—or a pandemic.

My mom and I talk often about how we would have managed caregiving during this pandemic, living in fear of not cleaning a surface properly or forgetting to wash grandma's hands or ours. Would we have allowed home health workers into the house? After all, they provide respite for so many, and do essential medical tasks, not to mention they help reduce isolation. But is the risk to the household, or the risk to the worker, worth it?

Understanding the critical and irreplaceable role family caregivers of all ages play—that they too are on the front-line of care and need our support—will be key to effectively navigating future disasters.

*-Dr. Jennifer Olsen, Chief Executive Officer, Rosalynn Carter Institute for Caregivers*



# STEP 3

# Make A Plan



With Your Care Recipient



With Your Support Network



Solo Caregiver

Consider your circumstances and find information and resources to meet your unique needs throughout the guide.

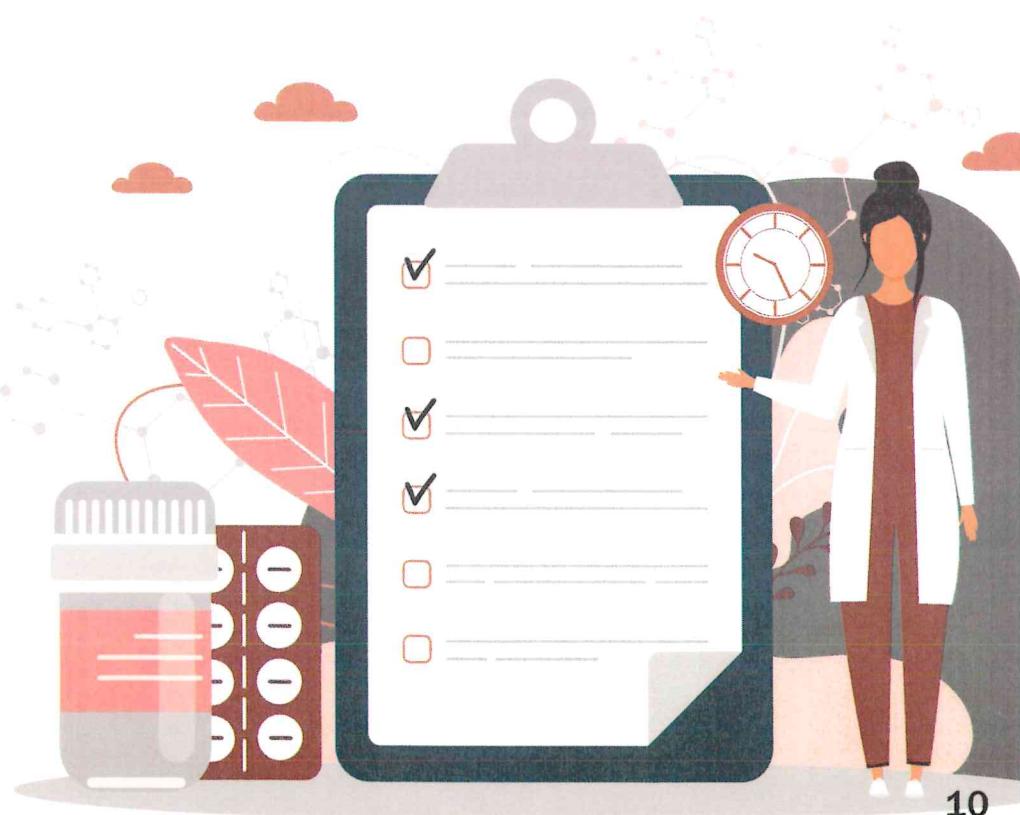
Now that you have done a thorough risk assessment and identified the resources available to you and your care recipient, you are ready to make a disaster emergency plan. This includes building a disaster preparedness kit and preparing for evacuation or disaster sheltering scenarios. While planning, you will want to include your care recipient, when possible, as well as family and friends and any support networks you have developed. Be honest and open about the process and the role you are willing to play.



## With Your Care Recipient:

One important thing to remember when preparing as a caregiver is that you cannot do it all by yourself. So, it is important to look at preparedness not only through the limitations the person you care for has but also to look at what can they do to help in preparing. Think through preparedness tasks that your care recipient can do. These tasks should fit within your care recipient's abilities and should not add additional stress or anxiety to either you or your care recipient. Including your care recipient in the preparedness process will let them see that they are valued in this relationship and they, too, can play an important role in disaster preparedness.

- Engage in a conversation with your care recipient to understand their abilities and limitations. This collaborative approach can make disaster preparedness a team effort.
- Discuss roles and responsibilities during disasters and ensure your care recipient feels included in the process.
- Identify tasks your care recipient can handle, such as checking food expiration dates or ensuring equipment is functioning correctly.





## With Your Support Network:

Work with your support network and make a plan for your care recipient during a disaster. Consider the strengths, abilities, and strategies that are unique to your situation and your care recipient.

	<b>Care Recipient's Strengths and Abilities</b>	<b>Strategies to Maintain Strengths and Abilities in an Emergency</b>
<b>Communication</b>	Example: Visual images help care recipient understand and process information.	Example: A picture board could help communication.
<b>Medical Needs</b>	Example: Daily prescription medications.	Example: List of prescriptions and a list of specialty pharmacies in case of evacuation.
<b>Independence</b>	Example: Is accompanied to the store and on errands with a caregiver or family member.	Example: Knows how to contact caregiver or family member.
<b>Supervision</b>	Example: Uses a visual schedule to adapt to routine changes and ease anxiety.	Example: Visual schedule is updated in case of evacuation to a shelter.
<b>Transportation</b>	Example: The care recipient needs a wheelchair-accessible van.	Example: Identify back-up transportation services if the regular service provider cannot assist during an emergency.



## Solo Caregiver:

As a solo caregiver, preparing for a disaster rests with you. This can be overwhelming, but there are strategies to help you get started.

- Identify preparedness activities you can integrate into your daily routine, such as calming techniques to adjust to new environments or practicing your evacuation route on your way to routine appointments.
- Recognize that as a caregiver, you have handled emergencies before. Look for the lessons learned from those experiences and apply it to your preparedness planning.
- Divide preparedness actions into smaller steps. An example can be creating a kit over time instead of all at once.
- Ask trusted individuals in your life what their preparedness plan is. You may learn something new, or this can be the start of your support network.
- If your care recipient undergoes routine treatments from a clinic or hospital, find out their emergency plans and ask about backup service providers.

## PREPARE YOUR SERVICE ANIMALS

If your care recipient has a service animal, make sure to also include items such as food, water, medications, and identification for the animal in the emergency kit.

For more information on preparing service animals for disasters, visit [ready.gov/pets](http://ready.gov/pets).

In an emergency, a service animal must be allowed to come inside a shelter, clinic, or any other facility related to the emergency with their owners. If you have a pet and cannot bring them with you, make sure to plan for who will care for your pet if you leave your home.



## BUILD A KIT

Building an emergency kit is an essential step in preparedness. Start with the resources on Ready.gov to make a [communications plan \(ready.gov/plan-form\)](#) and [build your emergency kit \(ready.gov/kit\)](#). Then, use the checklist below to help you address the unique needs of your care recipient.

### PREPAREDNESS KIT CHECKLIST FOR CARE RECIPIENTS

<input type="checkbox"/> Note in go-bag identifying communication preferences.	<input type="checkbox"/> Serial numbers of assistive technology.
<input type="checkbox"/> Visual schedule.	<input type="checkbox"/> Contact information for back-up transportation services.
<input type="checkbox"/> Contact information of care team and their responsibilities during a disaster.	<input type="checkbox"/> Assistive devices and spare batteries: <ul style="list-style-type: none"><li>• Hearing aids</li><li>• AAC/Communication device</li><li>• _____</li><li>• _____</li></ul>
<input type="checkbox"/> Copies or cloud backups of Power of Attorney and advanced directives.	<input type="checkbox"/> Change of clothes.
<input type="checkbox"/> Complete list of medications and specialty pharmacies. <i>Make a personalized wallet card documenting prescriptions and medical information through Healthcare Ready's Rx on the Run.</i>	<input type="checkbox"/> Battery backups or extra chargers for assistive technology and comfort items.
<input type="checkbox"/> Cooler and ice packs to keep refrigerated medications cool.	<input type="checkbox"/> Folding chair and pillows/supports if a wheelchair is damaged or unavailable.
<input type="checkbox"/> Medical supplies: <ul style="list-style-type: none"><li>• G-tube supplies</li><li>• Incontinence supplies</li><li>• Formula</li><li>• Oxygen</li><li>• Syringes</li><li>• Heart monitors</li><li>• _____</li><li>• _____</li><li>• _____</li><li>• _____</li></ul>	<input type="checkbox"/> Mobility aids: <ul style="list-style-type: none"><li>• Wheelchairs</li><li>• Standers</li><li>• Braces</li><li>• _____</li><li>• _____</li><li>• _____</li></ul>
<input type="checkbox"/> Patch kit, sealant, or extra inner tube for wheelchair repair.	<input type="checkbox"/> Preferred foods and snacks: <ul style="list-style-type: none"><li>• _____</li><li>• _____</li><li>• _____</li></ul>
	<input type="checkbox"/> Comfort items: <ul style="list-style-type: none"><li>• Fidget toys (spinners, cubes, etc.)</li><li>• Weighted blanket</li><li>• Noise-cancelling headphones or earplugs</li></ul>

# DURING A DISASTER

## MAKE A PLAN TO LEAVE

As a caregiver, it is essential to be prepared for evacuation scenarios. In some disaster situations, leaving your current location for a safer location is the best course of action for you and your care recipient.



### With Your Care Recipient:

- Planning your evacuation route ahead of time is crucial. Practice this route with your care recipient to reduce uncertainty and stress.
- Involve your care recipient in the process. Research and identify the best route together and update it as circumstances change.
- If your care recipient cannot accompany you, show them how to plan a route on a map or using pictures.
- Identify a meet up spot and an alternative contact in case you get separated from your care recipient.



### With Your Support Network:

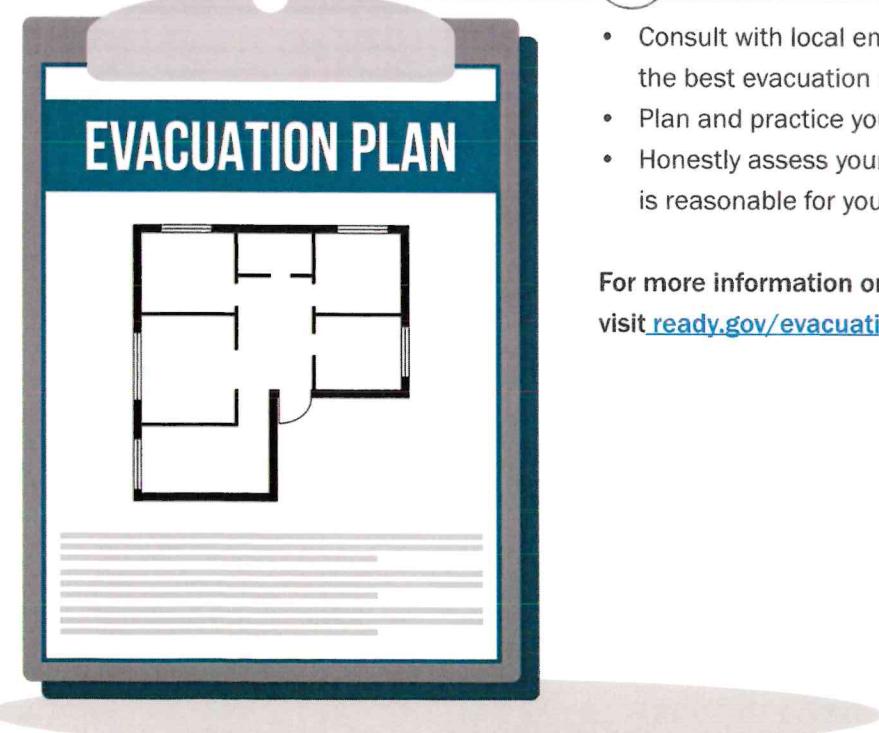
- Collaborate with your support network to identify evacuation routes that suit your care recipient's needs. This could mean evacuating to a friend or family member who can provide suitable accommodations. Or this may look like evacuating to a friend in a nearby town who has a backup generator or a family member in another state whose home is accessible for your care recipient and their needs.
- If needed, identify a place to stay that will accept pets. Most public shelters allow only service animals.
- Discuss roles and responsibilities during an evacuation, considering the barriers members of your support network might face.



### Solo Caregiver:

- Consult with local emergency management officials for advice on the best evacuation route that considers your caregiver role.
- Plan and practice your evacuation route.
- Honestly assess your capacity and make an evacuation plan that is reasonable for you.

For more information on evacuation planning, visit [ready.gov/evacuation](http://ready.gov/evacuation).



## MAKE AN EMERGENCY SHELTERING PLAN

In some situations, you may need to take your care recipient to a local/community shelter. Emergency sheltering, also known as congregant sheltering, is an unfamiliar situation to most people. Knowing what to expect will help you develop a plan that meets the unique needs of your care recipient. There are some important things to consider about emergency or congregate sheltering:

- Understand that a congregate shelter is a facility designed to provide safety and security for a large number of people during disasters. These facilities could be churches or convention centers in non-disaster times.
- Congregate shelters mean that you and your care recipient will be sharing living spaces, restrooms, and showers with other people in your community.



### With Your Care Recipient:

- Discuss with your care recipient any accommodations that could make the sheltering experience more comfortable. Share these with shelter authorities.
- Schedule a meeting with your local emergency management office to determine the locations of your designated congregate shelter and possibly arrange a tour with your care recipient.
- Download the [FEMA App](#) for a list of open shelters during an active disaster in your local area.
- Work with your care recipient to pack and bring a well-prepared kit for yourself, your care recipient, and any service animals, if needed.



### With Your Support Network:

- Engage your support network to identify which congregate sheltering locations you, your care recipient, and your support network will use during a disaster.
- With your support network, identify which accommodations your care recipient may need at a congregate shelter and communicate these to shelter authorities.
- Plan how to receive updates and communicate with your support network, especially if you are sheltering in a different location.



### Solo Caregiver:

- Discuss your caregiver role with the shelter authorities to see if there are quieter spaces or accommodations that can make the experience more comfortable.
- Schedule a meeting with your local emergency management office to determine the locations of your designated congregate shelter and possibly arrange a tour.
  - Download the [FEMA App](#) for a list of open shelters during an active disaster in your local area.
- Ensure you bring a well-prepared kit for both yourself and your care recipient (and your service animal, if needed).
- Familiarize yourself with the shelter's rules and regulations to know what comfort items you can bring.

## MAKE A PLAN TO STAY INSIDE

Sometimes the best way to stay safe in an emergency is to get inside and stay inside a building or vehicle until danger has passed. This is also known as sheltering in place and there are ways to prepare for this possibility.



### With Your Care Recipient:

- With your care recipient, identify the safest place to seek shelter based on the disasters you may face.
- Together, ensure the room or area you are in has an emergency kit, as it may not be safe to move during an active disaster.
- Considering the potential stress of sheltering in place with your care recipient, identify comfort items and stress management strategies.
- Plan how to receive updates and communicate them to your care recipient, remaining reassuring and calm.
- If there is electricity, keep phones and communication and medical devices fully charged.



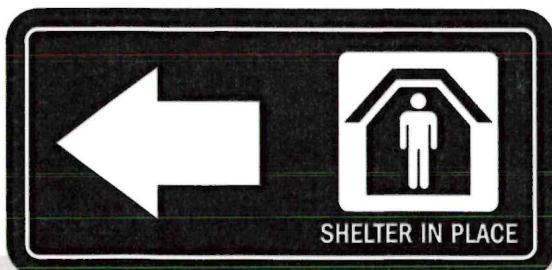
### With Your Support Network:

- Engage your support network to help you identify the safest place to seek shelter during a disaster.
- With your support network, discuss the impacts and challenges of being alone with your care recipient. Prepare your safe space with the necessary supplies.
- Build an emergency kit and store it in the safe space you have identified with your support network.
- Plan how to receive updates and communicate with your support network.
- If there is electricity, keep medical devices fully charged, as well as phones and communication devices so you can stay in contact with your support network.



### Solo Caregiver:

- Identify the safest place to seek shelter knowing the disasters you may face.
- Ensure the room or area you are in has an emergency kit, as it may not be safe to move during an active disaster.
- Consider the potential stress of sheltering in place and with your care recipient and identify comfort items and stress management strategies to support you and your care recipient during this time.
- Learn how to receive updates from local emergency management officials.
- If there is electricity, keep phones and communication and medical devices fully charged.



For more information on sheltering in place, including guidance for 10 different types of hazards, visit [FEMA's Shelter-in-Place Pictogram \(www.fema.gov/sites/default/files/documents/fema\\_shelter-in-place\\_guidance.pdf\)](http://www.fema.gov/sites/default/files/documents/fema_shelter-in-place_guidance.pdf).

One resource you can use during a disaster is [Healthcare Ready's Alert Hub \(healthcareready.org/alert-hub/\)](https://healthcareready.org/alert-hub/). This tool provides situation reports, important contact information for government resources, trusted communications, and disaster response information. Use this information to make informed decisions during a disaster to minimize the impacts of the event on your care recipient.



# RESOURCES

## **Medical Resources:**

- CDC State Emergency Prescription Laws: <https://blogs.cdc.gov/publichealthmatters/2019/09/prescription-preparedness/>
- Rx Open: Locate an open pharmacy or healthcare facility during and after a disaster: <https://rxopen.org/>
- HHS: Emergency Prescription Assistance Program: <https://aspr.hhs.gov/EPAP/Pages/default.aspx>
- Healthcare Ready: Disaster Tip Sheets: <https://healthcareready.org/disaster-tip-sheets/>
- Healthcare Ready: Rx on the Run: <https://healthcareready.org/rx-on-the-run/>
- Healthcare Ready: A Review of State Emergency Prescription Protocols: <https://healthcareready.org/a-review-of-state-emergency-prescription-protocols/>
- Pass It On Center Find Reuse Locations: [https://pioc.gatech.edu/pioc/reuse\\_locations.php](https://pioc.gatech.edu/pioc/reuse_locations.php)
- Create a profile that can help first responders learn about the needs of your care recipient: [Smart911](#) or [RapidSOS Home \(EmergencyProfile.org\)](#)

## **Disaster Preparedness Resources:**

- Ready.gov: <https://www.ready.gov/>
- FEMA Disaster Preparedness Guide for Older Adults: Take Control in 1, 2, 3: FEMA Disaster: [https://www.ready.gov/sites/default/files/2023-09/ready-gov\\_disaster-preparedness-guide-for-older-adults.pdf](https://www.ready.gov/sites/default/files/2023-09/ready-gov_disaster-preparedness-guide-for-older-adults.pdf)

## **Preparedness Guide for Older Adults**

- FEMA Ready Make a Plan Form: <https://www.ready.gov/plan-form>
- FEMA Ready Build a Kit Resources and Checklist: <https://www.ready.gov/kit>
- FEMA Ready Prepare Your Pets for Disasters: <https://www.ready.gov/pets>

## **Emergency Alert Resources:**

- FEMA Ready Emergency Alerts Information: <https://www.ready.gov/alerts>
- FEMA App: <https://www.ready.gov/fema-app>

## **Veterans Resources:**

- VA Emergency Management Resources: <https://www.va.gov/VHAEMERGENCYMANAGEMENT/veterans/index.asp>
- Prepared Caregivers: A Toolkit for Caregivers of Veterans for Disaster Preparedness: [https://rosalynnncarter.org/wp-content/uploads/2023/07/Prepared-Military-Caregivers\\_Disaster-Relief-Toolkit\\_Final.pdf](https://rosalynnncarter.org/wp-content/uploads/2023/07/Prepared-Military-Caregivers_Disaster-Relief-Toolkit_Final.pdf)

## **Older Adult Resources:**

- National Association for Area Agencies on Aging: <https://www.usaging.org/> or call 202-872-0888
- ACL Elder Care Resources: <https://eldercare.acl.gov/Public/Resources/Topic/Caregiver.aspx>

## **Dementia and Disability Resources:**

- ACL Aging and Disability Resources: <https://acl.gov/programs/aging-and-disability-networks/aging-and-disability-resource-centers>
- Alzheimer's Association 24/7 Helpline: <https://www.alz.org/help-support/resources/helpline> or call the Helpline at 1-800-272-3900

## **Evacuation, Sheltering, and Disaster Recovery Resources:**

- FEMA Ready Evacuation Planning and Resources: <https://www.ready.gov/evacuation>
- FEMA Shelter-in-Place Information: [https://www.fema.gov/sites/default/files/documents/fema\\_shelter-in-place\\_guidance.pdf](https://www.fema.gov/sites/default/files/documents/fema_shelter-in-place_guidance.pdf)
- Ready.gov: <https://www.ready.gov/recovering-disaster>
- Disaster Recovery Center (DRC): <https://egateway.fema.gov/ESF6/DRCLocator>, 1-800-621-3362

## **Get Involved:**

- FEMA Get Involved with Community Emergency Response Team (CERT): [https://community.fema.gov/PreparednessCommunity/s/welcome-to-cert?language=en\\_US](https://community.fema.gov/PreparednessCommunity/s/welcome-to-cert?language=en_US)
- American Red Cross Until Help Arrives Course: <https://www.redcross.org/take-a-class/first-aid/first-aid-training/first-aid-classes/until-help-arrives>

