**TABLE OF CONTENTS**

Overview and Acknowledgements i

Table of DQA Numbered Memos 1

Summary of Posting and Availability Requirements 5

**Licensing**

Program Statement 6

Facility Transfer and Ownership Change 8

Investigation, Notification, and Reporting Requirements 10

Checklist for Effective Incident Investigation, Notification, and

Reporting 13

Records Retention 14

**Personnel**

Licensee Qualifications 16

Licensee Responsibilities 17

CBRF Administrator Qualifications 19

Supervision 20

Employee Records 22

Hiring and Employment 23

**Orientation and Training**

Training Requirement Summary Table 25

Department-Approved Training 27

All Employee Training 28

All Employee Training Content Requirements Table 30

Task Specific Training 31

Task Specific Training Requirements Table 33

Continuing Education 34

New Employee Orientation 36

**Admission, Retention and Discharge**

Limitations on Admissions and Retention 38

Admission Procedures 40

Admission Agreement 42

Admission Agreement Content Requirements 43

Family Care Information and Referral 44

Resident Transfer or Discharge—Refunds, Belongings, Information,

Fund Accounting, Security Deposit 45

Emergency, Resident/Facility-Initiated Transfer or Discharge 47

**Resident Rights and Protections**

Resident Rights Summary Chart 49

Resident Rights Checklist 51

Grievance Procedure 52

Resident Funds 54

**Resident Care and Services**

Assessments 56

Required Areas for Assessment 58

Temporary Service Plan 59

Comprehensive Individual Service Plan 60

Satisfaction Evaluation 62

Evaluation of Resident Evacuation Limitations 63

Staffing 64

Medications 66

Program Services 73

Infection Control Program 75

Oxygen Storage 76

Food Service 77

Resident Record 78

**Physical Environment**

Selected Physical Environment Requirements 80

**Safety**

Emergency and Disaster Plan and Fire Inspection 81

Other Safety Requirements 83

**Building Design**

Selected Building Design Requirements 85

**Report and Policy Requirements**

Required Formal Reports and Policies 89