

WAC 388-829Z-040 What policies and procedures must the provider have? (1) The provider must implement policies and procedures that address:

(a) Client rights, including a client's right to file a complaint or suggestion without interference;

(b) Reporting requirements for suspected abuse, neglect, financial exploitation, and abandonment;

(c) Client protections when there have been allegations of abuse, neglect, financial exploitation, or abandonment;

(d) Emergent situations that may pose a danger or risk to the client or others;

(e) Response to a missing person and other client emergencies;

(f) Emergency response plans for natural and other disasters;

(g) Client access to medical, mental health, and law enforcement resources;

(h) Notifications to client's primary caregiver, legal representative, or relatives in case of emergency;

(i) Client grievances, including timelines, possible remedies, and information about how to submit unresolved grievances to the department; and

(j) Aspects of medication management, including:

(i) Supervision of medication; and

(ii) Client refusal.

(2) The provider must train employees on its policies and procedures, maintain current written policies and procedures, and make them available upon request to all employees, clients, client legal representatives, and DDA.

[Statutory Authority: RCW 71A.12.030 and chapter 71A.20 RCW. WSR 23-13-087, § 388-829Z-040, filed 6/16/23, effective 7/17/23.]