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RESPITE PROGRAM

PARENT'S GUIDE

Welcome to Abrazos Family Support Services (Abrazos) Respite Program. We are a community based, nonprofit organization, which has provided specialized family support services since 1979. We specialize in early intervention services for infants and toddlers, parent training and information and respite care.

This guide was developed to help parents understand how the respite program works. It explains the paper work, scheduling of respite, sick child policies and family rights. It also explains how respite providers are screened and who pays the respite provider. For your reference, copies of respite forms and agreements are found in the appendix.

PURPOSE OF RESPITE

The purpose of the respite program is to give families a break from the constant care they provide to their family members who are developmentally disabled or for infants and toddlers who have developmental delays. The State of New Mexico defines respite as short term temporary care of a person with a developmental disability to provide relief for the person's family. Respite is not intended to be daycare so parents can go to work. It is a time to get away from the usual worries and routines.

Abrazos Family Support Services Respite Services provides care to the individual who has a developmental delay or a developmental disability. This allows the family to do other things. Respite can only occur when the parent is not present and is taking their break as they choose. Families use respite to do a variety of things. Some examples follow.

One mother uses respite so she can take a bath and a nap without any interruptions while her child is the respite provider's home. It is her time for



rest and relaxation.

Another family uses respite so that the parents can take their other children to the zoo. In some families, so much energy goes to meeting the needs of the family member with the disability that other children feel left out. Respite gives parents the chance to spend time with their other children.

Another family uses respite to do things that they cannot do with their family member who has the developmental disability. They go to the mountains to pick piñons. They cannot bring their son due to his severe allergies. He cannot be in the mountains with the pollen and dust.



One respite client schedules his respite provider for the weekends. He wants someone to talk to, other than his parents. It gives him something to look forward to on the weekends.

Several parents use respite to have an evening out. This lets them get reacquainted with each other. It keeps the romance in their relationship.

Other families use respite to go away for the weekend. This allows the to attend conferences or visit relatives.

The choice of what the family does during respite is up to the family. Each family is different; each family has different needs. The respite program usually has the flexibility to meet families respite needs.

PAPER WORK

There are seven things needed to begin respite services. They are:

- Child and Adult Respite Information Form
- Documentation of the Family Members Disability
- Parent Agreement
- Parent-Provider Agreement
- Emergency Information Forms
- Enrollment Form
- Family Training of the Respite Care-Giver Checklist

CHILD AND ADULT RESPITE INFORMATION FORM

Families have a wealth of information about their family member with the disability. Families complete a Child and Family Information and History Form. This form is used to give respite care-givers information about your family member.

It includes things such as your family members:

- name, date of birth, and type of special needs;
- what is needed to make respite go well;
- routines, strengths and capabilities;
- ability to talk and listen;
- grooming habits and needs;
- health and medication needs;
- ability to care for self;
- likes and dislikes;
- favorite foods;
- allergies; and
- behavioral concerns and supports.



Fill out this form as completely as possible. Write on the back or in the margins if needed. Each of your respite providers receives a copy of this information. Feel free to update this information with your respite care-giver as needed.

DOCUMENTATION OF A DEVELOPMENTAL DISABILITY

Our respite program is for families who have a family member with developmental disabilities.

Infants and toddlers, birth through 3 years, must be eligible for the Infant Toddler Program and have respite identified as a service in the child's IFSP (Individual Family Services Plan).

Children 3 – 9 years, they must be determined eligible under the Public Education Department's Special Education Requirements. A *developmental delay or disability* must be listed on the child's IEP (Individual Education Plan).

For children 9- 21 years old, they must be determined to have a *developmental disability* in accordance with Department of Health's Developmental Disability Services Policy.

An adult age 22 or older must be on the waiting list for the Developmental Disabilities Waiver through the Department of Health's Developmental Disabilities Service Division.

Parents can start the process of obtaining a developmental disability determination by contacting Developmental Disabilities Supports Division. You will be sent an enrollment packet. Follow the directions closely and feel free to call the Program Manager for assistance. In Sandoval and

Bernalillo County, the Metro Regional Office decides if your family member has a developmental disability. Call 841-5500 to reach the Metro Regional Office.

The State of New Mexico uses the very specific definition of a developmental disability. This definition is used to determine eligibility.

- A. A severe chronic disability, other than a primary diagnosis of mental illness, that:
 - 1. is attributable to a mental or physical impairment, including the result from trauma to the brain, or a combination of mental and physical impairments;
 - 2. is manifest before the person reaches the age of 22 years;
 - 3. is expected to continue indefinitely;
 - 4. results in substantial functional limitations in three (3) or more of the following areas of major life activity:
 - a. Self care
 - b. Receptive and expressive language
 - c. Learning
 - d. Mobility
 - e. Self-direction
 - f. Capacity for independent living
 - g. Economic self sufficiency
 - 1. reflects the persons need for combination and sequence of special interdisciplinary or generic care treatment or other support and services which are life long or extended duration and are individually planned and coordinated.
- B. The individual also has an Intellectual Disability or a specific related condition. Related conditions are limited to cerebral palsy, autism, seizure disorder, chromosomal disorders (e.g. Downs), syndrome disorder, inborn errors of metabolism, and developmental disorders of brain formation.

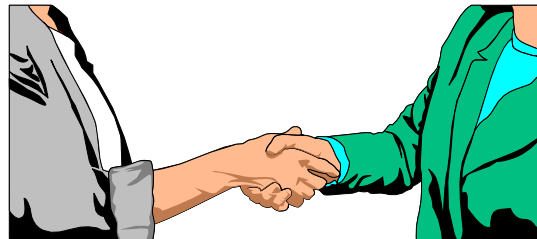
PARENT AGREEMENT

For each family, a Parent Agreement is made. This agreement specifies the responsibilities of the parents and the agency. A copy of the Parent Agreement is found in the appendix.

Respite Hours:

Hours of respite vary according to which program your child/family member is enrolled in. The different programs are:

- **Developmental Disability Medicaid Waiver.** For individuals enrolled in the Developmental Disability Medicaid Waiver, the number of hours available for respite is listed on the Individual Services Plan. The parents, in collaboration with the interdisciplinary team, determine the number of hours of respite the individual will need.



Families whose respite is funded by the Developmental Disabilities Waiver Program have a year to use these respite hours. The year is specified in the Individual Service Plan.

- **General Fund.** Individuals enrolled in the State General Fund respite program have a funding year that begins on July 1, and ends on June 30. Families are allocated a specific number of hours from the respite pool based on need, past usage, and availability of hours. The families will decide on how to use their hours. Some families may spread out the hours on a month by month basis, while others may use them on a longer respite session. Some families may only need a few hours to cover any unexpected uses for respite. Typically, families are allocated up to 200 hours per year.



PARENT/PROVIDER AGREEMENT (See Appendix)

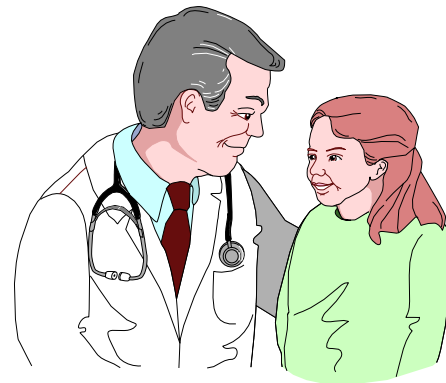
The Parent/Provider Agreement is the agreement between the respite provider and the family. It lists the things that the parent agrees to do and the things the respite provider agrees to do. For each respite provider a family uses, there must be a signed Parent/Provider Agreement. Some key items in the Parent/Provider Agreement are:

- parents agree to provide the emergency;
- parents agree to provide the necessary supplies, equipment, and clothing needed for the activities of the client;
- parents agree to provide and install any car seats or boosters into the provider's vehicle if transportation will occur during respite;
- providers agree to participate in any ongoing individualized program for the respite client;
- providers agree to keep to the agreed upon schedule for respite services
- providers agree to obtain emergency medical treatment according to the family's instructions.

The Appendix contains a copy of the Parent Provider Agreement Form. It is important to read and understand this agreement. **Remember respite providers are independent contractors, this is your agreement with them.**

RESPITE EMERGENCY MEDICAL INFORMATION (See Appendix)

It is vitally important that your respite care-giver have emergency information concerning your



family member in case of a medical emergency. Families provide emergency medical information in the Child and Adult Respite Information Form. Information about your child/family member is consolidated on the Respite Emergency Medical Information form. This includes name, date of birth, Medicaid number, health insurance policy, medication, doctor, hospital, and dentist, special medical concerns, etc. This form also includes emergency contacts.



Emergency contacts are people the respite provider can contact if the provider cannot reach you. These are people who know your child/family member. They should also be able to care for your family member in case the respite provider has a medical emergency and cannot continue to provide respite. For example, the respite provider trips, falls and breaks their arm. The provider must go to the hospital. The provider would first try to call you. If the provider could not reach you, she would call one or all the emergency contacts.

The second part of the Respite Emergency Information form is a release that allows the respite provider to obtain emergency medical or hospital care for your child/family member. Your signature authorizes the respite provider to obtain emergency medical assistance.

It's important to update the Respite Emergency Information Form regularly. The respite provider will need to know about any changes in medication, doctors, hospitals, dentists, insurance companies, and/or emergency contacts. Your respite providers may never have to use this emergency information, but in the event that they do, they need current information. Before respite begins, please take a moment, review and update the emergency information form for the provider. Fill out a new Emergency Information Form if needed. Respite providers have blank Emergency Information Forms.

We require respite providers to have a signed, completed Emergency Information Form.

FAMILY TRAINING OF RESPITE CARE-GIVER CHECKLIST (See Appendix)

Nobody knows your family member like the family does. You know what he or she is like when they are tired or hungry. You also know things that he or she likes and does not like to do. Your family has a wealth of information. Because the family is so knowledgeable, we require the family to train the respite provider on caring for their family member.

The more information you give to respite providers, the better prepared they will be and the better respite will go. The training should include information on:

- introducing your child/family member
- your family member's disability;
- things they can and cannot do;
- allergies they may have;

- their typical schedule; (take the provider through a typical day)
- bedtime and nap time routines;
- special medical and medication needs;
- ways your family member relates to others;
- their fears and how they cope with their fears;
- foods your family member likes and dislikes;
- how your family member makes choices;
- precautions to take during meal time and usual mealtime routines;
- assistance needed for grooming and personal care;
- ways your family member expresses needs;
- help needed during toileting;
- special precautions to take to avoid behavior problems.

The Appendix has a copy of the Family Training of the Respite Care-Giver Checklist. Use this form as a guide when training the respite provider. During the training, tell and show the respite provider how you care for your family member. Show them how your family member may prefer to eat their meals, include the special plate and spoon you may use. After you have shown the respite provider, watch to see how they do it. Give suggestions on how they might do it better. Remember, seeing how something is done, is usually better than being told how it is done. When you feel that the respite provider is ready to care for your family member, complete the Respite Provider Family Training Form.

RESPITE PROVIDERS

Abrazos Family Support Services recruits people who are interested in providing respite care to families in Sandoval and northwest Bernalillo County. Sometimes these providers have a relative or friend with a developmental disability. Sometimes families know someone that they trust who is interested in becoming a respite provider. Each provider goes through an application and screening process. This includes:

- a reference check,
- a nationwide criminal history check using the applicant's fingerprints.
- an inquiry with the Department of Health's, Division of Health Improvement Employee Abuse Registry.

While we conduct the above mentioned checks on respite providers, we have not checked the background on anyone else living in the respite providers household.

Each applicant goes through an orientation and initial training. Respite providers are independent contractors. Because respite providers are independent contractors, each respite provider sets their own schedule for conducting respite and each decides where respite will occur.

CHOOSING YOUR RESPITE PROVIDER(S)

It's important to find the right respite provider for your family member. We refer respite

providers to families. We ask parents to talk to these providers. They can either talk with the provider over the phone or in person. Through this interview the family decides if they would like to use a particular respite provider. If they choose not to use a particular provider, we will recommend other providers.

Parents often ask care-givers to explain:

- a little about themselves;
- their interest and experiences in caring for someone with a developmental disability;
- availability to do respite;
- their preference on where they will do respite, in the families' home or in their home;
- the kinds of activities they like to do during respite.

If you like a provider(s), the next step is for you to meet with the provider and train them to care for your family member. This is called the Family Training of the Respite Care-Giver.

WHERE DOES RESPITE OCCUR

Respite generally occurs in one of three places, in your home, in the provider's home or in the community. Some families prefer the provider coming to their home, others prefer that their family member go to the provider's home.

Your Home

If respite occurs in your home, it's important to conduct the training of the respite care-giver here. This gives you the chance to show the provider where things such as food, wipes, lotion, teddy bears, braces and phone numbers are found. This is a time to show the provider how things work, such as special lifts, the wheel chair recharger, bathtub lifts, and communication boards or iPad. Spend time sharing potential dangers. Example: "Don't use this burner on the stove, it's broken." You know your home and the things a provider will need to know. Spend time going from room to room with the provider. This will remind you of things to tell the provider about your home.

The respite provider is there to care for your family member with the special need. Providers are not there to do family chores such as laundry, vacuuming, or dishes. Providers are responsible for cleaning up after any activities conducted during respite.

Except in extenuating circumstances, the parent should not be in the home if respite is occurring there. This is a time that you can use to go shopping, go on a date with your spouse, or to the zoo with your other children.

The Provider's Home

If respite occurs in the provider's home, conduct the training of the provider at his or her home. Going to the provider's home gives you a chance to see if you're comfortable with your family member being there. It also allows you to let the provider know of potential problem areas.

Such as, do the dishes need to be up higher? Are pets a problem, how does your family member respond to animals? Look at the provider's home and point out possible dangers for your child/family member to the provider. If your child/family member is destructive explain to the respite provider what is at risk. All respite providers wanting to provide respite in their home must pass a safety inspection prior to conducting the training.



The Community

The respite provider can also provide respite in the community. They may go to the mall, grocery store, park, swimming pool, zoo, or community fair. Respite providers must have your permission to transport your family member. Any time you would like to have your family member do an activity that costs money, be mindful to provide the proper money for your family member and the provider.

RESPITE

SCHEDULING RESPITE

It's important to schedule respite. It is important to find out how much notice the provider needs to schedule respite. Remember respite providers have other obligations such as jobs, families, and other clients. It is not reasonable to call a provider at 4:00 p.m., and expect them to start respite at 4:15 p.m. Remember when you schedule respite, respite should generally last at least one (1) hour.

It is important to keep your commitments to the respite provider. Once you schedule respite, *begin respite on time and end respite at the agreed upon time.* If something comes up and you are not going to use respite, please call the respite provider as soon as possible. Remember they may have turned down another respite client in order to provide respite care to your child. In the event that you are not going to return on time, be sure to call the respite provider. If the respite provider has other obligations, he or she may have to call the emergency contacts listed on your emergency information form to care for your family member.



UPDATING THE RESPITE PROVIDER

Everyone changes. It is important to keep your provider current on changes that are occurring with your family member. Is he or she

learning a new skill? Are there ways that the provider can encourage learning a new skill? Is he or she working on a new language concept? How can the provider also work on that new language concept? The reverse may also have happened. Are there things that your family member is not able to do that he or she was doing before? Let the provider know what to expect.

When item such as the emergency information form, the Child and Adult Respite Information Form, the ISP, or behavioral support plans are updated we will give your respite provider a copy of them. Please review this information with the respite provider.

Make sure the provider knows how to reach you. If you are going to be somewhere that the provider cannot call, will you call? When?

DURING RESPITE

Find out what the provider has planned during respite or make suggestions. If the provider is planning to go to a movie, to the mall, or swimming, is it okay for your family member to go? Whatever the activity make sure that the respite provider has the supplies he or she will need during respite, swim suit, diapers, favorite toy, a change of clothing, etc. If there is a cost, it's important to give the provider money to pay for your family member. If respite includes an overnight trip be sure to give the respite provider your family members pajamas, toothbrush, special blanket, favorite story book etc. If the provider is doing an activity during which there have been problems in the past let the respite provider know what happened and what you did about it. If you have a major concern about the activity, express this to the provider.

Many families like to start respite off slowly. Families begin by using respite for short amounts of time until their family member is comfortable with the respite provider. Then they schedule respite for longer amounts of time. Sometimes during respite parents want to find out how things are going, if you feel the need to call during respite, please do. As the respite provider is getting to know your family member he or she may not know what to do in specific situations. In the beginning, a new respite provider may call with questions. Respite providers are encouraged to call parents if they have any questions.

AFTER RESPITE

At the end of respite, instead of rushing in, picking up your family member and rushing off, spend a few moments with your Respite Provider. Take time to talk to them. Find out what happened during respite. What did they do? How did things go? Were there any problems? Find out if there were any accidents, bumps or bruises so that you won't be surprised when you get home. Find out what happened and what the provider did for your family member.

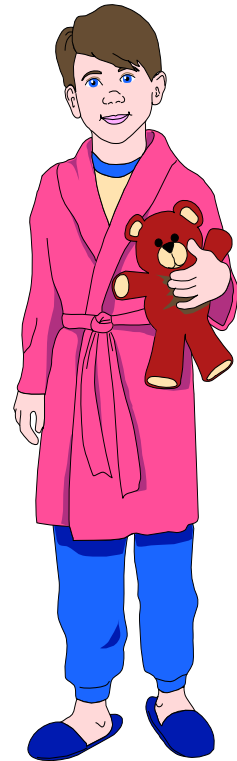
If there was a problem, take time to share with the provider what can be done next time so the problem does not happen again. Give the provider your recommendations. Discuss problems openly, so that the provider knows what to do. If you do not know what to do to prevent the

problem, call the Respite Manager for assistance.

RESPITE INVOICE (See Appendix)

You have an important responsibility to review your provider's Respite Invoice carefully. You are certifying to its accuracy and authenticity. Make sure that all information is on the invoice correctly.

- Is your child's/family member's name on the invoice?
- Check the date, the **month day and year** written correctly?
- Check the times that respite begins and ends. Does the time include am or pm circled for each line. Are the times correctly rounded to the nearest quarter hour?
- Review the narrative to find out what happened during respite.
- After you've reviewed all that information and it is correct, sign the appropriate line on the invoice. By signing, you are indicating that the invoice is correct. Please review and sign the invoice after each time respite occurs. Don't wait until the end of the month.



OTHER CHILDREN

Abrazos Family Support Services pays the respite provider for caring for your family member. **We pay only for the care of your family member with the developmental delay/disability enrolled in the respite program.** If you want the respite provider to care for other children, you may negotiate with the respite caregiver to provide this service. If you request the respite provider work more hours than are available from your allocation, you are responsible for paying the provider for the extra hours.

WAITING LIST

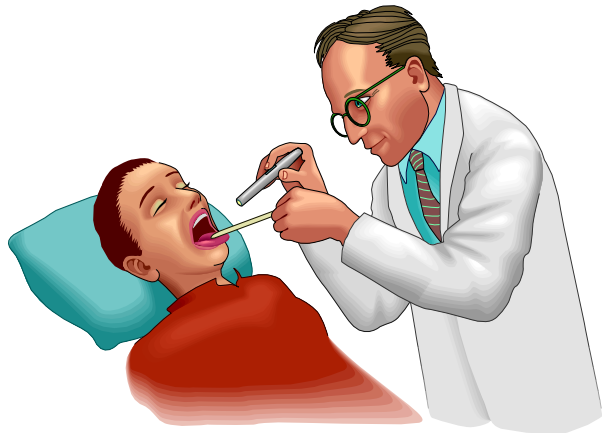
Sometimes families will be placed on a waiting list for respite services when there are no openings or if there is no respite provider to do respite when and where the family requests. The priority in moving off the waiting list is based on:

- The length of time on the wait list;
- The person with the disability is in a high risk situation and requires immediate relief;
- Our ability to find a respite provider.

SICK CLIENT POLICY

When your family member is ill, it is not the time for respite. Your family member needs the

care of those who best know how to take care of them. Respite providers do not have the facilities to contain the spread of illness. Respite providers also do not want to spread the illness to other respite clients or their own family. If your family member is sick, reschedule respite for another time.



These procedures will be followed if your family member gets sick or does not feel well while in respite care. You will be called and expected to come pick up your family member if:

1. your family member runs a fever of 100 degrees Fahrenheit;
2. your family member has diarrhea
3. your family member vomits during respite.

If you are called because your family member is showing signs of illness, make arrangements to pick up your family member immediately. If you cannot be reached, the respite provider may contact the person listed on the Emergency Information form.

SICK RESPITE PROVIDER POLICY

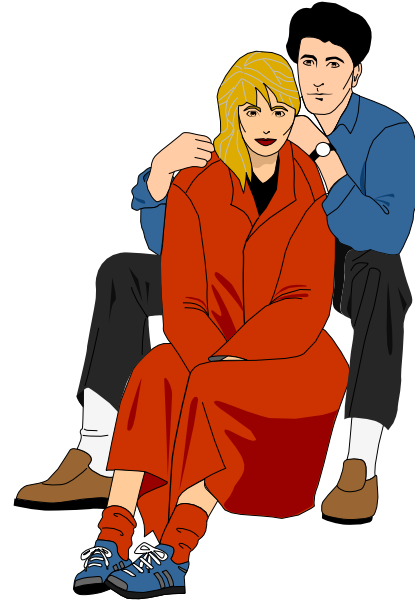
In, general, when a respite provider is ill, they will not provide respite. They will call and reschedule the respite appointment. If another person living in the respite provider's household is ill with a contagious disease and respite is scheduled to occur in the provider's home, the respite provider will call and reschedule respite. Respite will not be provided in the provider's home until the contagious period is ended. If a person living in the respite provider's home is ill without a contagious disease, the respite provider will call to advise of the situation.

ADMINISTRATION OF MEDICATIONS

Respite is non-medical care. Respite providers may monitor the administration of prescribed oral medication to clients when the following conditions have been exist:

1. The individual is able to their medication on their own.
2. There exists a valid health reason that makes administration of the medication necessary during the period when the client is under the care and supervision of the respite provider,
3. The medications (including over the counter medications) are supplied in their original container with the label showing the client's name, the licensed PCP name, the dosage, and instructions for administration.

Persons served by the agency's Respite Program who cannot self-administer their medication must have alternative arrangements made by their families for the administration of medication, which may include having a blood relative visit during respite to administer the medication.



EVALUATING RESPITE SERVICES

During the course of the year the agency will send a survey to you. The survey evaluates services that you receive from our agency. Please fill this information out to the best of your ability. If you feel that a question doesn't apply, please go ahead and leave the item blank. If you don't understand a question, please call the Respite Program Manager.

We'll also be contacting you, in the course of the year, to conduct a quick evaluation of your Respite Provider(s). This helps us determine whether or not the providers are doing a good job for you and whether you feel comfortable with your provider.

PROBLEMS

If during the course of receiving Respite, you do have a problem, please don't hesitate to call. We would like to get all problems and concerns solved as quickly as possible. If you have a major concern or emergency about something that has happened during respite and it's in the evening or over the weekend, call the 867-9522; which is the agency emergency contact number. If you are prompted to leave a message, please be sure to include your name, the best number to reach you at, and the nature of the emergency. The agency staff member who is on call will contact you as soon as he or she possibly can.

If you have a problem with a respite provider, there are typically two courses of action to take. The first is, the Program Manager can meet with you and the provider to try and get things worked out. Or, we can find another respite provider for your family member.

If the problem is severe, such as an allegation of abuse, neglect, or exploitation, another Respite Provider will be found for your family member. If a respite client makes an allegation of abuse or neglect, a referral is made to either child or adult protective services (see below). The provider will be suspended from providing respite until they are exonerated of the abuse or neglect allegation.

FAMILY RIGHTS POLICY

Abrazos Family Support Services is committed to honoring and preserving the basic human rights and dignity of persons served by its programs. Agency policies and procedures are written based on this commitment. We believe that persons served by this agency have the right:

- To accept or refuse services at any time
- To have all their personal information kept confidential, to the extent permitted by law
- To participate in making decisions about services
To refuse to participate in research activities
- To receive services that respect their individual culture, religion, and personal values
- To express concerns about services and to be informed of the agency's procedures for resolving concerns and complaints.

PROCEDURES FOR RESOLVING CONCERNS AND COMPLAINTS

If a family has a concern about the services they are receiving, their first step is to contact the agency's Respite Program Manager at 404-8502 to discuss their concerns. This should be done as soon as practical following the event which prompted their concerns. The Program Manager will discuss the concerns with the family and try to find a mutually acceptable solution.

If a solution acceptable to the family is not found, they may submit a written or oral complaint to the agency's Executive Director. The agency will respond to the complaint in writing within fifteen (15) days.

Families who receive services through the Developmental Disability Medicaid Waiver can also file a complaint by notifying their case manager.

INCIDENT REPORTING ORIENTATION RECORD

The New Mexico Department of Health requires that all community programs report any suspected abuse, neglect, or exploitation. The Department of Health also requires that all clients and consumers of service be informed that they have immediate access to reporting incidents of abuse, neglect, and exploitation. Below is a list of the Department of Health's definitions and the options for reporting suspected incidents.

Abuse means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish.

Neglect means the failure to provide goods and services necessary to avoid physical harm, mental anguish or mental illness.

Misappropriation of property or **Exploitation** means the deliberate misplacement of consumer's property, or wrongful, temporary or permanent use of a consumer's belongings or money without the consumer's consent.

Families and consumers may report their suspicions in any of the following: (this should be done with the assistance of the Respite Program Manager).

1. You may report your concerns directly to Abrazos Family Support Services Respite Manager by calling 404-8502 or the Program Director by calling 867-3396.
2. **For allegations of abuse, neglect, or exploitation**
 - a. Fax a copy of the Incident Report (see appendix) to Statewide Centralized Intake (SCI) at 1-800-797-3260.
 - b. AND Fax the completed Incident Report form (see attached) to 1-800-584-6057 or email to: incident.management@doh.state.nm.us or download forms or complete the report online at http://dhi.health.state.nm.us/imb/imb_irform.php or call the Department of Health Incident Reporting Hot Line at 1-800-445-6242.
3. For information on incident management systems policies and procedures call (505) 476-9012 or download policy and reporting documents from the internet at <http://dhi.health.state.nm.us/index.php>

The Department of Health requires that community programs obtain a record that parents, guardians, and/or clients have been provided with information and an orientation to this process. In this regard, parents, guardians, and/or clients are asked to sign a form titled “Incident Reporting Orientation Record”.

PRIVACY PRACTICES

This Notice of Privacy Practices describes how we may use and disclose your protected health information to carry out treatment, payment, or health care operations, and for other purposes that are permitted or required by law. We are required to abide by the terms of this Notice of Privacy Practices.

Uses and Disclosures of Protected Health Information

Your protected health information may be used and disclosed by our staff and others outside our organization who are involved in your care and treatment for the purpose of providing health care services to you. We may use and disclose your protected health information (PHI) in the following instances.

- (i) The use and disclosure of your PHI to our employees and independent contractors who need such information to provide treatment to you.
- (ii) The use and disclosure of your PHI, with your written consent, to unrelated third parties who need to know that information for treatment purposes.
- (iii) The use and disclosure of your PHI necessary for billing and payment purposes.
- (iv) The use and disclosure of your PHI required by law, courts, or administrative agencies.

Protecting the Confidentiality and Security of Current and Former Clients' Information

We retain protected health information (PHI) records related to the services that we provide for a period of six (6) years. We do this so that we are better able to assist our clients with their needs, and to comply with state and federal administrative requirements. We maintain physical, electronic, and procedural safeguards to comply with law and professional standards for safeguarding protected health information.

Your Rights

You have the right to inspect and/or to obtain a copy of your protected health information (PHI). You also have the right to request an amendment to your PHI or to request a restriction of the use and disclosure of your PHI. You have the right to file a complaint if you believe your privacy rights have been violated. You may direct complaints to:

- i) Privacy Officer, Abrazos Family Support Services, P.O. Box 788, Bernalillo, NM 87004
- or to ii) Office of the Secretary, US Department of Health and Human Services, 200 Independence Ave. SW, Washington, DC 20201.

If you have any questions about your rights or procedures for exercising your rights, contact our Privacy Officer.

FAMILY'S RESPITE CHECKLIST

Schedule Respite:

- Call your respite provider to schedule respite as early as possible.
- Prepare your family member for the respite so they know respite will occur.



Immediately Before Respite:

- Update the respite care-giver on changes that has happened to your family member; include Medical Emergency Information changes.
- Provide your child/family members Medicaid or health insurance card in case of an emergency.
- Leave telephone numbers where you can be reached.
- Provide supplies the respite provider needs during respite: diapers, special toys, books, or blankets, pajamas if overnight, special food, medication, and money if respite is going to include an outing which will cost money.

During Respite

- Enjoy yourself, call the respite provider if you are worried.

Immediately After Respite:

- Spend time getting an update about what happened during respite. How did respite go? Were there any problems? What happened during respite?
- If there were problems, discuss things the provider can do in order to prevent those problems in the future.
- Review the respite invoice make sure it is correct before signing it.
- Get your family member's Medicaid or insurance card
- Obtain your family member's things.

APPENDIX

Parent Agreement

Parent/Provider Agreement

Respite Emergency Information Form

Respite Provider Family Training Checklist

Incident Report Form

Respite Invoice

Respite Emergency Telephone Number

RESPITE EMERGENCY TELEPHONE NUMBER

RESPITE
AFTER HOURS
EMERGENCY NUMBER

867-9522

Please leave a message. The on-call staff person will get in touch with you as soon as they can. If you are not called; please try again.