



## **Choice of Provider Policy**

Date of Origin: 10/13/2020

Modification Date(s):

Date of Last Review: 10/13/2020

### **I. Purpose**

To clearly define how residents are involved in choices made regarding home staffing

### **II. Policy/Procedure**

UCP of Maine is dedicated to ensuring that each Residential Individual receiving services will be able to choose who provides direct supports to them and involvement in the recruiting and hiring process.

For waiver home applicant interviews, the hiring manager will include a home tour and introductions to residents for the home(s) for which the applicant is being considered. Following completion of the interview, the hiring manager will solicit feedback from residents about their interactions and comfort with the applicant(s).

Residents are able to give feedback on staff supports/home support choices during the PCP Planning Survey. The Program Manager will sit down with Resident to review and ask questions regarding the resident's satisfaction of services provided by staff members. The Program Manager will also discuss choice of home support options at this time.

If a Resident is unhappy with a particular staff person, residents can request a change in staff or request a mediation process to take place at any time by notifying the Program Manager.

If a resolution cannot be found during mediation regarding a resident's concern with a staff member, an attempt will be made at finding an alternate staff to work with the resident. If no other staff are currently available and the resident wishes to continue to have the current staff member provide services until an alternative is found, the services will continue as is.

UCP of Maine will not violate any local, state, or federal labor laws with decisions about staff not being allowed to work.

Residents can accept a staff person to provide services to them on a temporary basis to evaluate whether the staff person is a good match.

  
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Scott Tash, CEO

  
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Date

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Client Signature

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Date