



## Ponca Creek Living

### Policies & Procedures Manual

#### 1. Purpose & Mission Statement

Ponca Creek Living is committed to providing high-quality, person-centered care that promotes dignity, independence, safety, and well-being for all residents. The facility complies with all applicable federal regulations, Nebraska DHHS licensure requirements, and best practices.

#### 2. Admission & Residency Requirements

Residents are admitted based on assessed needs that can be safely met within the facility's scope of services. Includes pre-admission assessment, admission agreement, resident orientation, and quarterly or change-in-condition reassessments.

#### 3. Resident Rights

Residents maintain rights to dignity, privacy, autonomy, and protection from abuse. Written rights are provided at admission and reviewed annually with staff.

#### 4. Abuse, Neglect & Misappropriation Prevention

Zero-tolerance policy. Mandatory reporting to administration and DHHS. Investigations completed within 5 working days. Annual training required.

#### 5. Medication Management

Medications stored securely. Only licensed or certified staff administer medications following the Five Rights. Documentation required for all administrations, refusals, and errors.

#### 6. Infection Prevention & Control

Program follows CDC, CMS, and Nebraska DHHS guidelines. Includes hand hygiene, PPE, transmission-based precautions, cleaning, and required reporting.

## 7. Staffing & Training

Adequate staffing levels maintained. Orientation includes safety, rights, abuse prevention, and infection control. Annual competencies required.

## 8. Care Planning & Documentation

Individualized care plans created within 14 days of admission, reviewed quarterly, and updated with any change in condition.

## 9. Emergency Preparedness & Fire Safety

All-hazards plan including fire, severe weather, medical emergencies, evacuation, and utility loss. Includes RACE fire response and required drills.

## 10. Dining Services & Nutrition

Dietitian-approved menus, accommodations for special diets, safe food handling, and consistent meal service with alternatives.

## 11. Housekeeping & Laundry

Facility remains clean and sanitary. Resident rooms cleaned weekly, common areas daily, laundry labeled and returned promptly.

## 12. Maintenance & Safety

Routine checks of building systems and equipment. Work orders documented and addressed promptly.

## 13. Recordkeeping & Confidentiality

Resident records protected under HIPAA. Access limited to authorized personnel.

## 14. Discharge & Transfer

Safe and documented transfer or discharge when required or requested by resident, including sending care plan and MAR.