

Welcome to the Department for Aging & Independent Living!

New Employee Orientation 2 is designed to provide an overview of the Department of Aging and Independent Living (DAIL) policies and procedures, what DAIL is and what a guardian does. This course will provide a basic outline and more detailed information will be provided in later courses.

Course Length: New Employee Orientation Part 2 will take approximately **1 hour** to complete.

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Supervisor:



Course Curriculum

	Lesson	Topics
1	Welcome	
2	What is the Department of Aging and Independent Living (DAIL)?	<ul style="list-style-type: none"> DAIL Organization DAIL Authority to Operate <ul style="list-style-type: none"> Reflection – What is DAIL? Area Development Districts and Area Agencies on Aging
3	DAIL Personnel Information- The Basics	<ul style="list-style-type: none"> Office Procedures Dress Code Microsoft Outlook Training Outside of Business Hours Procedures Alerts Service of Process
4	Adult Guardianship Program- The Basics	<ul style="list-style-type: none"> Guardianship Roles & Responsibilities Guardianship Code of Ethics Person- Centered Approach
5	Resources	
6	Course Evaluation	
7	Course Wrap-Up	

Course Goals

New Employee Orientation Part 2 is designed to provide you with an overview of the Department of Aging and Independent Living (DAIL), basic DAIL personnel information, and basic information about the Adult Guardianship Program.

Opportunities will be provided to reflect on what you have learned, reach out to others, and practice the skills necessary for a guardian.

Learning Goal #1

Introduce you to office and employee procedures and policies.

Learning Goal #2

Understand what Kentucky Revised Statutes, Kentucky Administrative Regulations, and Standard Operating Procedures are.

Learning Goal #3

Determine what an alert is and when it might be used.

Learning Goal #4

Understand code of ethics for guardians.

Lesson: What is Department for Aging and Independent Living (DAIL)



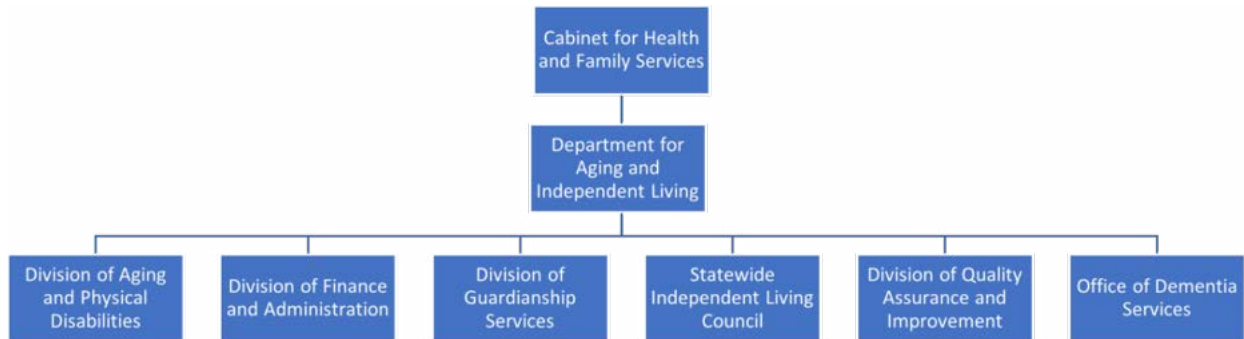
CABINET FOR HEALTH
AND FAMILY SERVICES

— Department for —
Aging and Independent Living

Mission: The Kentucky Department for Aging and Independent Living (DAIL) provides state and federal funding and administrative oversight of statewide programs and services for older adults and individuals with disabilities.

DAIL Website: www.chfs.ky.gov/agencies/dail/Pages/default.aspx

DAIL Organization



What does DAIL do?

Oversees and certifies Assisted Living facilities across the state.

Administers oversight and funding (state & federal) for the following programs offering disability services:

- Brain Injury Trust Fund
- Centers for Accessible Living.
- Hart Supported Living Program,
- Participant Directed Services via a contract with Medicaid
- State Independent Living Council

DAIL works to ensure that services provided are person-centered, compliant with state and federal regulations and policies, and support the various aspects of independent living.

Programs and Services

Adult Guardianship Services

Assisted Living Community Information and Certification

Caregiver Support Services

Hart-Supported Living

Long-Term Care Ombudsman

Participant Directed Services

Traumatic Brain Injury Trust Fund

Authority to Operate

Kentucky Revised Statutes (KRS)

Kentucky Administrative Regulations (KAR)

Standard Operating Procedures (SOPs)

Lesson: DAIL Personnel Information – The Basics

Office Procedures



Typically, guardianship staff spends the majority of their time out of the office and in the field. However, each local office location is unique, and it is important to orient yourself with your office location.

Dress Code

CHFS dress code guidelines can be found in the CHFS Personnel Procedures Handbook. Please note that you will not have access to the handbook until you have access to Kentucky Health Resources Information System (KHRIS). If you have not already, please open and bookmark this website for future use.



<https://kymsoffice.sharepoint.com/sites/CHFS-OHRM/pphb>

Microsoft Outlook Training



The use and sharing of Outlook Calendars is used across the Department to document daily itinerary, meetings, and appointments. It is important to be familiar with Outlook Calendars and how to utilize its features.

Introduction to the outlook calendar: www.support.office.com/en-us/article/introduction-to-the-outlook-calendar-d94c5203-77c7-48ec-90a5-2e2bc10bd6f8

Outside of Business Hours Procedures

There are times that arise when individuals under guardianship need assistance on holidays or outside of regular business hours.

If emergency assistance outside of regular business hours is needed, all DAIL Guardianship Regions have a dedicated afterhours crisis line thru New Vista.



Examples of Emergencies

Guardianship Supervisors are on call and may be contacted by crisis line staff when assistance is required.

**Emergency Number:
(844) 550-9006**

**Hours: 4:30pm—8:00am EST
and all day weekends and
holidays**

Alerts



KRS 39F.180 outlines the requirements for reporting when a person is missing, or unable to be located. All guardianship staff are required to report when a client is missing to local authorities.

<https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=51154>

There may be instances where local authorities are hesitant to issue an alert for the missing person. All attempts should be made to call and urge the police to make a report. These attempts should be documented, along with concerns and specific factors that describe the client's vulnerability.

Outside of Business Hours Procedures

DAIL staff **do not** accept service of process in any civil action. Civil actions could include foreclosures on properties or wrongful death lawsuits.

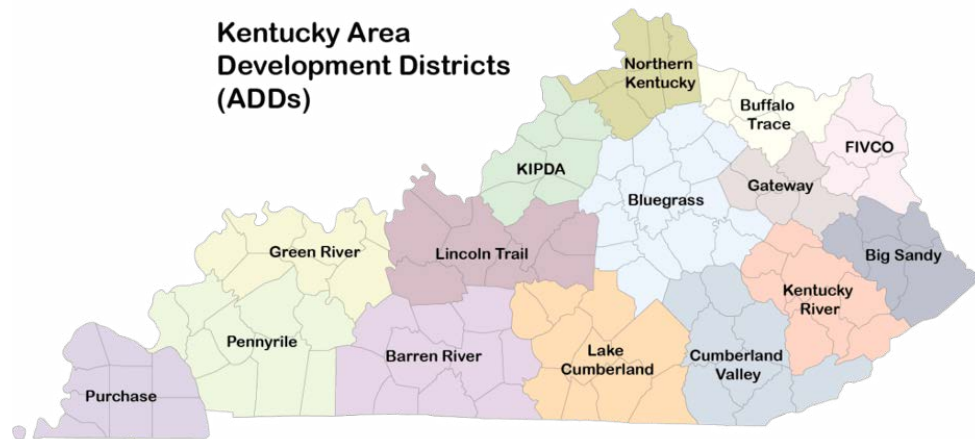
DAIL staff **may** accept service of process including a summons, subpoena or show cause order from a process server. Once received, DAIL staff should immediately forward a copy to their Branch Manager or Assistant Director to ensure a timely response.



Orientation Part II continues on the next page.

Topic: Area Development Districts (ADD) and Area Agencies on Aging (AAA)

The Kentucky Council of Area Development Districts (www.kcadd.org) is headquartered in Frankfort with local offices around the state.



My local ADD Office:

Lesson: Adult Guardianship Program – The Basics



Kentucky's Adult Guardianship Program provides _____ and _____ services to individuals with disabilities. These individuals have been court appointed as individuals under guardianship of the state due to an absence of family or others who can provide care.

Guardianship Roles & Responsibilities

Authorized by KRS 387.600 to be appointed guardian for legally disabled adults who have been adjudicated as incapable of making informed decisions regarding personal and/or financial affairs and for whom no other able, willing or suitable person is available to service.

KRS 387.600 www.hdilearning.org/wp-content/uploads/2021/12/KRS387.600-Appts-consideration-of-preference-of-respondent.pdf

Should be the last resort and in place only, when necessary, to promote the well-being of an individual including protection from neglect, abuse and/or exploitation.

Powers and duties may include securing health and social services, securing living arrangements, managing financial affairs; as well as securing and giving consent for these and other services necessary for the overall safety and well-being of the individual under guardianship.

Guardianship Code of Ethics

Guardianship staff shall:

- Perform job duties in a competent, honest, and diligent manner.
- Treat the individual, their family, friends, and support person with courtesy and respect.
- Utilize a person-centered approach to decisions and service delivery.
- Coordinate and monitor services needed by the individual to ensure that they are receiving the appropriate care and treatment.
- Document with accuracy, clarity, objectivity, and with sound evidence.
- Avoid judgment, expression of personal feelings, and frustrations.

In your opinion, what are the most important code of ethics?

Guardianship Resources

Kentucky Guardianship Association

Kentucky Protection and Advocacy

National Guardianship Association

State Long Term Care Ombudsman

**Working Interdisciplinary Network of
Guardianship Stakeholders (WINGS)**

Person-Centered Approach

A person-centered approach considers and involves the following:

- Encouraging the individual under guardianship to participate, to the fullest extent possible, in decisions that affect them, including their care and services.
- Providing the individual every opportunity to exercise their rights, as it relates to their care.
- Providing for an individual's needs using the least intrusive and least restrictive course of action possible.
- After weighing risks and benefits, allowing maximum independence and self-determination possible by meeting the individual's wishes.
- Individualized decisions - what works for one individual, may not work for another.
- Advocating for modification or termination of Guardianship when applicable.