

**AGENCIES TO PROVIDE PERSONAL CARE SERVICES IN THE HOME
WORKBOOK (12.2024)**

NOTE: SHADED COLUMNS ARE NOT APPLICABLE

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
P0010	NAC 449.3972 Location to which license applies; agency to retain proof of liability coverage and compliance with certain statutory provisions. 3. Each agency must retain: (a) Proof that it is adequately covered against liabilities resulting from claims incurred in the course of operation; and (b) Proof of compliance with NRS 449.065 and 449.067.					Certificate Holder must be DPBH, HCQC Carson City or Las Vegas address.
P0015	NAC 449.3973 Qualifications and duties of administrator; appointment of designee to act in administrator's absence. 1. The administrator of an agency must: (a) Be at least 18 years of age; (b) Have a high school diploma or its equivalent; (c) Be responsible and mature and have the personal qualities which will enable the administrator to understand the problems of elderly persons and persons with disabilities; (d) Understand the provisions of this chapter and chapter 449 of NRS; and (e) Demonstrate the ability to read, write, speak and understand the English language.					Form = Job Description and Qualifications Y/N = Administrator met all qualifications.
P0020	NAC 449.3973 Qualifications and duties of administrator; appointment of designee to act in administrator's absence. 2. The administrator of an agency shall represent the licensee in the daily operation of the agency and shall appoint a person to exercise his or her authority in the administrator's absence. The responsibilities of an administrator include, without limitation: (a) Employing qualified personnel and arranging for their training and ensuring that such personnel receive all training required by this chapter and chapter 449 of NRS in accordance with section 8 of this regulation; (b) Ensuring that only trained attendants are providing services to a client of the agency and that such services are provided in accordance with the functional assessment of the client, the service plan established for the client and the policies and procedures of the agency; (c) Developing and implementing an accounting and reporting system that reflects the fiscal experience and current financial position of the agency; (d) Negotiating for services provided by contract in accordance with legal requirements and established policies of the agency; (e) Providing oversight and direction for attendants and other members of the staff of the agency as necessary to ensure that the clients of the agency receive needed services;					

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	<p>(f) Developing and implementing policies and procedures for the agency, including, without limitation, policies and procedures concerning terminating the personal care services provided to a client;</p> <p>(g) Designating one or more employees of the agency to be in charge of the agency during those times when the administrator is absent; and</p> <p>(h) Demonstrating to the Division upon request that the agency has sufficient resources and the capability to satisfy the requests of each client of the agency related to the provision of the personal care services described in the service plan to the client.</p>					
P0025	<p>NAC 449.3973 Qualifications and duties of administrator; appointment of designee to act in administrator's absence.</p> <p>3. Except as otherwise provided in this subsection and subsection 4 of NAC 449.3976, an employee designated to be in charge of the agency when the administrator is absent must have access to all records kept at the agency. Confidential information may be removed from a file to which an employee designated to be in charge of the agency has access if the confidential information is maintained separately by the administrator.</p>					<p>Form = Identification of Admin Designee</p> <p>Y/N = Access to all records?</p>
P0030	<p>NAC 449.3973 Qualifications and duties of administrator; appointment of designee to act in administrator's absence.</p> <p>4. The administrator of an agency shall ensure that:</p> <p>(a) The clients of the agency are not abused, neglected or exploited by an attendant or another member of the staff of the agency, or by any person who is visiting the client when an attendant or another member of the staff of the agency is present; and</p> <p>(b) Suspected cases of abuse, neglect or exploitation of a client are reported in the manner prescribed in NRS 200.5093 and 632.472.</p>					P&P = Elder Abuse Recognition, Prevention and Reporting Policy
P0035	<p>NAC 449.3974 Maintenance of policies and procedures concerning qualifications, responsibilities and conditions of employment for staff members.</p> <p>An agency shall maintain written policies and procedures concerning the qualifications, responsibilities and conditions of employment for each attendant and other members of the staff of the agency. The written policies and procedures must be reviewed and revised as needed. The written policies and procedures must be made available to the attendants and other members of the staff of the agency upon hire and whenever revisions are made to those policies and procedures. At a minimum, the policies and procedures must:</p> <p>1. Provide descriptions of the duties and responsibilities of attendants;</p>					
P0040	<p>2. Provide descriptions of any activities that attendants are prohibited from engaging in, including, without limitation:</p> <p>(a) Making a long distance telephone call that is personal in nature:</p> <p>(1) On a telephone owned by or provided by a client; or</p> <p>(2) While on duty providing personal care services to a client;</p> <p>(b) Loaning, borrowing or accepting gifts of money or personal items from a client;</p>					<p>P&P or Form = Listing prohibited activities.</p> <p>Not required to be signed nor copy</p>

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	(c) Accepting or retaining money or gratuities from a client, other than money needed for the purchase of groceries or medication for the client; and (d) Becoming the legal guardian of a client or being named as an attorney-in-fact in a power of attorney executed by the client;					maintained in employee's file.
P0045	3. Set forth the rights of clients;					P&P or Form = List of Client's Rights
P0050	4. Set forth any requirements relating to ethics governing attendants and other members of the staff of the agency, including, without limitation, any requirements concerning the confidentiality of client information;					Form = Confidentiality or HIPAA form.
P0055	5. Provide for the prevention, control and investigation of infections and communicable diseases;					
P0060	6. Provide a description of the personal care services that are provided by the agency to clients;					P&P or Form = List of personal care services provided
P0065	7. Provide a description of the manner in which the agency assigns attendants to provide personal care services to clients and any supervision of those services that will be provided by the agency;					
P0070	8. Provide for documentation of the needs of each client and the personal care services that are provided to the client;					P&P or Form = Initial Screening.
P0075	9. Set forth the emergency responses of the agency to both medical and nonmedical situations;					
P0080	10. Set forth the roles of the agency and any coordination that the agency will provide with services provided by other community service agencies;					P&P or Form = List of resources
P0085	11. Provide for periodic evaluations of the performance of attendants and other members of the staff of the agency;					P&P and Form = Performance Evaluation
P0090	12. Provide for the maintenance of current personnel records which confirm that the policies and procedures are being followed; and					
P0095	13. Set forth any other specific information that is necessary based on the needs of any special populations served by the agency.					P&P or Form = Documented hard of hearing, vision impaired, mentally disabled, no transportation, etc.
P0099	NRS 449.093 Training to recognize and prevent abuse of older persons: Persons required to receive; frequency; topics; costs; actions for failure to complete. 1. An applicant for a license to operate a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care must receive training to recognize and prevent the abuse of older					Form = Certificate or Test Questions signed and dated by employee; or Sign-in Sheet with proof

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	<p>persons before a license to operate such a facility, agency or home is issued to the applicant. If an applicant has completed such training within the year preceding the date of the application for a license and the application includes evidence of the training, the applicant shall be deemed to have complied with the requirements of this subsection.</p> <p>2. A licensee who holds a license to operate a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care must annually receive training to recognize and prevent the abuse of older persons before the license to operate such a facility, agency or home may be renewed.</p> <p>3. If an applicant or licensee who is required by this section to obtain training is not a natural person, the person in charge of the facility, agency or home must receive the training required by this section.</p> <p>4. An administrator or other person in charge of a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care must receive training to recognize and prevent the abuse of older persons before the facility, agency or home provides care to a person and annually thereafter.</p> <p>5. An employee who will provide care to a person in a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care must receive training to recognize and prevent the abuse of older persons before the employee provides care to a person in the facility, agency or home and annually thereafter.</p> <p>6. The topics of instruction that must be included in the training required by this section must include, without limitation:</p> <p>(a) Recognizing the abuse of older persons, including sexual abuse and violations of NRS 200.5091 to 200.50995, inclusive;</p> <p>(b) Responding to reports of the alleged abuse of older persons, including sexual abuse and violations of NRS 200.5091 to 200.50995, inclusive; and</p> <p>(c) Instruction concerning the federal, state and local laws, and any changes to those laws, relating to:</p> <p>(1) The abuse of older persons; and</p> <p>(2) Facilities for intermediate care, facilities for skilled nursing, agencies to provide personal care services in the home, facilities for the care of adults during the day, residential facilities for groups or homes for individual residential care, as applicable for the person receiving the training.</p> <p>7. The facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day,</p>					<p>of topics of instruction.</p> <p>Date of completion must be before start of service.</p> <p>Y/N= Administrator completed Elder Abuse Training.</p>

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	<p>residential facility for groups or home for individual residential care is responsible for the costs related to the training required by this section.</p> <p>8. The administrator of a facility for intermediate care, facility for skilled nursing or residential facility for groups who is licensed pursuant to chapter 654 of NRS shall ensure that each employee of the facility who provides care to residents has obtained the training required by this section. If an administrator or employee of a facility or home does not obtain the training required by this section, the Division shall notify the Board of Examiners for Long-Term Care Administrators that the administrator is in violation of this section.</p> <p>9. The holder of a license to operate a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care shall ensure that each person who is required to comply with the requirements for training pursuant to this section complies with such requirements. The Division may, for any violation of this section, take disciplinary action against a facility, agency or home pursuant to NRS 449.160 and 449.163.</p>					
P0100	<p>NAC 449.3975 Attendants: Qualifications; annual training.</p> <p>Each attendant of an agency must:</p> <ol style="list-style-type: none"> 1. Be at least 18 years of age; 2. Be responsible and mature and have the personal qualities which will enable the attendant to understand the problems of elderly persons and persons with disabilities; 3. Understand the provisions of this chapter and chapter 449 of NRS; 4. Demonstrate the ability to read, write, speak and communicate effectively with the clients of the agency; 5. Demonstrate the ability to meet the needs of the clients of the agency. 					P&P or Form = Required qualifications; NAC 449 PCS regulations provided to attendants.
P0125	<p>NAC 449.3975 Attendants: Qualifications; annual training.</p> <p>Each attendant of an agency must:</p> <ol style="list-style-type: none"> 6. Receive annually not less than 8 hours of training related to providing for the needs of the clients of the agency. 					
P0130	<p>NAC 449.3976 Attendants: Maintenance of personnel file; evaluation of competency.</p> <ol style="list-style-type: none"> 1. A separate personnel file must be kept for each attendant of an agency and must include, without limitation: <ol style="list-style-type: none"> (a) The name, address and telephone number of the attendant; (b) The date on which the attendant began working for the agency; (c) Documentation that the attendant has had the tests or obtained the certificates required by NAC 441A.375; (d) Evidence that the references supplied by the attendant were checked by the agency; 					P&P = Pre-employment requirements. P&P = Policy on Performance evaluation, frequency and who will perform.

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	<p>(e) Evidence of compliance with NRS 449.123 by the administrator of the agency or the person licensed to operate the agency with respect to the attendant;</p> <p>(f) Proof that, within 6 months after the attendant began working for the agency, the attendant obtained a certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate approved by the Division;</p> <p>(g) Proof that the attendant is at least 18 years of age;</p> <p>(h) Proof of possession by the attendant of at least the minimum liability insurance coverage required by state law if the attendant will be providing transportation to a client in a motor vehicle; and</p> <p>(i) Documentation of all training attended by and performance evaluations of the attendant.</p> <p><u>For Reference only:</u></p> <p><i>NRS 449.123 Initial and periodic investigations of employee, employee of temporary employment service or independent contractor of facility, hospital, agency, program or home; penalty.</i></p> <p><i>1. Except as otherwise provided in subsections 2 and 3, within 10 days after hiring an employee, accepting an employee of a temporary employment service or entering into a contract with an independent contractor, the administrator of, or the person licensed to operate a facility, hospital, agency, program or home shall:</i></p> <p><i>(a) Obtain a written statement from the employee, employee of the temporary employment service or independent contractor stating whether he or she has been convicted of any crime listed in NRS 449.174;</i></p> <p><i>(b) Obtain an oral and written confirmation of the information contained in the written statement obtained pursuant to paragraph (a);</i></p> <p><i>(c) Obtain proof that the employee, employee of the temporary employment service or independent contractor holds any required license, permit or certificate;</i></p> <p><i>(d) Obtain from the employee, employee of the temporary employment service or independent contractor one set of fingerprints and a written authorization to forward the fingerprints to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation for its report;</i></p> <p><i>(e) Submit to the Central Repository for Nevada Records of Criminal History the fingerprints obtained pursuant to paragraph (d) to obtain information on the background and personal history of each employee, employee of a temporary employment service or independent contractor to determine whether the person has been convicted of any crime listed in NRS 449.174; and</i></p> <p><i>(f) If an Internet website has been established pursuant to NRS 439.942:</i></p> <p><i>(1) Screen the employee, employee of the temporary employment service or independent contractor using the Internet website. Upon request of the Division, proof that the employee, temporary employee or independent contractor was screened pursuant to this subparagraph must be provided to the Division.</i></p>					<p>Form/Doc = Employee Application Proof of age, Physical, TB Tests, References checked, NABS Clearance Letter and Criminal History Statement signed by employee, Motor vehicle Liability Insurance (if applicable) and Evaluation form.</p> <p>Y/N = All docs kept in file</p>

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	<p>(2) Enter on the Internet website information to be maintained on the website concerning the employee, employee of the temporary employment service or independent contractor.</p> <p>2. The administrator of, or the person licensed to operate, a facility, hospital, agency, program or home is not required to obtain the information described in subsection 1 from an employee, employee of a temporary employment service or independent contractor if his or her fingerprints have been submitted to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation for its report within the immediately preceding 6 months and the report of the Federal Bureau of Investigation indicated that the employee, employee of the temporary employment service or independent contractor has not been convicted of any crime set forth in NRS 449.174.</p> <p>3. The administrator of, or the person licensed to operate, a facility, hospital, agency, program or home is not required to obtain the information described in subsection 1, other than the information described in paragraph (c) of subsection 1, from an employee, employee of a temporary employment service or independent contractor if:</p> <p>(a) The employee, employee of the temporary employment service or independent contractor agrees to allow the administrator of, or the person licensed to operate, a facility, hospital, agency, program or home to receive notice from the Central Repository for Nevada Records of Criminal History regarding any conviction and subsequent conviction of the employee, employee of the temporary employment service or independent contractor of a crime listed in NRS 449.174;</p> <p>(b) An agency, board or commission that regulates an occupation or profession pursuant to title 54 of NRS or temporary employment service has, within the immediately preceding 5 years, submitted the fingerprints of the employee, employee of the temporary employment service or independent contractor to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation for its report; and</p> <p>(c) The report of the Federal Bureau of Investigation indicated that the employee, employee of the temporary employment service or independent contractor has not been convicted of any crime set forth in NRS 449.174.</p> <p>4. The administrator of, or the person licensed to operate, a facility, hospital, agency, program or home shall ensure that the information concerning the background and personal history of each employee, employee of a temporary employment service or independent contractor who works at the facility, hospital, agency, program or home:</p> <p>(a) Except as otherwise provided in subsection 2, is completed as soon as practicable, and if residential services are provided to children or the facility is a psychiatric hospital that provides inpatient services to children or a psychiatric residential treatment facility, before the employee, employee of the temporary employment service or independent contractor provides any care or services to a child in the facility, hospital, agency, program or home without supervision; and</p> <p>(b) At least once every 5 years after the date of the initial investigation.</p> <p>5. The administrator or person shall, when required:</p> <p>(a) Obtain one set of fingerprints from the employee, employee of the temporary employment service or independent contractor;</p> <p>(b) Obtain written authorization from the employee, employee of the temporary employment service or independent contractor to forward the fingerprints obtained pursuant to paragraph</p>					

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	<p><i>(a) to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation for its report; and</i></p> <p><i>(c) Submit the fingerprints to the Central Repository for Nevada Records of Criminal History or, if the fingerprints were submitted electronically, obtain proof of electronic submission of the fingerprints to the Central Repository for Nevada Records of Criminal History.</i></p> <p><i>6. Upon receiving fingerprints submitted pursuant to this section, the Central Repository for Nevada Records of Criminal History shall determine whether the employee, employee of the temporary employment service or independent contractor has been convicted of a crime listed in NRS 449.174 and immediately inform the Division and the administrator of, or the person licensed to operate, the facility, hospital, agency, program or home at which the person works whether the employee, employee of the temporary employment service or independent contractor has been convicted of such a crime.</i></p> <p><i>7. The Central Repository for Nevada Records of Criminal History may impose a fee upon a facility, hospital, agency, program or home that submits fingerprints pursuant to this section for the reasonable cost of the investigation. The facility, hospital, agency, program or home may recover from the employee or independent contractor whose fingerprints are submitted not more than one-half of the fee imposed by the Central Repository. If the facility, hospital, agency, program or home requires the employee or independent contractor to pay for any part of the fee imposed by the Central Repository, it shall allow the employee or independent contractor to pay the amount through periodic payments. The facility, hospital, agency, program or home may require a temporary employment service which employs a temporary employee whose fingerprints are submitted to pay the fee imposed by the Central Repository. A facility, hospital, agency, program or home shall notify a temporary employment service if a person employed by the temporary employment service is determined to be ineligible to provide services at the facility, hospital, agency, program or home based upon the results of an investigation conducted pursuant to this section.</i></p> <p><i>8. Unless a greater penalty is provided by law, a person who willfully provides a false statement or information in connection with an investigation of the background and personal history of the person pursuant to this section that would disqualify the person from employment, including, without limitation, a conviction of a crime listed in NRS 449.174, is guilty of a misdemeanor.</i></p>					
P0131	<p>NRS 449.1235 Temporary employment service prohibited from sending ineligible employee to facility, hospital, agency, program or home; temporary employment service to provide certain information regarding its employees.</p> <p>1. A temporary employment service shall not send an employee to provide services to a facility, hospital, agency, program or home if the temporary employment service has received notice from a facility, hospital, agency, program or home that the employee of the temporary employment service is ineligible to provide such services.</p> <p>2. A facility, hospital, agency, program or home that enters into an agreement with a temporary employment service to provide services for the facility, hospital, agency, program or home on a temporary basis must require the temporary employment service to:</p> <p>(a) Provide proof that each employee of the temporary employment service whom it may send to provide services to the facility, hospital, agency, program or home has been continuously</p>					

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	<p>employed by the temporary employment service since the last investigation conducted of the employee pursuant to NRS 449.123; and</p> <p>(b) Notify the facility, hospital, agency, program or home if the investigation conducted of an employee of the temporary employment service pursuant to NRS 449.123 has not been conducted within the immediately preceding 5 years.</p>					
P0132	<p>NRS 449.124 Maintenance and availability of certain records regarding employee, employee of temporary employment service or independent contractor of facility, hospital, agency, program or home.</p> <p>1. Each facility, hospital, agency, program or home shall maintain records of the information concerning its employees, employees of a temporary employment service and independent contractors collected pursuant to NRS 449.123, including, without limitation:</p> <p>(a) A copy of the fingerprints that were submitted to the Central Repository for Nevada Records of Criminal History or proof of electronic fingerprint submission and a copy of the written authorization that was provided by the employee, employee of the temporary employment service or independent contractor;</p> <p>(b) Proof that the fingerprints of the employee, employee of the temporary employment service or independent contractor were submitted to the Central Repository; and</p> <p>(c) Any other documentation of the information collected pursuant to NRS 449.123.</p> <p>2. The records maintained pursuant to subsection 1 must be:</p> <p>(a) Maintained for the period of the employment of the person with the facility, hospital, agency, program or home; and</p> <p>(b) Made available for inspection by the Division at any reasonable time, and copies thereof must be furnished to the Division upon request.</p> <p>3. If an Internet website has been established pursuant to NRS 439.942, a facility, hospital, agency, program or home shall maintain a current list of its employees, employees of a temporary employment service and independent contractors on the Internet website.</p> <p>4. The Central Repository for Nevada Records of Criminal History may maintain an electronic image of fingerprints submitted pursuant to NRS 449.122 and 449.123 to notify a facility, hospital, agency, program or home and the Division of any subsequent conviction of a person who is required to submit to an investigation pursuant to NRS 449.122 or 449.123.</p>					
P0133	<p>NRS 449.125 Termination of employment or contract of employee, employee of temporary employment service or independent contractor of facility, hospital, agency, program or home who has been convicted of certain crime; period in which to correct information regarding conviction; liability of facility, hospital, agency, program or home.</p> <p>1. Upon receiving information from the Central Repository for Nevada Records of Criminal History pursuant to NRS 449.123, or evidence from any other source, that an employee, employee of a temporary employment service or independent contractor of a facility, hospital, agency, program or home:</p> <p>(a) Has been convicted of a crime listed in paragraph (a) of subsection 1 of NRS 449.174; or</p> <p>(b) Has had a substantiated report of abuse or neglect made against him or her, if he or she is employed at a facility, hospital, agency, program or home that provides residential services to children, a psychiatric hospital that provides inpatient services to children or a psychiatric residential treatment facility,</p>					

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	<p>➔ the administrator of, or the person licensed to operate, the facility, hospital, agency, program or home shall terminate the employment or contract of that person or notify the temporary employment service that its employee is prohibited from providing services for the facility, hospital, agency, program or home after allowing the person time to correct the information as required pursuant to subsection 2.</p> <p>2. If an employee, employee of a temporary employment service or independent contractor believes that the information provided by the Central Repository is incorrect, the employee, employee of the temporary employment service or independent contractor may immediately inform the facility, hospital, agency, program or home or temporary employment service. The facility, hospital, agency, program, home or temporary employment service that is so informed shall give the employee, employee of the temporary employment service or independent contractor a reasonable amount of time of not less than 30 days to correct the information received from the Central Repository before terminating the employment or contract of the person pursuant to subsection 1.</p> <p>3. A facility, hospital, agency, program or home that has complied with NRS 449.123 may not be held civilly or criminally liable based solely upon the ground that the facility, hospital, agency, program or home allowed an employee, employee of a temporary employment service or independent contractor to work:</p> <p>(a) Before it received the information concerning the employee, employee of the temporary employment service or independent contractor from the Central Repository, except that an employee, employee of the temporary employment service or independent contractor shall not have contact with a child without supervision before such information is received;</p> <p>(b) During the period required pursuant to subsection 2 to allow the employee, employee of the temporary employment service or independent contractor to correct that information, except that an employee, employee of the temporary employment service or independent contractor shall not have contact with a child without supervision during such period;</p> <p>(c) Based on the information received from the Central Repository, if the information received from the Central Repository was inaccurate; or</p> <p>(d) Any combination thereof.</p> <p>➔ A facility, hospital, agency, program or home may be held liable for any other conduct determined to be negligent or unlawful.</p>					
P0134	<p>NAC 449.0113 Duties of administrator or licensee if Central Repository unable to complete investigation of employee or independent contractor; grounds for termination; actions to ensure patient safety. (NRS 449.0302)</p> <p>1. If the Central Repository notifies the administrator of, or the person licensed to operate, a facility, hospital, agency, program or home that it is unable to complete an investigation pursuant to NRS 449.123 because:</p> <p>(a) Additional information is required, the administrator of, or the person licensed to operate, the facility, hospital, agency, program or home shall, within 10 working days after receiving the notice from the Central Repository, send a notice to the employee, employee of a temporary employment service or independent contractor directing the employee, employee of a temporary employment service or independent contractor to provide the administrator of, or the person licensed to operate, the facility, hospital, agency, program or home and the Central Repository</p>					

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	<p>with the information or proof that the information cannot be obtained within 30 days after the date on which the notice was sent by the administrator of, or the person licensed to operate, the facility, hospital, agency, program or home.</p> <p>(b) Criminal charges against the employee, employee of a temporary employment service or independent contractor are pending, the administrator of, or the person licensed to operate, the facility, hospital, agency, program or home shall notify the employee, employee of a temporary employment service or independent contractor that he or she is required to:</p> <p>(1) Notify the administrator of, or the person licensed to operate, the facility, hospital, agency, program or home of the date of each court proceeding relating to the charges; and</p> <p>(2) Provide the Central Repository with any information relating to the final disposition of the charges as soon as the information is available.</p> <p>2. The administrator of, or the person licensed to operate, the facility, hospital, agency, program or home shall terminate the employment of an employee or the contract with an independent contractor or notify the temporary employment service that its employee is prohibited from providing services for the facility, hospital, agency, program or home upon determining that the employee, employee of a temporary employment service or independent contractor has willfully failed to comply with the provisions of this section.</p> <p>3. Pending the completion of an investigation of an employee, employee of a temporary employment service or independent contractor of a facility, hospital, agency, program or home for which the Central Repository has provided notice pursuant to subsection 1 that it is unable to complete the investigation for a reason stated in subsection 1, and during any period in which an employee, employee of a temporary employment service or independent contractor has to correct information provided by the Central Repository pursuant to NRS 449.125, the administrator of, or the person licensed to operate, a facility, hospital, agency, program or home shall take actions to ensure the safety of its patients, residents or clients, including:</p> <p>(a) Prohibiting the employee, employee of a temporary employment service or independent contractor from working at the facility, hospital, agency, program or home by placing the employee, employee of a temporary employment service or independent contractor on leave;</p> <p>(b) Requiring the employee, employee of a temporary employment service or independent contractor to be under the direct supervision and observation of an employee of the facility, hospital, agency, program or home while caring for any patient, client or resident of the facility, hospital, agency, program or home;</p> <p>(c) Conducting an investigation into the circumstances of the record of criminal history to determine and carry out any measures that the facility, hospital, agency, program or home identifies as necessary to ensure the safety of its patients, residents or clients if the employee, employee of a temporary employment service or independent contractor cares for patients, residents or clients; or</p> <p>(d) Taking any combination of the actions set forth in paragraph (a), (b) or (c).</p> <p>4. As used in this section, “facility, hospital, agency, program or home” has the meaning ascribed to it in NRS 449.119 and includes an intermediary service organization for the purpose of carrying out this section and NAC 449.01125.</p> <p><u>Note:</u></p>					

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	<i>If undetermined background check results are on file then the procedures outlined in this NAC must be followed by the agency.</i>					
P0135	NAC 449.3976 Attendants: Maintenance of personnel file; evaluation of competency. 2. The documentation described in paragraph (i) of subsection 1 must include, without limitation, for each training course attended by the attendant: (a) A description of the content of the training course; (b) The date on which the training course was attended; (c) The number of hours of the training course; (d) The name and signature of the instructor of the training course; and (e) A certificate indicating that the training course was successfully completed by the attendant.					Form = Certificate or documented evidence of completion. Y/N – Kept in Attendant’s file
P0140	NAC 449.3976 Attendants: Maintenance of personnel file; evaluation of competency. 3. The administrator or the administrator’s designee shall evaluate the competency of an attendant in each competency area required by the agency if the attendant provides written proof of his or her current or previous training in that competency area. After the initial evaluation, any additional training provided to the attendant may be limited to areas in which the attendant needs to improve his or her competency.					Form = Competency Evaluation or Skills & Task Inventory. Post training exam completed and passed. Y/N – Kept in Attendant’s file
P0145	NAC 449.3976 Attendants: Maintenance of personnel file; evaluation of competency. 4. The administrator may keep the personnel files of the agency in a locked cabinet and may, except as otherwise provided in this subsection, restrict access to this cabinet by attendants and other members of the staff of the agency. The administrator shall make the personnel files, including, without limitation, any electronic files, available for review by the Division upon request.					Y/N – Secured filing cabinet.
P0150	NAC 449.3977 Attendants: Required knowledge and training. 1. Each attendant of an agency shall: (a) Obtain a working knowledge of the provisions of this chapter which govern the licensing of agencies before providing personal care services to the clients of the agency. The agency must provide a copy of those provisions to an attendant before the attendant may provide personal care services to the clients of the agency.					P&P or Form: P&P on providing PCS regulations to attendants OR Form = Acknowledging receipt of regulations in file. Signed statement <u>not</u> required.
P0151	NAC 449.3977 Attendants: Required knowledge and training. 1. Each attendant of an agency shall:					Policy = Training Program

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	(b) Participate in and complete a training program before independently providing personal care services to the clients of the agency. The training program must include an opportunity for the attendant to receive on-the-job instruction provided to clients of the agency, as long as the administrator of the agency or the administrator's designee provides supervision during this instruction to determine whether the attendant is able to provide personal care services successfully and independently to the client.					Forms = On the Job Training or Client and PCA Orientation; certificates or sign-in sheets with topic covered. Y/N – Kept in file
P0152	<p>NAC 449.3977 Attendants: Required knowledge and training.</p> <p>1. Each attendant of an agency shall:</p> <p>(c) Receive training:</p> <p>(1) In the written documentation of:</p> <p>(I) Personal care services provided to the clients of the agency; and</p> <p>(II) Verification of time records.</p> <p>(2) In the rights of clients, including, without limitation, training in methods to protect client confidentiality pursuant to state and federal regulations.</p> <p>(3) Related to the special needs of elderly persons and persons with disabilities, including, without limitation, training in the sensory, physical and cognitive changes related to the aging process.</p> <p>(4) Related to communication skills, including, without limitation, active listening, problem solving, conflict resolution and techniques for communicating through alternative modes with persons with communication or sensory impairments.</p> <p>(5) In first aid and cardiopulmonary resuscitation. A certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate will be accepted as proof of that training.</p> <p>(6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics:</p> <p>(I) Duties and responsibilities of attendants and the appropriate techniques for providing personal care services;</p> <p>(II) Recognizing and responding to emergencies, including, without limitation, fires and medical emergencies;</p> <p>(III) Dealing with adverse behaviors;</p> <p>(IV) Nutrition and hydration, including, without limitation, special diets and meal preparation and service;</p> <p>(V) Bowel and bladder care, including, without limitation, routine care associated with toileting, routine maintenance of an indwelling catheter drainage system such as emptying the bag and positioning, routine care of colostomies such as emptying and changing the bag, signs and symptoms of urinary tract infections, and common bowel problems, including, without limitation, constipation and diarrhea;</p>					<p>Policy = Required training.</p> <p>Form = Certificate(s) showing all topics listed in this regulation.</p> <p>Note: Also required for Administrator and/or Admin. Designee if will provide direct care to Clients.</p> <p>Y/N – Kept in file.</p>

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	(VI) Skin care, including, without limitation, interventions that prevent pressure sores, routine inspections of the skin and reporting skin redness, discoloration or breakdown to the client or a representative of the client and to the administrator of the agency or the administrator ' s designee; (VII) Methods and techniques to prevent skin breakdown, contractures and falls; (VIII) Hand washing and infection control; (IX) Body mechanics, mobility and transfer techniques, including, without limitation, simple non-prescribed range of motion; and (X) Maintenance of a clean and safe environment.					
P0155	NAC 449.3977 Attendants: Required knowledge and training. 2. Each attendant of an agency must be evaluated and determined to be competent by the agency in the required areas of training set forth in paragraph (c) of subsection 1.					Policy = Required knowledge and training. Form = Competency Evaluation or Examination after initial PCA training. Y/N – Kept in file.
P0160	NAC 449.3977 Attendants: Required knowledge and training. 3. Each attendant of an agency must have evidence of successful completion of a training program that includes the areas of training set forth in paragraph (c) of subsection 1 within the 12 months immediately preceding the date on which the attendant first begins providing care to a client.					Form = Certificate with all required topics of instruction. Y/N = Kept in file.
P0164	NAC 449.3978 Attendants: Prohibition on provision of certain types of services to clients. 1. The administrator of an agency shall ensure that each attendant working for the agency is working within the attendant’s scope of service and conducts himself or herself in a professional manner. An attendant is prohibited from providing any of the services listed in subsection 2 to a client. 2. The services an attendant must not provide to a client include, without limitation: (a) Insertion or irrigation of a catheter; (b) Irrigation of any body cavity, including, without limitation, irrigation of the ear, insertion of an enema or a vaginal douche; (c) Application of a dressing involving prescription medication or aseptic techniques, including, without limitation, the treatment of moderate or severe conditions of the skin; (d) Except as authorized by NAC 449.39775, administration of injections of fluids into veins, muscles or the skin;					Policy = Must have written policy. P&P or Form = List of Prohibited Services. Not required to be signed nor copy maintained in employee’s file.

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	<p>(e) Except as authorized by NAC 449.39775, administration of medication, including, without limitation, the insertion of rectal suppositories, the application of a prescribed topical lotion for the skin and the administration of drops in the eyes;</p> <p>(f) Performing physical assessments;</p> <p>(g) Using specialized feeding techniques;</p> <p>(h) Performing a digital rectal examination;</p> <p>(i) Trimming or cutting toenails;</p> <p>(j) Massage;</p> <p>(k) Providing specialized services to increase the range of motion of a client;</p> <p>(l) Providing medical case management, including, without limitation, accompanying a client to the office of a physician to provide medical information to the physician concerning the client or to receive medical information from the physician concerning the client; and</p> <p>(m) Any task identified in chapter 632 of NRS and the regulations adopted by the State Board of Nursing as requiring skilled nursing care, except any services that are within the scope and practice of a certified nursing assistant.</p>					
P0175	<p>NAC 449.3979 Provision of written disclosure statement to client upon acceptance for services by agency.</p> <p>1. When a person is accepted as a client by an agency, the agency shall:</p> <p>(a) Provide a written disclosure statement to the client;</p> <p>(b) Require the client or a representative of the client to sign the written disclosure statement; and</p> <p>(c) Ensure that a copy of the written disclosure statement is incorporated into the record of the client.</p>					<p>Form = Disclosures</p> <p>Y/N – Signed by Client/Responsible Party</p> <p>Y/N – In Client’s file.</p>
P0180	<p>NAC 449.3979 Provision of written disclosure statement to client upon acceptance for services by agency.</p> <p>2. The written disclosure statement must include a description of and information concerning the personal care services offered by the agency, including, without limitation:</p> <p>(a) A statement which is easily understandable to the client indicating that it is not within the scope of the license of the agency to manage the medical and health conditions of clients should the conditions become unstable or unpredictable;</p> <p>(b) The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency;</p> <p>(c) The charges for the personal care services provided by the agency;</p> <p>(d) A description of billing methods, payment systems, due dates for bills for personal care services and the policy for notifying clients of increases in the costs of personal care services provided by the agency;</p> <p>(e) The criteria, circumstances or conditions which may result in the termination of personal care services by the agency and the policy for notifying clients of such termination of personal care services;</p>					<p>Y/N = Written Disclosures must include items (a) through (g).</p>

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	(f) Procedures for contacting the administrator of the agency or the administrator ' s designee during all hours in which personal care services are provided and the on-call policy of the agency; and (g) Information concerning the rights of clients and the grievance procedure of the agency.					
P0185	NAC 449.398 Rights of clients: Duties of administrator; provision of written description to clients. 1. The administrator of an agency shall ensure that a client is not prohibited from speaking to any person who advocates for the rights of the clients of the agency.					P&P or Form = list of Client's Rights.
P0190	NAC 449.398 Rights of clients: Duties of administrator; provision of written description to clients. 2. The administrator of an agency shall establish and enforce a procedure to respond to grievances, incidents and complaints concerning the agency in accordance with the written policies and procedures of the agency. The procedure established and enforced by the administrator must include a method for ensuring that the administrator or the administrator's designee is notified of each grievance, incident or complaint. The administrator or his or her designee shall personally investigate the matter in a timely manner. A client who files a grievance or complaint or reports an incident concerning the agency must be notified of the action taken in response to the grievance, complaint or report or must be given a reason why no action was taken.					P&P = Grievance/ Complaint Policy. Form = Grievance/ Complaint/Incident Report. Tracking mechanism.
P0195	NAC 449.398 Rights of clients: Duties of administrator; provision of written description to clients. 3. The administrator of an agency shall ensure that the agency is in compliance with NRS 449.700 to 449.730, inclusive. 4. The agency shall develop a written description of the rights of clients and provide a copy to each client or a representative of the client upon initiation of the service plan established for the client. A signed and dated copy of the receipt of this information by the client or a representative of the client must be maintained in the record of the client. 5. The written description of the rights of clients developed pursuant to subsection 4 must include, without limitation, a statement that each client has the right: (a) To receive considerate and respectful care that recognizes the inherent worth and dignity of each client; (b) To participate in the development of the service plan established for the client and to receive an explanation of the personal care services provided pursuant to the service plan and a copy of the service plan; (c) To receive the telephone number of the Bureau which may be contacted for complaints; (d) To receive notification of any authority of the Division to examine the records of the client as related to the regulation and evaluation of the agency by the Division;					Form = Client's Rights Y/N – Description of Client's Rights must be provided to client/responsible party. Must be signed and dated by client/responsible party and kept in client's records.

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	(e) To receive from the agency, within the limits set by the service plan established for the client and within the program criteria, responses to reasonable requests for assistance; and (f) To receive information, upon request, concerning the policies and procedures of the agency, including, without limitation, the policies and procedures of the agency relating to charges, reimbursements and determinations concerning service plans.					
P0210	NAC 449.3981 Initial screening of client and development or acceptance of service plan; requirements before providing personal care to client. 1. The administrator of an agency or the administrator's designee shall conduct an initial screening to evaluate each prospective client's requests for personal care services and to develop a service plan for the client or to accept a service plan established for the client. 2. The initial screening and the development or acceptance of a service plan must be documented. The documentation must be dated and signed by the person who conducted the initial screening and developed or accepted the service plan.					Form = Initial Screening/Eval. Y/N – Signed and dated by screener or service plan developer.
P0220	NAC 449.3981 Initial screening of client and development or acceptance of service plan; requirements before providing personal care to client. 3. The agency shall complete the following tasks before providing the personal care services outlined in the service plan established for the client and as often as necessary if the service plan is revised: (a) Evaluate whether the agency has sufficient resources and the capability to satisfy the requests of the client and to provide the client with the personal care services described in the service plan; (b) Review the service plan with the client, including, without limitation, the schedule for the provision of personal care services to the client, the procedure to follow if an attendant fails to provide personal care services in accordance with the service plan, the hiring and training policies of the agency, the responsibilities of the agency, the procedure for filing a grievance or complaint and any personal care services that an attendant is prohibited from providing pursuant to NAC 449.3978; (c) Review the procedure to be followed if an attendant does not appear for a scheduled visit and the procedure to be followed if an additional visit from an attendant is required; (d) Ensure that the personal care services requested by the client are services which assist the client with the activities of daily living; and (e) Ensure that the agency is coordinating the personal care services that it will be providing to the client with the care and services available to the client from other organizations and persons.					Form: Service Plan with Schedule of Services Y/N – Service Plan reviewed with Client Y/N – No-Show Policy reviewed with Client. Y/N – Agency responsibilities reviewed with client.
P0225	NAC 449.3982 Supervisory home visits or telephone calls required to ensure quality of care provided; documentation of evaluation.					P&P = Frequency and who will perform visit/call?

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	<p>1. The administrator of an agency or the administrator's designee shall conduct supervisory home visits or telephone calls to the home of each client of the agency to ensure that quality personal care services are provided to the client.</p> <p>2. Each supervisory visit and each telephone call must be documented. The documentation must be dated and signed by the administrator or the administrator's designee. Each supervisory visit and each telephone call must consist of an evaluation of whether:</p> <p>(a) Appropriate and safe techniques have been used in the provision of personal care services to the client;</p> <p>(b) The service plan established for the client has been followed;</p> <p>(c) The service plan established for the client is meeting the personal care needs of the client;</p> <p>(d) The attendant providing personal care services to the client has received sufficient training relating to the personal care services that the attendant is providing to the client; and</p> <p>(e) It is necessary for the administrator or the administrator's designee to follow up with the attendant or client concerning any problems in the personal care services being provided to the client or the service plan established for the client that are identified as the result of the supervisory visit or telephone call.</p>					<p>Form = Supervisor Home Visit and/or Telephone Calls</p> <p>Y/N – Signed and dated by Administrator or Admin. Designee.</p> <p>Y/N – Kept in Employee's records.</p>
<p>P0300 NAC 449.39775 (1) (a)</p>	<p><i>For Reference:</i></p> <p>NRS 449.0304 Board to adopt regulations authorizing employees of certain facilities and agencies to perform certain tasks.</p> <p><i>1. The Board shall adopt regulations authorizing an employee of a residential facility for groups, an agency to provide personal care services in the home or a facility for the care of adults during the day, with the consent of the person receiving services, to:</i></p> <p><i>(a) Check, record and report the temperature, blood pressure, apical or radial pulse, respiration or oxygen saturation of a person receiving services from the facility or agency;</i></p> <p><i>(b) Using an auto-injection device approved by the Food and Drug Administration for use in the home, administer to a person receiving services from the facility or agency insulin furnished by a registered pharmacist as directed by a physician or assist such a person with the self-administration of such insulin; and</i></p> <p><i>(c) Using a device for monitoring blood glucose approved by the Food and Drug Administration for use in the home, conduct a blood glucose test on a person receiving services from the facility or agency or assist such a person to conduct a blood glucose test on himself or herself.</i></p> <p><u>Regulatory Text</u></p> <p>1. An attendant may perform a task described in NRS 449.4309 if the attendant:</p>					

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	(a) Before performing the task, annually thereafter and when any device used for performing the task is changed: (1) Receives training concerning the task that meets the requirements of subsections 6 and 7; and (2) Demonstrates an understanding of the task;					
P0310 NAC 449.39775 (1) (b)	<i>Note: includes running controls per glucose monitoring device as required by manufacturer. It also includes use of blood pressure cuffs, thermometers and any other device used to carry out the tasks in NRS 449.0304.</i> 1. An attendant may perform a task described in NRS 449.4309 if the attendant: (b) Follows the manufacturer's instructions when operating any device used for performing the task;					
P0320 NAC 449.39775 (1) (c -d) & 2	1. An attendant may perform a task described in NRS 449.4309 if the attendant: (c) Performs the task in conformance with the Clinical Laboratory Improvement Amendments of 1988, Public Law 100-578, 42 U.S.C. § 263a, if applicable, and any other applicable federal law or regulation; and (d) Complies with the requirements of subsection 3 or 4, if applicable. <i>Note: To check if 1 (c) above is applicable refer to 2. If 2. applies then the PCS must have a CLIA waiver.</i> 2. If a person with diabetes who is a client of an agency does not have the physical or mental capacity to perform a blood glucose test on himself or herself and an attendant performs a blood glucose test on the client, the Clinical Laboratory Improvement Amendments of 1988, Public Law 100-578, 42 U.S.C. § 263a, shall be deemed to be applicable for the purposes of paragraph (c) of subsection 1.					CLIA Waiver if allowing attendants to perform blood glucose testing. <input type="checkbox"/> N/A
P0330 NAC 449.39775 (3)	3. In addition to satisfying the requirements of subsection 1, an attendant who conducts a blood glucose test must ensure that the device for monitoring blood glucose is not used on more than one person.					<input type="checkbox"/> N/A
P0335 NAC 449.39775 (4)	4. An attendant may assist a client in the administration of insulin prescribed to the client for his or her diabetes and furnished by a registered pharmacist through an auto-injection device approved by the United States Food and Drug Administration for use in the home in accordance with the requirements of subsection 1 if: (a) A physician, physician assistant or advanced practice registered nurse has determined that the client's physical and mental condition is stable and following a predictable course; and (b) The amount of the insulin prescribed to the client is at a maintenance level and does not require a daily assessment, including, without limitation, the use of a sliding scale.					<input type="checkbox"/> N/A
P0340	5. An attendant may weigh a client of an agency only if:					<input type="checkbox"/> N/A

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
NAC 449.39775 (5)	(a) The attendant has received training on how to accurately weigh persons that meets the requirements of subsections 6 and 7; and (b) The client has consented to being weighed by the attendant.					Consent form Attendant training
P0350 NAC 449.39775 (6)	6. The training described in this section must be provided by: (a) A physician, physician assistant or licensed nurse; (b) For the training described in paragraph (b) or (c) of subsection 1 of NRS 449.0304, a registered pharmacist; or (c) An employee of the residential facility who has: (1) Received training pursuant to paragraph (a) of subsection 1 or paragraph (a) of subsection 4, as applicable, from a physician, a physician assistant, a licensed nurse or, if applicable, a registered pharmacist; (2) At least 1 year of experience performing the task for which he or she is providing training; and (3) Demonstrated competency in performing the task for which he or she is providing training.					<input type="checkbox"/> N/A Trainer meets regulatory requirements?
P0360 NAC 449.39775 (7)	7. Any training described in this section must include, without limitation: (a) Instruction concerning how to accurately perform the task for which the attendant is being trained in conformance with nationally recognized infection control guidelines which may include, without limitation, guidelines published by the Centers for Disease Control and Prevention of the United States Department of Health and Human Services; (b) Instruction concerning how to accurately interpret the information obtained from performing the task; and (c) A description of any action, including, without limitation, notifying a physician, that must be taken based on such information. <u>Note:</u> <ul style="list-style-type: none"> Fingerstick penlet devices <i>MUST NOT</i> be used on more than one resident even if the lancet is changed between residents. Insulin administration pen devices <i>MUST NOT</i> be used on more than one resident. 					<input type="checkbox"/> N/A Training topics meet regulatory requirements?
0400 (PCO 800) NRS 449.101	Discrimination prohibited; development of antidiscrimination policy; posting of nondiscrimination statement and certain other information; construction of section. 1. A medical facility, facility for the dependent or facility which is otherwise required by regulations adopted by the Board pursuant to NRS 449.0303 to be licensed and any employee or independent contractor of such a facility shall not discriminate in the admission of, or the provision of services to, a patient or resident based wholly or partially on the actual or perceived race, color, religion, national origin, ancestry, age, gender, physical or mental disability, sexual orientation, gender identity or expression or human immunodeficiency virus status of the patient or resident or any person with whom the patient or resident associates.					

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
0405 (PCO 805)	<p>2. A medical facility, facility for the dependent or facility which is otherwise required by regulations adopted by the Board pursuant to NRS 449.0303 to be licensed shall:</p> <p>(a) Develop and carry out policies to prevent the specific types of prohibited discrimination described in the regulations adopted by the Board pursuant to NRS 449.0302 and meet any other requirements prescribed by regulations of the Board; and</p> <p>(b) Post prominently in the facility and include on any Internet website used to market the facility the following statement: [Name of facility] does not discriminate and does not permit discrimination, including, without limitation, bullying, abuse or harassment, on the basis of actual or perceived race, color, religion, national origin, ancestry, age, gender, physical or mental disability, sexual orientation, gender identity or expression or HIV status, or based on association with another person on account of that person's actual or perceived race, color, religion, national origin, ancestry, age, gender, physical or mental disability, sexual orientation, gender identity or expression or HIV status.</p>					<p>- Review anti-discrimination policies</p> <p>- Observe posting of the anti-discrimination statement to meet reg requirement</p>
0410 (PCO 810)	<p>3. In addition to the statement prescribed by subsection 2, a facility for skilled nursing, facility for intermediate care or residential facility for groups shall post prominently in the facility and include on any Internet website used to market the facility:</p> <p>(a) Notice that a patient or resident who has experienced prohibited discrimination may file a complaint with the Division; and</p> <p>(b) The contact information for the Division.</p> <p>4. The provisions of this section shall not be construed to:</p> <p>(a) Require a medical facility, facility for the dependent or facility which is otherwise required by regulations adopted by the Board pursuant to NRS 449.0303 to be licensed or an employee or independent contractor thereof to take or refrain from taking any action in violation of reasonable medical standards; or</p> <p>(b) Prohibit a medical facility, facility for the dependent or facility which is otherwise required by regulations adopted by the Board pursuant to NRS 449.0303 to be licensed from adopting a policy that is applied uniformly and in a nondiscriminatory manner, including, without limitation, such a policy that bans or restricts sexual relations.</p>					
0500 (PCO 900) NRS 449.102	<p>Duties of licensed facility to protect privacy of patient or resident. [Effective January 1, 2020.] A medical facility, facility for the dependent or facility which is otherwise required by regulations adopted by the Board pursuant to NRS 449.0303 to be licensed shall:</p> <p>1. Maintain the confidentiality of personally identifiable information concerning the sexual orientation of a patient or resident, whether the patient or resident is transgender or has undergone a gender transition and the human immunodeficiency virus status of the patient or resident and take reasonable actions to prevent the unauthorized disclosure of such information;</p>					
0505 (PCO 905)	<p>2. Prohibit employees or independent contractors of the facility who are not performing a physical examination or directly providing care to a patient or resident from being present during any portion of the physical examination or care, as applicable, during which the patient or resident is fully or partially unclothed without the express permission of the patient or resident or the authorized representative of the patient or resident;</p>					
0510 (PCO 910)	<p>3. Use visual barriers, including, without limitation, doors, curtains and screens, to provide privacy for patients or residents who are fully or partially unclothed; and</p>					

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
0515 (PCO 915)	4. Allow a patient or resident to refuse to be examined, observed or treated by an employee or independent contractor of the facility for a purpose that is primarily educational rather than therapeutic.					
0600 (PCO 1000) NAC 449.011916	Policies and procedures for transfer, discharge and provision of services. (NRS 449.0302) A facility shall adopt and maintain policies and procedures for the transfer and discharge of, and the provision of services to, patients or residents in the facility which do not discriminate against a patient or resident based on the source of payment for the services provided.					
0605 (PCO 1005) NAC 449.011921 and R004- 24	Requirements for posting certain required information: Contents; size; placement. (NRS 449.0302) The statement required to be posted pursuant to paragraph (b) of subsection 2 of NRS 449.101 and the notice and information required to be posted pursuant to subsection 3 of NRS 449.101 must: (1) Be not less than 8.5 inches in height and 11 inches in width, with margins not greater than 0.5 inches on any side; and (2) Be written using a single typeface in not less than 22-point type.					Observe for posting of the statement meeting reg specifications.
0620 (PCO 1020) NAC 449.011926 and R004- 24	Policy on handling of complaints; log of complaints. (NRS 449.0302) A facility shall: 1. Develop and adopt a written policy on how a complaint with the facility: (a) May be filed with the facility; and (b) Will be documented, investigated and resolved; and 2. Maintain a log that lists: (a) All complaints concerning prohibited discrimination that are filed with the facility; (b) The actions taken by the facility to investigate and resolve each complaint; and (c) If no action was taken concerning a complaint, an explanation as to why no action was taken.					- Review policy meets reg - Review complaint log or sample form as applicable.
	<i>For reference - NAC 449.011913 and R004-24 - Types of prohibited discrimination. (NRS 449.0302, 449.101)</i> Pursuant to paragraph (e) of subsection 1 of NRS 449.0302 and paragraph (a) of subsection 2 of NRS 449.101, the specific types of prohibited discrimination include, without limitation: 1. Discrimination which is based wholly or partially on the actual or perceived race, color, religion, national origin, ancestry, age, gender, physical or mental disability, sexual orientation, gender identity or expression or human immunodeficiency virus status of the patient or resident or any person with whom the patient or resident associates, including, without limitation, where the discrimination results in a person not being treated with dignity and respect. 2. Indirect discrimination that may or may not be intentional and which results in the application of policies in a discriminatory manner by the facility. 3. Harassment or bullying of any kind of a person because of his or her actual or perceived race, color, religion, national origin, ancestry, age, gender, physical or mental disability, sexual orientation, gender identity or expression or human immunodeficiency virus status.					
0635 (PCO 1035) NAC 449.011929	Written permission required for presence of certain persons during physical examination where patient is unclothed. (NRS 449.0302) To provide express permission pursuant to subsection 2 of NRS 449.102, a patient or resident or the authorized representative of the patient or resident must provide permission in writing.					Permission form for Tag 505, if applicable.

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
0640 (PCO 1040) NAC 449.011931 and R004- 24	<p>Cultural competency training for agent or employee who provides care to patient or resident. (NRS 449.0302, 449.103)</p> <p>1. Except as otherwise provided in NRS 449.103, as amended by section 1 of Assembly Bill No. 267, chapter 202, Statutes of Nevada 2023, at page 1176, a facility shall provide cultural competency training through an approved course or program to an agent or employee described in subsection 2 of NRS 449.103, as amended by section 1 of Assembly Bill No. 267, chapter 202, Statutes of Nevada 2023, at page 1176:</p> <p>(a) Within 90 days after contracting with or hiring the agent or employee;</p> <p>(b) At least biennially thereafter. Such biennial training must consist of at least 2 hours of instruction each biennium.</p> <p>2. The facility may provide the training required by subsection 1 over several instructional periods or during a single instructional period so long as the agent or employee:</p> <p>(a) Completes the hours of cultural competency training required by subsection 1 and the entire contents of the course or program; and</p> <p>(b) Receives a certificate of completion on or before the date on which subsection 1 requires the agent or employee to complete the cultural competency training.</p> <p>3. Except as otherwise provided in subsection 4, the facility shall keep documentation in the personnel file of an agent or employee of the facility or a record of an agent or employee in the relevant electronic system of the facility proof of the completion of the cultural competency training required pursuant to NRS 449.103, as amended by section 1 of Assembly Bill No. 267, chapter 202, Statutes of Nevada 2023, at page 1176.</p> <p>4. If an agent or employee of a facility is exempt from the requirement to complete cultural competency training pursuant to subsection 3 of NRS 449.103, as amended by section 1 of Assembly Bill No. 267, chapter 202, Statutes of Nevada 2023, at page 1176, the facility shall maintain proof in the personnel file of the agent or employee or a record of the agent or employee in the relevant electronic system of the facility that the agent or employee holds a valid professional license, registration or certificate, as applicable, for which the continuing education described in subsection 3 of NRS 449.103, as amended by section 1 of Assembly Bill No. 267, chapter 202, Statutes of Nevada 2023, at page 1176, is required for renewal.</p>					<p>Initial training 2hrs by 90 days of hire</p> <p>2hrs training then required every 2 years</p>
0660 (PCO 1045) NAC 449.011933, NAC 449.011936, NAC 449.011939 and R004- 24	<p>NAC 449.011933 Submission of course or program for cultural competency training. (NRS 449.0302, 449.103)</p> <p>Except as otherwise provided in subsection 6 of NRS 449.103, as amended by section 1 of Assembly Bill No. 267, chapter 202, Statutes of Nevada 2023, at page 1176, the provider of a course or program on cultural competency training must apply to the Department for approval pursuant to subsection 4 of NRS 449.103, as amended by section 1 of Assembly Bill No. 267, chapter 202, Statutes of Nevada 2023, at page 1176. The application must include or be accompanied by:</p> <p>1. All materials for the course or program;</p> <p>2. The name and contact information of a person who can discuss the course or program;</p> <p>3. A notation indicating whether the applicant is seeking approval of the course or program for all types of facilities or only certain types of facilities and, if the applicant is seeking approval for only certain types of facilities, the types of facilities for which the applicant is seeking approval;</p> <p>4. A sample evaluation form that a participant of the course or program may complete at the end of the course or program which evaluates:</p>					<p>Only applicable if the facility has submitted their own CC course for approval</p>

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	<p>(a) The content of the course or program;</p> <p>(b) The instructor of the course or program; and</p> <p>(c) The manner in which the course or program is presented to the participant; and</p> <p>5. A sample certificate of completion that a participant of the course or program receives upon completing the course or program that includes, without limitation:</p> <p>(a) A designated area for the name of the participant and for the date the course or program was completed;</p> <p>(b) A designated area for the course number assigned by the Department pursuant to subsection 2 of NAC 449.011939; and</p> <p>(c) The total time required for a participant to complete the course or program.</p> <p>NAC 449.011936 Materials for course or program for cultural competency training. (NRS 449.0302, 449.103)</p> <p>1. A course or program on cultural competency training must include, without limitation, the following course materials:</p> <p>(a) Instruction on implicit bias, indirect discrimination, and the prevention of discriminatory practices and language;</p> <p>(b) Instruction that uses the voice, perspective or experience of persons who fall within one or more of the categories in paragraphs (a) to (f), inclusive, of subsection 1 of NRS 449.103; and</p> <p>(c) Instruction on preferred approaches to providing care for people who fall within the categories in paragraphs (a) to (f), inclusive, of subsection 1 of NRS 449.103.</p> <p>2. The course materials included in a course or program, including, without limitation, the course materials required by subsection 1, must include, without limitation:</p> <p>(a) Evidence-based, peer-reviewed sources;</p> <p>(b) Source materials that are used in universities or colleges that are accredited in the District of Columbia or any state or territory of the United States;</p> <p>(c) Source materials that are from nationally recognized organizations, as determined by the Director of the Department;</p> <p>(d) Source materials that are published or used by federal, state or local government agencies; or</p> <p>(e) Other source materials that are deemed appropriate by the Department.</p> <p>NAC 449.011939 Approval or denial of course or program for cultural competency training; means for delivery of course or program. (NRS 449.0302, 449.103)</p> <p>4. The applicant may resubmit the application with the additional information that the applicant needs to submit pursuant to paragraph (b) of subsection 3 within 45 days after being notified that the course or program is not approved pursuant to paragraph (a) of subsection 3. Within 10 business days after receiving the resubmitted application, the Director or his or her designee shall notify the applicant whether the course or program is approved or not approved. If the additional information fails to include all of the information that the Director or his or her designee informed the applicant that the applicant needed to submit, the Director or his or her designee shall not approve the course or program and the applicant may resubmit the course or program for initial review pursuant to NAC 449.011933.</p> <p>5. Any course or program approved pursuant to this section may be provided:</p> <p>(a) Online;</p> <p>(b) Through a training system; or</p> <p>(c) In person.</p>					

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	<p>6. Except as otherwise provided in this subsection, the approval of a course or program by the Department is valid for 3 years after the date on which the course or program was approved. If a provider of an approved course or program wishes for the Department to reapprove the course or program, the provider of the course or program must apply to the Department for approval pursuant to NAC 449.011933 before the date on which the current approval expires. Upon submission of the application, the course or program remains provisionally approved until the Director:</p> <p>(a) Notifies the applicant pursuant to subsection 3 that the course or program has been reapproved; or</p> <p>(b) Notifies the applicant pursuant to subsection 4 that the course or program is not reapproved.</p>					
<p>0700 (PCO 1100) NAC 449.011943 and R004- 24</p>	<p>NAC 449.011943 Policies concerning preferred names and pronouns; adaptation of records to reflect gender identities or expressions; method to obtain medically relevant information from patients or residents. (NRS 449.0302, 449.104)</p> <p>1. A facility shall:</p> <p>(a) Develop policies to ensure that a patient or resident is addressed by his or her preferred name and pronoun and in accordance with his or her gender identity or expression; and</p> <p>(b) To the extent practicable and available within the systems in use at the facility:</p> <p>(1) Adapt electronic records and any paper records the facility uses to reflect the preferred name, pronoun and gender identity or expression of a patient or resident; and</p> <p>(2) Integrate information concerning gender identity or expression into electronic systems for maintaining health records.</p> <p>2. If a patient or resident chooses to provide the following information, the records adapted pursuant to subparagraph (1) of paragraph (b) of subsection 1 must to the extent required by subsection 1, include, without limitation:</p> <p>(a) The preferred name and pronoun of the patient or resident;</p> <p>(b) The gender identity or expression of the patient or resident;</p> <p>(c) The gender identity or expression of the patient or resident that was assigned at the birth of the patient or resident;</p> <p>(d) The sexual orientation of the patient or resident; and</p> <p>(e) If the gender identity or expression of the patient or resident is different than the gender identity or expression of the patient or resident that was assigned at the birth of the patient or resident:</p> <p>(1) A history of the gender transition and current anatomy of the patient or resident; and</p> <p>(2) An organ inventory for the patient or resident which includes, without limitation, the organs:</p> <p>(I) Present or expected to be present at the birth of the patient or resident;</p> <p>(II) Hormonally enhanced or developed in the patient or resident; and</p> <p>(III) Surgically removed, enhanced, altered or constructed in the patient or resident.</p>					
<p>0700 (PCO 1120) NAC 449.011946,</p>	<p>NAC 449.011946 Provision of certain statements, notices and information in appropriate languages and with reasonable accommodations.</p> <p>1. Except as otherwise provided in subsection 2, the statements, notices and information required by NAC 449.011901 to 449.011951 inclusive, and NRS 449.101 to 449.104, inclusive, must be in English and, as appropriate for a facility, in any other language the</p>					

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
and R004-24	<p>Department determines is appropriate based on the demographic characteristics of this State. In addition to the notices and information provided in English and any other language the Department determines is appropriate based on the demographic characteristics of this State, a facility may provide the statements, notices and information in any other language the facility may desire.</p> <p>2. A facility must make reasonable accommodations in providing the statements, notices and information described in subsection 1 for patients or residents who:</p> <p>(a) Are unable to read;</p> <p>(b) Are blind or visually impaired;</p> <p>(c) Have communication impairments; or</p> <p>(d) Do not read or speak English or any other language in which the statements, notices and information are written pursuant to subsection 1.</p>					
0725 (PCO 1125) NAC 449.011951	Facility to make certain documentation available to Division or Department. (NRS 449.0302) Upon request from the Division or Department, a facility shall make available to the Division or Department documentation for the Division or Department to determine if the facility is complying with NAC 449.011901 to 449.011951, inclusive, and NRS 449.101 to 449.104, inclusive. If the Division or Department obtains personally identifiable information of a patient or resident through such a request, the Division or Department shall maintain the confidentiality of such information.					
0910 (PCO 1500) NAC 449.01065	<p>30 Day PPE required.</p> <p>1. A medical facility, facility for the dependent or other facility required by the regulations adopted by the Board pursuant to NRS 449.0303 to be licensed shall ensure that each person on the premises of the facility uses personal protective equipment in accordance with the publications adopted by reference in NAC 449.0106. The facility shall maintain:</p> <p>(a) Not less than a 30-day supply of personal protective equipment at all times; or</p> <p>(b) If the facility is unable to comply with the requirements of paragraph (a) due to a shortage in personal protective equipment, documentation of attempts by and the inability of the facility to obtain personal protective equipment.</p>					Verify PPE supplies on hand and documentation of attempt to get PPE if not sufficient amounts available
0915 (PCO 1505) NAC 449.01065	<p>PPE Supplier Contract and Tracking</p> <p>2. Except as otherwise provided in subsection 3, a medical facility, facility for the dependent or other facility required by the regulations adopted by the Board pursuant to NRS 449.0303 to be licensed shall:</p> <p>(a) Enter into a contract with a supplier of personal protective equipment which ensures that the facility has a supply of personal protective equipment sufficient to comply with the requirements of subsection 1; and</p> <p>(b) Track the amount of personal protective equipment that the facility has available, the rate at which personal protective equipment is used in the facility and orders for personal protective equipment in a manner sufficient to ensure compliance with the requirements of subsection 1.</p>					Confirm contract with PPE supplier and PPE supply tracking document
0920 (PCO 1510) NAC 449.0109	<p>Program and policy for control of infection; (NRS 439.200, 449.0302)</p> <p>1. A facility for the dependent shall:</p> <p>(a) Develop and carry out an infection control program to prevent and control infections within the facility;</p> <p>(b) Review the infection control program, including, without limitation, the infection control policy adopted pursuant to subsection 2, at least annually to ensure that the program</p>					Review Infection control program, is it reviewed annually?

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	<p>meets current evidence-based standards for infection control plans and the safety needs of residents, staff and visitors; and</p> <p>(c) Develop and carry out a comprehensive plan for emergency preparedness.</p> <p>2. To carry out the infection control program developed pursuant to paragraph (a) of subsection 1, the facility shall adopt an infection control policy. The policy must include, without limitation, current infection control guidelines developed by a nationally recognized infection control organization that are appropriate for the scope of service of the facility. Such nationally recognized organizations include, without limitation, the Association for Professionals in Infection Control and Epidemiology, Inc., the Centers for Disease Control and Prevention of the United States Department of Health and Human Services, the World Health Organization or the Society for Healthcare Epidemiology of America, or a successor in interest to any of those organizations.</p> <p>6. The plan for emergency preparedness developed pursuant to paragraph (c) of subsection 1 must address internal and external emergencies and local and widespread emergencies. Such emergencies must include, without limitation, emerging infectious diseases.</p>					<p>Review Infection Control and Emergency Preparedness plans and policies. 1. Do they address emerging infectious diseases? 2. Do they include current IC guidelines developed by a nationally recognized IC organization that are appropriate for the scope of service of the facility.</p>
<p>0935 (PCO 1525) NAC 449.0109</p>	<p>Designation of person(s) responsible for infection control.</p> <p>3. The program to prevent and control infections within the facility for the dependent developed pursuant to paragraph (a) of subsection 1 must provide for the designation of:</p> <p>(a) A primary person who is responsible for infection control; and</p> <p>(b) A secondary person who is responsible for infection control when the primary person is absent to ensure that someone is responsible for infection control at all times.</p>					<p>IC Primary Staff:</p> <p>IC Designee:</p>
<p>0940 (PCO 1530) NAC 449.0109</p>	<p>Training of person(s) responsible for infection control.</p> <p>4. The persons designated pursuant to subsection 3 as responsible for infection control shall complete not less than 15 hours of training concerning the control and prevention of infections provided by the Association for Professionals in Infection Control and Epidemiology, Inc., the Centers for Disease Control and Prevention of the United States Department of Health and Human Services, the World Health Organization or the Society for Healthcare Epidemiology of America, or a successor in interest to any of those organizations, not later than 3 months after being designated and annually thereafter.</p> <p>5. Training completed pursuant to subsection 4 may be in any format, including, without limitation, an online course provided for compensation or free of charge. A certificate of completion for the training must be maintained in the personnel file of each person designated pursuant to subsection 3 for 3 years immediately following the completion of the training</p>					<p>IC Primary Staff - Initial Training:</p> <p>Annual Training:</p> <p>IC Designee- Initial Training:</p> <p>Annual Training:</p>
<p>0945 (PCO 1535) NAC 449.39735</p>	<p>Training of employees: Provision or arranging for provision of training; costs; payment of salary or hourly wage; exceptions; documentation. (NRS 439.200, 449.0302)</p> <p>1. To comply with the requirements of paragraph (a) of subsection 2 of NAC 449.3973 concerning the training of employees, an agency shall:</p> <p>(a) Provide or arrange for the provision of the training required by that paragraph;</p> <p>(b) Except as otherwise provided in subsection 4, pay any costs associated with attending such training, including, without limitation:</p> <p>(1) The cost of the training; and</p>					

TAG	REGULATION TEXT	Y	N	P&P	Form/ Doc	Comments
	<p>(2) If the training is not provided at the agency, the costs of travelling to and from the location where the training is provided; and</p> <p>(c) Pay an employee attending such training his or her salary or hourly wage as if the employee were working for:</p> <p>(1) Time spent attending the training; and</p> <p>(2) The time that would ordinarily be required to travel from the agency to the location of the training and back to the agency.</p> <p>2. An agency that provides training pursuant to paragraph (a) of subsection 2 of NAC 449.3973 on the premises of the agency is not required to arrange or pay the costs of training provided at another location if:</p> <p>(a) The training provided on the premises of the agency meets the applicable requirements of state law and regulations; and</p> <p>(b) The agency pays all costs associated with the training provided on the premises of the agency.</p> <p>3. An agency may require an employee attending training pursuant to paragraph (a) of subsection 2 of NAC 449.3973 to provide any documentation necessary to verify expenses or time described in paragraph (b) or (c) of subsection 1. Such documentation may include, without limitation, receipts and proof of mileage.</p> <p>4. An agency is not required to pay the costs described in paragraph (b) of subsection 1 for an employee who attends, but fails to complete, the training described in paragraph (a) of subsection 2 of NAC 449.3973.</p> <p>5. An agency shall:</p> <p>(a) Require an employee who completes training pursuant to paragraph (a) of subsection 2 of NAC 449.3973 to provide to the agency documentation of the completion of the training; and</p> <p>(b) Maintain such documentation in the personnel file of the employee.</p>					
<p>0950 (PCO 1540) R063-21 Sec. 4.</p>	<p>Unlicensed Caregiver Infection Control Training</p> <p>1. An unlicensed caregiver who provides care to residents, patients or clients at a facility described in section 3 of this regulation shall annually complete evidence-based training provided by a nationally recognized organization concerning the control of infectious diseases. The training must include, without limitation, instruction concerning:</p> <p>(a) Hand hygiene;</p> <p>(b) The use of personal protective equipment, including, without limitation, masks, respirators, eye protection, gowns and gloves;</p> <p>(c) Environmental cleaning and disinfection;</p> <p>(d) The goals of infection control;</p> <p>(e) A review of how pathogens, including, without limitation, viruses, spread; and</p> <p>(f) The use of source control to prevent pathogens from spreading.</p> <p>2. Each unlicensed caregiver who completes the training required by subsection 1 must provide proof of completion of that training to the administrator or other person in charge of the facility in which the unlicensed caregiver provides care.</p>					

PCS CLIENT FILE REVIEW CHECKLIST

	Yes	No
Client Name, Admit Date, Phone Number, Address	<input type="checkbox"/>	<input type="checkbox"/>
Initial client screening evaluation conducted by administrator or designee (P210)	<input type="checkbox"/>	<input type="checkbox"/>
Service plan including schedule developed, signed and dated by agency representative (P210)	<input type="checkbox"/>	<input type="checkbox"/>
Service plan including schedule reviewed with client - copy in file and given to client (P220)	<input type="checkbox"/>	<input type="checkbox"/>
Service Plan - Responsibilities of agency reviewed with client (P220)	<input type="checkbox"/>	<input type="checkbox"/>
Service Plan - Qualifications, hiring and training requirements for attendants reviewed with client (P180, P220)	<input type="checkbox"/>	<input type="checkbox"/>
Service Plan - Attendant no-show policy reviewed with client (P220)	<input type="checkbox"/>	<input type="checkbox"/>
Service Plan - List of prohibited services provided by attendant to client (P165, P220)	<input type="checkbox"/>	<input type="checkbox"/>
Disclosure - Written disclosure statement signed by client/representative, provided to client and copy in file (P175)	<input type="checkbox"/>	<input type="checkbox"/>
Disclosure – Personal care services offered by the agency (P180)	<input type="checkbox"/>	<input type="checkbox"/>
Disclosure - Agency cannot manage unstable/unpredictable medical and health conditions of the client (P180)	<input type="checkbox"/>	<input type="checkbox"/>
Disclosure - Description of billing methods, payment systems and charges for services (P180)	<input type="checkbox"/>	<input type="checkbox"/>
Disclosure - Due dates for bills and rate increase policy (P180)	<input type="checkbox"/>	<input type="checkbox"/>
Disclosure - Criteria/conditions for termination of services (P180)	<input type="checkbox"/>	<input type="checkbox"/>
Disclosure - Procedure for contacting administrator during the day and after hours (P180)	<input type="checkbox"/>	<input type="checkbox"/>
Disclosure and Rights - Grievance/complaint procedure reviewed w/ client (P180, P190, P220) ..	<input type="checkbox"/>	<input type="checkbox"/>
Rights – Written description or list of Client's Rights provided to client; signed and dated by client/representative (P190, P195 - 5 (a-f))	<input type="checkbox"/>	<input type="checkbox"/>
Rights - HCQC telephone number provided to client/representative (P195)	<input type="checkbox"/>	<input type="checkbox"/>
Home visits/telephone calls by administrator documented, dated and signed in client's chart? (P225)	<input type="checkbox"/>	<input type="checkbox"/>
Home visit/telephone call documentation includes an evaluation of whether (P225):		
Appropriate and safe techniques were being employed?	<input type="checkbox"/>	<input type="checkbox"/>
Service plan has been followed?	<input type="checkbox"/>	<input type="checkbox"/>
Service plan met the client's needs?	<input type="checkbox"/>	<input type="checkbox"/>
Attendant received sufficient training?	<input type="checkbox"/>	<input type="checkbox"/>
Follow-up conducted for any problems identified in the home visits or telephone calls?	<input type="checkbox"/>	<input type="checkbox"/>

Personal Care Service Agencies – Training requirements

- **Initial and Annual Elder Abuse training**(NRS 449.093) – Before client contact.
- **CPR and First Aid** (NAC 449.3976) -Within 6 months after attendant begins employment and must have in-person skills demonstration component.
- **Infection Control Program staff member and designee**(NAC 449.0109) – 15 hours of infection Control Training within 3 month of appointment and annually thereafter.
- **Initial PCA training** (NAC 449.3977) -No hour requirement, only subjects required per the regulation – See below. Completed no more than 12 months prior to start of care.
- **Annual PCA Training** (NAC 449.3975) -8 hours of training related to providing for the needs of the clients of the agency.
- **Cultural Competency** (NAC 449.011931 and R004-24) - must be a DPBH approved course. 2-hour requirement, within 90 days of hire and then every two years.
- **Unlicensed Caregiver Infection Control Training** (R063-21) – No hour requirement, Completed annually and must cover required topics - Hand hygiene; the use of personal protective equipment, including, without limitation, masks, respirators, eye protection, gowns and gloves; environmental cleaning and disinfection; the goals of infection control; a review of how pathogens, including, without limitation, viruses, spread; and the use of source control to prevent pathogens from spreading.
- See additional requirements related to training and training certificates noted below in NAC 449.3976 and NAC 449.3976.

NAC 449.3977 Attendants: Required knowledge and training. ([NRS 449.0302](#))

1. Each attendant of an agency shall:
 - (c) Receive training:
 - (1) In the written documentation of:
 - (I) Personal care services provided to the clients of the agency; and
 - (II) Verification of time records.
 - (2) In the rights of clients, including, without limitation, training in methods to protect client confidentiality pursuant to state and federal regulations.
 - (3) Related to the special needs of elderly persons and persons with disabilities, including, without limitation, training in the sensory, physical and cognitive changes related to the aging process.
 - (4) Related to communication skills, including, without limitation, active listening, problem solving, conflict resolution and techniques for communicating through alternative modes with persons with communication or sensory impairments.
 - (5) In first aid and cardiopulmonary resuscitation. A certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate will be accepted as proof of that training.
 - (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics:
 - (I) Duties and responsibilities of attendants and the appropriate techniques for providing personal care services;
 - (II) Recognizing and responding to emergencies, including, without limitation, fires and medical emergencies;
 - (III) Dealing with adverse behaviors;
 - (IV) Nutrition and hydration, including, without limitation, special diets and meal preparation and service;
 - (V) Bowel and bladder care, including, without limitation, routine care associated with toileting, routine maintenance of an indwelling catheter drainage system such as emptying the bag and positioning, routine care of colostomies such as emptying and changing the bag, signs and symptoms of urinary tract infections, and common bowel problems, including, without limitation, constipation and diarrhea;
 - (VI) Skin care, including, without limitation, interventions that prevent pressure sores, routine inspections of the skin and reporting skin redness, discoloration or breakdown to the client or a representative of the client and to the administrator of the agency or the administrator's designee;
 - (VII) Methods and techniques to prevent skin breakdown, contractures and falls;
 - (VIII) Hand washing and infection control;
 - (IX) Body mechanics, mobility and transfer techniques, including, without limitation, simple nonprescribed range of motion; and
 - (X) Maintenance of a clean and safe environment.

NAC 449.3976 Attendants: Maintenance of personnel file; evaluation of competency. ([NRS 449.0302](#))

1. A separate personnel file must be kept for each attendant of an agency and must include, without limitation:
 - (a) The name, address and telephone number of the attendant;
 - (b) The date on which the attendant began working for the agency;
 - (c) Documentation that the attendant has had the tests or obtained the certificates required by [NAC 441A.375](#);
 - (d) Evidence that the references supplied by the attendant were checked by the agency;
 - (e) Evidence of compliance with [NRS 449.123](#) by the administrator of the agency or the person licensed to operate the agency with respect to the attendant;
 - (f) Proof that, within 6 months after the attendant began working for the agency, the attendant obtained a certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate approved by the Division;
 - (g) Proof that the attendant is at least 18 years of age;
 - (h) Proof of possession by the attendant of at least the minimum liability insurance coverage required by state law if the attendant will be providing transportation to a client in a motor vehicle; and
 - (i) Documentation of all training attended by and performance evaluations of the attendant.
2. The documentation described in paragraph (i) of subsection 1 must include, without limitation, for each training course attended by the attendant:
 - (a) A description of the content of the training course;
 - (b) The date on which the training course was attended;
 - (c) The number of hours of the training course;
 - (d) The name and signature of the instructor of the training course; and
 - (e) A certificate indicating that the training course was successfully completed by the attendant.
3. The administrator or the administrator's designee shall evaluate the competency of an attendant in each competency area required by the agency if the attendant provides written proof of his or her current or previous training in that competency area. After the initial evaluation, any additional training provided to the attendant may be limited to areas in which the attendant needs to improve his or her competency.
4. The administrator may keep the personnel files of the agency in a locked cabinet and may, except as otherwise provided in this subsection, restrict access to this cabinet by attendants and other members of the staff of the agency. The administrator shall make the personnel files, including, without limitation, any electronic files, available for review by the Division upon request.

NAC 449.3973 Training of employees: Provision or arranging for provision of training; costs; payment of salary or hourly wage; exceptions; documentation. ([NRS 439.200](#), [449.0302](#))

1. To comply with the requirements of paragraph (a) of subsection 2 of [NAC 449.3973](#) concerning the training of employees, an agency shall:
 - (a) Provide or arrange for the provision of the training required by that paragraph;
 - (b) Except as otherwise provided in subsection 4, pay any costs associated with attending such training, including, without limitation:
 - (1) The cost of the training; and
 - (2) If the training is not provided at the agency, the costs of travelling to and from the location where the training is provided; and
 - (c) Pay an employee attending such training his or her salary or hourly wage as if the employee were working for:
 - (1) Time spent attending the training; and
 - (2) The time that would ordinarily be required to travel from the agency to the location of the training and back to the agency.
 2. An agency that provides training pursuant to paragraph (a) of subsection 2 of [NAC 449.3973](#) on the premises of the agency is not required to arrange or pay the costs of training provided at another location if:
 - (a) The training provided on the premises of the agency meets the applicable requirements of state law and regulations; and
 - (b) The agency pays all costs associated with the training provided on the premises of the agency.
 3. An agency may require an employee attending training pursuant to paragraph (a) of subsection 2 of [NAC 449.3973](#) to provide any documentation necessary to verify expenses or time described in paragraph (b) or (c) of subsection 1. Such documentation may include, without limitation, receipts and proof of mileage.
 4. An agency is not required to pay the costs described in paragraph (b) of subsection 1 for an employee who attends, but fails to complete, the training described in paragraph (a) of subsection 2 of [NAC 449.3973](#).
 5. An agency shall:
 - (a) Require an employee who completes training pursuant to paragraph (a) of subsection 2 of [NAC 449.3973](#) to provide to the agency documentation of the completion of the training; and
 - (b) Maintain such documentation in the personnel file of the employee.
- (Added to NAC by Bd. of Health by R048-22, eff. 12-29-2022)

PCS – Policies & Procedures/Form/Document Checklist

Tag	Policy Title and Form Name	
	NAC 449.3973 –Qualifications and Duties of Administrator	
P0015	Qualifications	
	Duties	
P0020	Appointment of Administrator Designee	
	Responsibilities	
P0025	Administrator Designee’s Access to all Records	
P0030	Abuse, Neglect and Exploitation	
	NAC 449.3974 – Qualifications, Responsibilities and Conditions of Employment for Staff Members	
P0035	Duties and Responsibilities – Include Job Descriptions for each position.	
P0040	Prohibited Activities	
P0045	Client’s Right (See P0185, P0190 and P0195)	
P0050	Code of Ethics and Confidentiality of Client Information	
P0055	Prevention, Control and Investigation of Infections and Communicable Diseases.	
P0060	Personal Care Services Provided by Agency	
P0065	Assignment of Attendants to Clients	
P0070	Documentation of Client’s Needs and Services – Include Initial Screening and Service Plan Forms (See P0220)	
P0075	Emergency Response	
P0080	Coordination with Community Service Agencies – Include List of Community Resources.	
P0085	Employee’s Periodic Performance Evaluation – Include Evaluation Form.	
P0090	Maintenance of Current Personnel Records	
P0095	Information on Special Needs – Include Examples	
	NAC 449.3975 – Attendants: Qualifications and Annual Training	
P0100	Qualifications	
P0125	Annual Training Requirement	
	NAC 449.3976 – Attendants: Maintenance of Personnel File and Evaluation of Competency	
P0130	Maintenance of Attendant’s Personnel File – Include Application Form, Hire Date and Start of Service Date, Proof of Age, Pre-employment Physical Clearance and TB Testing, References and Proof of Verification, Criminal Background Check, CPR and First Aid Certificate, Proof of Auto Insurance (if provide transportation to clients) and Documentation of Training and Performance Evaluation.	
P0135	Documentation of Each Training Course Completed – Include Certificate	
P0140	Initial Competency Evaluation; Additional Training – Include Evaluation Form. Include Training Certificates.	
P0145	Securing Employee Files	
	NAC 449.3977 – Attendants: Required Knowledge and Training	
P0150	Obtain Working Knowledge of the Provisions of NAC 449.396 to NAC 449.3982 – Agency to Provide Personal Care Services in the Home. Include Attendants’ Signed Statement they have received, read and understood the provisions of this chapter.	
P0151	Training Before Providing Services; On-The-Job Training – Include Certificates.	
P0152	Initial Personal Care Attendant (PCA) Training – Required Topics.	
P0155	Competency Evaluation Post Initial PCA Training	
P0160	Evidence of Successful Completion of Training <u>within the 12 months immediately preceding start of service date.</u>	
	NAC 449.3978 – Attendants: Prohibition on Provision of Certain Types of Services to Clients	
P0165	Prohibited Services – List specific prohibited services	
	NAC 449.3979 – Provision of Written Disclosure Statement to Client Upon Acceptance for Services by Agency	
P0175	Provision of Written Disclosure – Include Disclosure Form with Signature line for Client/Responsible Party; kept in Client’s file.	
P0180	Specific Written Disclosures – Agency not responsible to manage the medical and health conditions of clients. Attendant Qualifications and Training. Charges; billing methods; termination of services. Contacting Administrator or Designee during all hours; On-call Policy. Rights of Clients (See P0195) and Grievance Procedure (See P0190).	
	NAC 449.398 – Rights of Clients: Duties of Administrator; Provision of Written Description to Clients	
P0185	Client’s Rights – Not prohibited from speaking to any person who advocates for the rights of the clients.	

P0190	Procedures for Responding to Grievances, Incidents and Complaints.	
P0195	Specific Client's Rights – Signed and dated copy provided to Client or Responsible Party; and kept in Client's file.	
	NAC 449.3981 – Initial Screening of Client and Development or Acceptance of Service Plan; Requirements Before Providing Personal Care to Client.	
P0210	Initial Screening and Service Plan Development - Include Initial Screening Form and Service Plan Form – Must be signed and dated by Initial Screener and Service Plan Developer or Acceptor.	
P0220	Tasks to be completed before providing personal care services – Evaluate agency resources. Review Service Plan with Client. No-Show Policy. Ensure services are to assist client with ADLs. Ensure coordination of services with other organizations and persons.	
	NAC 449.3982 – Supervisory Home Visit or Telephone Calls Required to Ensure Quality of Care Provided; Documentation of Evaluation	
P0225	Supervisory Home Visit and/or Telephone Call – Form must include the five specific questions in the regulation; must be signed and dated by Administrator or Administrator Designee.	
	NAC 449.39775 Attendants: Performance of certain tasks.	
P0320	CLIA Waiver if allowing attendants to perform blood glucose testing.	
P0340	Consent form if weighing, Attendant training if taking vitals, blood glucose testing, or using insulin auto inject device.	
P0350	Trainer meets requirements.	
P0360	Training topics meet requirements.	
	NRS 449.101 Discrimination prohibited; development of antidiscrimination policy; posting of nondiscrimination statement and certain other information; construction of section. [Effective January 1, 2020.]	
P0405	Develop anti-discrimination policy and post statement	
P0410	Internet marketing requirements	
P0600	NAC 449.011916 - Policies and procedures for the transfer and discharge of, and the provision of services to, patients or residents in the facility which do not discriminate against a patient or resident based on the source of payment for the services provided.	
P0605	NAC 449.011921 and R004-24 – Posting requirements for notice that a patient or resident who has experienced prohibited discrimination may file a complaint with the Division. (sample available on website)	
P0620	NAC 449.011926 and R004-24 - Policy on handling of complaints; log of complaints. Complaint policy and complaint log.	
P0640	NAC 449.011931 and R004-24 – Approved Cultural Competency training within 90 days of hire and then every 2 years.	
P0700	NAC 449.011943, NAC 449.011946, and R004-24- Policies to ensure that a patient or resident is addressed by his or her preferred name and pronoun and in accordance with his or her gender identity or expression. Client health record content requirements. Provide in English and required accommodations of formats.	
P0910	NAC 449.01065 - 30 Day PPE supply required.	
P0915	NAC 449.01065 – PPE Supplier Contract and PPE tracking form	
P0920	NAC 449.0109 - Infection Control and Prevention Program –Infection Control program and policy. Must review program and policy annually. The policy must include, current infection control guidelines developed by a nationally recognized infection control organization that are appropriate for the scope of service of the facility Emergency Preparedness Plan – Must address internal and external emergencies, including emerging infectious diseases.	
P0935	NAC 449.0109 - IC Program Responsible Person and Designee – Identify who they will be.	
P0940	Sec. 5 - IC Program Responsible Person and Designee – Supply proof of Training	
P0945	NAC 449.0109 – Employee Training Cost Paid by Facility	
	R063-21 – Effective August 22, 23	
P0950	Sec. 4 – IC training for Unlicensed Caregivers	