

**Network of Community Options, Inc.**

**SOCIAL MEDIA -  
POLICIES AND  
PROCEDURES**

Effective Date                      July 1, 2012

Implementation Date              July 1, 2012

## Social Media / Electronic Media Introduction

NCO, Inc. maintains and utilizes as part of its operations, a computer system, including internet access, network servers, e-mail, text messaging systems for land and cellular telephone systems, and agency web sites.

As the popularity of social media platforms such as web sites, video sharing sites, blogs, twitter, facebook and countless others continue, the following policy and procedures were developed to provide assistance in the effective and responsible navigation of unique issues arising from social media.

These electronic and social media systems shall assist all agency employees, stakeholders, volunteer's and other targeted audiences in the conduct of NCO business. All electronic equipment and media remains at all times the property of NCO. Furthermore, all electronic media messages composed, created, sent and received and all data stored on electronic media are and remain the property of NCO.

All passwords and user ids must be made known to NCO. This is due to the need to access electronic media in the event of an absence or when otherwise deemed appropriate by NCO. Therefore, it must be understood that all electronic media may be read by someone other than the person storing the data or the intended designated recipient and that ultimate privacy of electronic media cannot be guaranteed to anyone.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>POLICY TYPE</b>	<b>SUBJECT OF POLICY</b>	<b>POLICY #</b>
<u>Administrative</u>	<u>Social Media</u>	<u>900</u>

**Section 901.**

Social Media policies and procedures shall be clearly stated and maintained .in written form.

**Section 902**

Social Media policies and procedures shall be reviewed annually by the board of directors.

**Section 903**

Social Media policies shall be available in written form for all agency employees, stake-holders, volunteers and other targeted audiences.

**Section 904**

NCO, Inc.'s social media policy & procedures shall ensure utilization of interaction with online communication platforms.

**Section 905**

NCO, Inc. shall provide social media training and resources to agency employees, stakeholders, volunteers and consumers.

**Section 906**

NCO, Inc. will provide media user guidelines for agency employees, stakeholders, volunteers and consumers.

**Section 907**

NCO, Inc. will endeavor to ensure consistency of messaging and actions across all media platforms.

**Section 908**

NCO, Inc. shall respect social media copyright rules.

**Section 909**

NCO, Inc. shall ensure that blogging and social networking activities will not interfere with work commitments.

**Section 910**

NCO, Inc. shall adhere to current laws & regulations covering privacy and confidential information.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b><u>PROCEDURE TYPE</u></b>	<b><u>SUBJECT OF PROCEDURE</u></b>	<b><u>PROCEDURE#</u></b>
Administrative	Written Social Media Procedures	901

1. Purpose: Establishes the procedures for implementing written Social Media procedures of Network of Community Options, Inc. (NCO, Inc.).

2. Scope: Applies to all agency employees, stakeholders, volunteer's and other targeted audiences of Network of Community Options, Inc.

3. Written Social Media Procedures:

NCO, Inc. shall ensure written social media procedures that integrate:

A. Better agency use of online communication skills (e.g. interactive website technologies, social media and/or social networking sites).

B. Expansion and strengthening of NCO, Inc.'s advocacy work for people with developmental disabilities.

C. Expansion of NCO, Inc.'s message in Arkansas to create better communication and strengthen our relationships with existing and potential consumers, donors, volunteers, employees and other target audiences and stake holders.

D. Engagement of various audiences by facilitating conversation, awareness and action about people with developmental disabilities.

E. Written social media policy and procedures shall be available to all agency employees, stakeholders, volunteer's and other targeted audiences of Network of Community Options, Inc.

E. NCO, Inc.'s administrative staff will encourage employees and other agency stakeholders to use social media and agency website(s).

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>PROCEDURE TYPE</b>	<b>SUBJECT OF PROCEDURE</b>	<b>PROCEDURE#</b>
Administrative	Review of Social Media Policy & Procedures	902

1. Purpose: Establishes the procedure for implementing the annual review of NCO, Inc.'s social media policy.

2. Scope: Applies to all social media policies and procedures utilized by agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Written Social Media Review Procedures:

A. The Steering Committee of NCO, Inc.'s Board of Directors shall meet annually to review the appropriateness of its social media policy and procedures, and make recommendations to the board for approval.

B. This shall be documented in steering committee meeting minutes and the board of director's meeting minutes.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>PROCEDURE TYPE</b>	<b>SUBJECT OF PROCEDURE</b>	<b>PROCEDURE#</b>
Administrative	Availability of Social Media Policy & Procedures	903

1. Purpose: Establishes the procedures for availability of NCO, Inc.'s written social media policies/ procedures to employees.

2. Scope: Applies to all social media policies and procedures utilized by agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Availability of Social Media Policies & Procedures:

A. One copy of NCO, Inc.'s Social Media Policy and Procedures must be available at each site location in the supervisor's office, executive director's office , the human resource manager's office and readily accessible to each employee.

B. A copy shall also be available on the NCO web site, thus allowing availability for agency employees, stakeholders, volunteer's and other targeted audiences who are community based and do not work at an NCO, Inc. site location.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>PROCEDURE TYPE</b>	<b>SUBJECT OF PROCEDURE</b>	<b>PROCEDURE#</b>
Administrative	Social Media On Line Interaction	904

1. Purpose: Establishes the procedures to ensure interaction with on online communication platforms.

2. Scope: Applies to all agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Social Media Online Interaction:

A. NCO, Inc. shall ensure usage of across all media platforms- from traditional media like print, radio, and television to online platforms like the web and social networking sites.

1. NCO, Inc. shall ensure interaction with communication platforms where people already congregate and also where NCO wants to establish a presence.

B. NCO, Inc. shall adopt only those tools and platforms that will help advance the agency mission.

C. NCO, Inc. shall ensure that once a presence in a social media site is established, it will be updated regularly according to the conventions of each site.

1. The site director/coordinator or his/her designee will coordinate with other staff in creating the applicable content

2. The site director/coordinator or his/her designee will administer these sites on a daily basis and will ensure that these are regularly updated. .

3. To ensure continuity, the executive administrative assistant will maintain a central directory of all log-in information and passwords for NCO, Inc's. presence in online platforms and social sites.

a. Passwords not known to NCO, Inc. will not be used.

4. This central directory will include all global, regional, and micro-sites that are created by NCO, Inc. in the agency's official capacity.

5. The executive administrative assistant shall also conduct a regular review of agency social media sites.



6. Agency sites may be closed by the executive director if they no longer serve the purpose they were created for.

7. The executive director and his/her designee will maintain NCO, Inc.'s official sites in social media networks and other online platforms.

8. NCO, Inc. will actively invite and/or engage our constituents on these platforms if they are not already engaged through other means or if these new platforms will enhance our interaction with them.

9. Ultimate responsibility for all editorial content in all media platforms rest with the Executive Director of NCO, Inc.

D. NCO, Inc. shall be flexible by encouraging experimentation and testing of new social media tools and functionalities not current being used by NCO, Inc.

1. In most instances, NCO, Inc. will sign up for all social networking sites, regardless of whether they are used at all, so the agency name can be preserved on those sites.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>PROCEDURE TYPE</b>	<b>SUBJECT OF PROCEDURE</b>	<b>PROCEDURE#</b>
Administrative	Social Media Training & Resources	905

1. Purpose: Establishes the procedures to ensure the provision of social media training and resources.

2. Scope: Applies to all agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Social Media Written Training Plan & Resources:

- A. NCO, Inc. shall provide social media training that will ensure familiarity with and acceptance of social media tools as agents of change.
- B. NCO, Inc. shall provide social media training outside of regularly scheduled service hours
  - 1. Training will include an overview of NCO, Inc.'s current presence on social media platforms as well standards and style.
  - 2. Resources will be gathered and updated regularly by the staff development coordinator.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>PROCEDURE TYPE</b>	<b>SUBJECT OF PROCEDURE</b>	<b>PROCEDURE#</b>
<b>Administrative</b>	<b>Social Media User Guidelines</b>	<b>906</b>

1. Purpose: Establishes the procedures to ensure NCO, Inc. social media users adhere to agency guidelines.

2. Scope: Applies to all agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Social Media User Guidelines:

A. NCO, Inc. will endeavor to ensure consistency of messaging and actions across all media platforms.

B. NCO, Inc. will ensure the essence of all media types remains true to current advocacy, priorities and mission.

1. Each user shall recognize the essence of an online community is that it exists so everyone can support each other.

2. NCO, Inc. will ensure that the owners of personal social media sites utilize an NCO authorized link to enhance messages and actions being promoted by NCO, Inc.

C. Whenever possible, NCO, Inc. will solicit ideas and stories from agency targeted audiences to help enhance our agency messages.

D. Any unauthorized social media site created by agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc. shall carry a disclaimer that the site is not an official site.

1. NCO, Inc. logo may not be used on unauthorized social media sites by agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc. unless permission is obtained from the executive director.

E. NCO, Inc. recognizes that technological advancements will affect social media change and there will likely be events or issues that are not addressed in these guidelines. There fore,

1. All agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc. shall be responsible to exercise good judgment and, when in doubt, to ask for clarification or authorization before engaging in any questionable conduct online.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>PROCEDURE TYPE</b>	<b>SUBJECT OF PROCEDURE</b>	<b>PROCEDURE#</b>
Administrative	Social Media Platforms Messaging & Actions	907

1. Purpose: Establishes NCO, Inc. procedures to ensure consistency of messaging and actions across all media platforms.

2. Scope: Applies to all agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Social Media Platforms Messaging & Actions Procedures:

A. NCO, Inc. agency users will identify themselves clearly in what they write and what they post.

1. NCO, Inc. agency users will always identify themselves as such in responding to posts, blogs, or other social media.
2. Agency employees, stakeholders, volunteers and other targeted audiences of NCO, Inc. will not use their identity, including, e-mail accounts in association with personal sites that are outside the scope of NCO

B. The use of social media sites is governed by NCO, Inc.'s mission, philosophy and demonstration of good judgment and common sense.

1. Spam, profanity, defamatory, inappropriate, harassing, libelous language or language creating a hostile work environment will be posted to agency sites.
2. Sexual comments or images, racial slurs, gender-specific comments or any comments that might offend someone due to his/her Protected Status will not be tolerated.
3. NCO, Inc. will not tolerate use of such language when comments are posted to other peoples sites.
4. Agency employees, stakeholders, volunteers and other targeted audiences of NCO, Inc. will be responsible for what they write and what they post, including actions on legislation being campaigned.
  1. Any posted comments regarding NCO, Inc. and legislation must clearly and conspicuously state the postings and views are in an individual capacity and do not reflect agency views.

5. Agency employees, stakeholders, volunteers and other targeted audiences of NCO, Inc. shall tell their stories responsibly and not write or post anything that would embarrass or reflect negatively on NCO Inc's consumers, families or other agency stakeholders.
  1. Social media activity is included in agency policies that regulate off duty conduct.
    - a. These policies include, but are not limited to, policies related to illegal harassment, code of conduct, nondiscrimination and protecting confidential an/or propriety information.
6. All personal social network accounts (e.g. Facebook) should remain personal and owners will abide by actions consistent with those of NCO, Inc.
7. Messages can and may be retweeted into the voice of owner, but not in a manner that be construed as a new NCO, Inc. policy.
8. . Agency employees, stakeholders, volunteers and other targeted audiences of NCO, Inc.. shall not engage in arguments or flame wars, but in civil discourse.
9. NCO, Inc. may moderate all comments and responses on blogs of agency social media platforms and other related platforms.
  - a. NCO, Inc. shall reserve the right to retrieve and read any data stored on electronic media, as well as internet usage date, at any time, with or without advance notice to agency employees, stakeholders, volunteers and other targeted audiences.
  - b. Except for the right of NCO to access electronic media, all data stored on and all messages sent by electronic media are considered to be confidential.
    - b. 1. Such data may only be accessed by the employee storing the data, addressed recipient or at the direction of the addressed recipient, with exceptions granted by the executive director only.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>PROCEDURE TYPE</b>	<b>SUBJECT OF PROCEDURE</b>	<b>PROCEDURE#</b>
Administrative	Social Media Copyright Rules	908

1. Purpose: Establishes NCO, Inc. procedures to respect copyright rules.

2. Scope: Applies to all agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Social Media Copyright Rules:

A. Agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc. will respect all copyright rules.

1. Agency employees, stakeholders, volunteers and other targeted audiences of Network of NCO, Inc. will properly cite their sources and post comments that are covered by fair use or published under Creative Commons.

2. Otherwise, permission will be obtained first.

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b>PROCEDURE TYPE</b>	<b>SUBJECT OF PROCEDURE</b>	<b>PROCEDURE#</b>
Administrative	Use of Personal Social Media at Work Site	909

1. Purpose: Establishes NCO, Inc. procedures for use of personal social media at the work site.

2. Scope: Applies to all agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Use of Personal Social Media at Work Sites:

A. NCO, Inc. will ensure that blogging and social networking activities will not interfere with work commitments.

1. Agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc. may not use NCO equipment for non work related activities without permission from the executive director.

2. Agency employees, stakeholders, volunteers and other targeted audiences of NCO, Inc. shall acknowledge there is no privacy in any personal data created, accessed or stored on electronic/social media platforms.

3. Agency facilities and equipment may be monitored with permission from the executive director.

4. NCO, Inc. reserves the right to prohibit the use of electronic media for the conduct of personal business when deemed appropriate.



**NETWORK OF COMMUNITY OPTIONS, INC.**

<b><u>PROCEDURE TYPE</u></b>	<b><u>SUBJECT OF PROCEDURE</u></b>	<b><u>PROCEDURE#</u></b>
<u>Administrative</u>	<u>Social Media Privacy &amp; Confidentiality</u>	<u>910</u>

1. Purpose: Establishes NCO, Inc. procedures for adherence to private and confidential information.

2. Scope: Applies to all agency employees, stakeholders, volunteers and other targeted audiences of Network of Community Options, Inc.

3. Social Media Privacy and Confidentiality Procedures:

A. NCO, Inc. shall ensure the privacy and confidential information of all agency employees, stakeholders, volunteers and other targeted audiences are protected.

1. Uploading, posting, printing or sharing photographs of current, former and prospective NCO, Inc. employees, stakeholders, volunteers and other targeted audiences at NCO events or NCO site locations, or from work related documents or e-mail exchanges is prohibited unless applicable signed consents are obtained.

**NETWORK OF COMMUNITY OPTIONS, INC.**

**NETWORK OF COMMUNITY OPTIONS, INC.**

<b><u>POLICY TYPE</u></b>	<b><u>SUBJECT OF POLICY</u></b>	<b><u>POLICY #</u></b>
<b><u>Managerial</u></b>	<b><u>Staff Training</u></b>	<b><u>300</u></b>

**Section 300**

NCO, Inc.'s staff training shall be an organized program which will prepare new employees to perform their assigned duties competently and also maintain and improve the competencies of all employees.

Staff training shall provide an on-going mechanism for the evaluation of the impact of the program on services provided to person served with developmental disabilities.

This impact shall include:

- A. Service outcomes to individuals
- B. Meeting the organization's objectives and overall mission
- C. Compliance with regulatory and professional standards
- D. Positive changes in staff performance and attitudes, due to the needs of person served with developmental disabilities, which require the efforts of competent personnel who shall continually seek to expand knowledge in the field.

**Section 300.1**

NCO, Inc. shall designate a staff position to be responsible for coordinating in-service training.

**Section 301**

NCO, Inc. shall establish a written training plan delineating how training will be provided and the areas covered.

#### **Section 301-A**

NCO, Inc shall establish a written plan for requesting special circumstances training.

#### **Section 301.1**

ALL personnel shall receive initial and annual competency-based training.

#### **Section 301.2**

NCO, Inc.'s written training plan shall allow the use of documentation of prior training of individual staff for the required topics.

#### **Section 301.3**

NCO, Inc.'s written training plan shall contain training requirements for professional/administrative staff.

#### **Section 301.4**

NCO, Inc.'s written training plan shall contain training requirements for direct care staff.

#### **Section 301.5**

NCO, Inc. shall provide annual in-service training and/or continuing education for direct care staff as required by various Federal and State licensing agencies

#### **Section 302**

NCO, Inc. shall provide annual in-service training and/or continuing education for managerial staff as required by various Federal and State licensing agencies.

**NETWORK OF COMMUNITY OPTIONS, INC.**

**ProcedureType                      Subject of Procedure                      Procedure#**

**Managerial                      Coordination of In-Service Training                      300.01**

1. Purpose: Establishes NCO, Inc.'s procedure to designate a staff position responsible for coordinating in-service training.

2. Scope: Applies to Center-Based Community Service Programs operated by Network of Community Options, Inc.

3. In-service training coordination procedures:

A. The staff position responsible for coordinating in-service training shall be the staff training coordinator.

B. This person shall have a broad knowledge of care and service needs of persons with developmental disabilities.

C. This person shall also possess the necessary skills to organize and implement an in-service training program as evidenced in his/her resume.



**NETWORK OF COMMUNITY OPTIONS, INC.**

<u>ProcedureType</u>	<u>Subject of Procedure</u>	<u>Procedure#</u>
<b>Managerial</b>	<b>Written Training Plan</b>	<b>301</b>

1. Purpose: Establishes NCO, Inc.'s written training plan.

2. Scope: Applies to Center-Based Community Service Programs operated by Network of Community Options, Inc.

3. Written Training Plan Procedures:

A. NCO, Inc. shall provide training outside of regularly scheduled service hours whenever possible.

B. When this is not feasible, documentation of individual staff ratios will be maintained by various methods such as person served, units of service spreadsheets, lesson plan books, meal count, data collection sheets, time clock cards, and/or payroll time sheets.

C. NCO, Inc. shall provide new employee orientation outside of regularly scheduled time frames when necessary due to special circumstances. Special

Circumstances of persons served shall be defined as:

1. Dual diagnosis with behavioral challenges.
2. Pervasive level of care requiring 24/7 supervision.
3. Medical condition that requires constant monitoring.

4. Caretaker becomes ill and is unable to provide care.

5. Person served lives alone in community.

6. Person served is a danger to him/her self or others.
7. It is necessary to ensure health & safety of person served.

C1. When new employee orientation is outside of regularly scheduled time frames and is necessary the following should occur:

- a. The Direct Support Supervisor must submit FORM 301-A ( Special Circumstances Training) to the Community Based Serves Coordinator for approval.

- b. Upon approval of FORM 301-A (Special Circumstances Training), the Community Based Services Coordinator will forward the request to the Staff Training Coordinator for scheduling and implementation.



D. NCO, Inc.'s training plan shall ensure all areas of training required by various Federal and State licensing agencies are provided. However, training topics shall not be limited to required topics only.

E. Evidence of completed training shall be documented by Certificate of Attendance and completion of FORM 1001-A: Staff Training Record and maintained in the employee's training file.

F. Documentation of prior training of personnel for the required topics shall be allowed.

G. Twelve (12) hours minimum of training to be completed within ninety (90) days, shall be required for professional/administrative staff.

H. Required topics shall consist of, but not be limited to administration and management of non-profit agencies.

I. This does not include First Aid or CPR Training.

1. Form Reference:

FORM 1001-A: Staff Training Record  
FORM 301-A : Special Circumstances Training

**NETWORK OF COMMUNITY OPTIONS, INC.**

<u>ProcedureType</u>	<u>Subject of Procedure</u>	<u>Procedure#</u>
<b>Managerial</b>	<b>Competency Based Training Requirements</b>	<b>301.1</b>

1. Purpose: NCO, Inc. shall ensure all employees receive required Competency Based Training.

2. Scope: Applies to Center-Based Community Service Programs operated by Network of Community Options, Inc.

3. Required Competency Based Training Procedures:

All NCO, Inc. personnel shall receive initial and annual competency-based training to include, but not limited to:

- A. Health and safety practices:
  - Legal



1. Form Reference:

Form 1001-A: Staff Training Record

**NETWORK OF COMMUNITY OPTIONS, INC.**

<u>ProcedureType</u>	<u>Subject of Procedure</u>	<u>Procedure#</u>
<b>Managerial</b>	<b>Prior Training</b>	<b>301.2</b>

1. Purpose: Establishes the use of prior training for required in-service topics.

2. Scope: Applies to Center-Based Community Service Programs operated by Network of Community Options, Inc.

3. Prior Training Procedures:

A. NCO, Inc. shall allow the use of prior training of employees for required in-service topics.

B. Documentation of prior training must be submitted to the staff coordinator for approval and maintained in staff training file.





**NETWORK OF COMMUNITY OPTIONS, INC.**

<b><u>ProcedureType</u></b>	<b><u>Subject of Procedure</u></b>	<b><u>Procedure#</u></b>
<b><u>Managerial</u></b>	<b><u>Training Requirements For</u></b>	<b><u>301.4</u></b>
<b><u>Managerial</u></b>	<b><u>Person Served/Parent/Guardian Rights</u></b>	<b><u>400</u></b>

**Section 400**

NCO, Inc. shall ensure rights that nurtures and protects the dignity and respect of persons served, protects and promotes the rights of families served, guides the delivery of services and ongoing interactions with the families served, and transmits all information in a manner and fashion that are clear and understandable to the family.

**Section 401.A**

Persons served by NCO, Inc. shall have the right to freedom from physical or psychological abuse or neglect, retaliation, humiliation, and financial exploitation.

**Section 401.B**

NCO, Inc. shall ensure that persons served have the right to exercise control over their own financial resources.

**Section 401.C**

NCO, Inc. shall ensure that persons served have the right to be able to receive, purchase, have and use their own personal property.

**Section 401.D**

NCO, Inc. shall ensure that persons served will have the right to actively and meaningfully making decisions affecting their life.

**Section 401.E**

NCO, Inc. shall ensure that persons served have the right to access pertinent information in sufficient time to facilitate his or her decision-making.

**Section 401.F**

NCO, Inc. shall ensure that persons served have the right to privacy.

**Section 401.G**

NCO, Inc. shall ensure that persons served have the right to associate and communicate publicly or privately with any person or group of people of their choice.

**Section 401.H**

NCO, Inc. shall ensure that persons served have the right to practice the religion of their choice.

**Section 401.I**

NCO, Inc. shall ensure that persons served have the right to being free from the inappropriate use of a physical or chemical restraint, medication, or isolation as punishment.



**Section 401.J**

NCO, Inc. shall ensure that persons served have the right to, not be required to work without compensation. An exception may occur when the person served is residing and being provided services outside of the home of a member of their family, and then only for the purposes of the upkeep of their own living space and of common living area and grounds that the person served shares with others.

**Section 401.K**

NCO, Inc. shall ensure that persons served have the right to be treated with dignity and respect.

**Section 401.L**

NCO, Inc. shall ensure that persons served have the right to receive due process.

**Section 401.M**

NCO, Inc. shall ensure that persons served have the right to access their own records, including information about how their funds are accessed and utilized and what services were billed for on their behalf.

**Section 401.N**

NCO, Inc. shall ensure that persons served have the right to informed consent or refusal or expression of choice regarding services/teams, release of information, and research projects.

**Section 401.O**

NCO, Inc. shall ensure that persons served have the right to access or be referred to legal entities for appropriate representation.

**Section 401.P**

NCO, Inc. shall ensure that persons served have the right to obtain and access self-help and advocacy support services.

**Section 401.Q**

NCO, Inc. shall not provide opportunities that allow persons served to engage in any experimental, research testing or non-standard form of treatment.

**Section 401.R**

NCO, Inc. shall ensure persons served are informed they have the right to an investigation, resolution and appeal according to DDS Policy 1076 of alleged infringement of rights.

**Section 401.S**

NCO, Inc. shall ensure that persons served have been notified of their rights and responsibilities of citizenship.

**Section 401.T**

NCO, Inc. shall ensure that persons served have been notified of their legal and constitutional rights.

**Section 402**

NCO, Inc. shall maintain records of all persons served.

## **Section 402.1**

Records of persons served by NCO, Inc. shall be complete and confidential.

## **Section 402.2**

NCO, Inc. shall have the right to share confidential billing, utilization, clinical, and other administrative and service-related information, and the operation of Internet-based services that may exist.

## **Section 402.3**

NCO, Inc. shall implement and comply with the agency's service delivery design for the development of records or persons served.

## **Section 402.4**

NCO, Inc. shall maintain and control the location of person's served records, and the information contained therein, in a locked yet accessible area at each site protected against fire, water and other hazards.

## **Section 402.5**

NCO, Inc. shall ensure records maintained on computer will be backed up on a regular basis and the duplicate copy shall be stored under lock and with protection against fire, water, and other hazards.

## **Section 402.12**

NCO, Inc. shall maintain written documentation that the parent/guardian shall be informed of their rights as they relate to service delivery.

## **Section 403**

NCO, Inc. shall establish clear protocols related to formal complaints, grievances and appeals for persons served.

## **Section 404**

NCO, Inc. shall operate a successful health and safety program.

## **Section 405**

NCO, Inc. shall ensure that Incident/Accident Reporting requirements are adhered to.

## **Section 406**

NCO, Inc. shall ensure behavioral management that demonstrates a commitment to a system that nurtures personal growth and dignity, supports the use of positive approaches and supports and ensures the rights of the person served.

## **Section 406.1**

NCO, Inc. shall ensure that maltreatment or corporal punishment of persons served will not be allowed.

