

U and Universal

There are some frequently asked questions from staff here at Universal. Here are some of those questions and the answers:

What if the person served has a complaint about services?

The person served or guardian can make a complaint to anyone at Universal.

How does Universal make the person served aware of the preventing healthcare abuse policy?

They are given a copy of their rights and it is read and explained to them at the time they start receiving services.

What if you encounter someone in need of services that does not speak English?

We use "Fluent" where cards are shown to them and they choose the language. Once this is done, we contact Fluent and they provide translation services.

How are employees made aware of job description changes?

The supervisor meets with staff to review any changes and a new job description is signed by the staff.

How does staff receive feedback on their job performance?

Supervision is given on an ongoing basis and a formal evaluation is done each year. Staff can also be made aware of any agency decisions made by Senior Management or job advancement through these supervisions. Staff can clarify any questions concerning any part of their jobs during the supervision process.

Where do you find a first aid kit in the office?

The first aid kits are found in the front area of each office. Employees are also given first aid kits to use while providing services. We ask that employees keep these first aid kits in their car so they are readily available during service provision.

If I am in an office and hear "I need a fan in the lobby"; what does that mean?

It means a dangerous or threatening person is in the office. 911 should be called if this has not been done and everyone should keep a safe distance from that person.

How does Universal assure that training files and charts are kept up to date?

All training files and charts are reviewed on a yearly basis.

How does staff know the specific needs of a person being served?

Supervisors complete a client specific whenever staff begins to work with an individual. Staff can also read the treatment plan and ask questions with their supervisor.

How does a person served know about the after hour on call process?

At intake, every individual is given a copy of Universal's after hours on call information and procedure.

What if you suspect the person served is being abused or neglected?

Notify your supervisor and also make sure DSS has been notified.

What is an incident?

Any happening which is not consistent with the routine care of a person served. The supervisor should also be contacted if the person served begins to exhibit an increase in negative behaviors.

When do we use seclusion or restraints?

Universal does not use seclusion. A restraint is used as a last resort only when the person is a danger to themselves or others. Staff must also be current with training to use a restraint.

What is CARF?

The Commission on Accreditation for Rehabilitation Facilities. CARF reviews our service/processes/ facilities/etc. and makes the accreditation decision.

What is a strategic plan and where can it be found?

It is the vision that Senior Management has for the agency moving forward and it can be found at Universal's website www.umhs.net

Who is Universal's compliance and HIPAA officers?

Brook Phillips is the compliance officer and Tracy Frye is the HIPAA officer. Both can be reached at the corporate office.

Did You Know?

Universal has a Safety committee. Here are some of the committee's functions:

- Distribute information regarding general safety practices
- Review and update MSDS manuals
- Review and discuss worker's comp claims/trends and prevention
- Monitor safety throughout the agency
- Drema Greer is the chairperson for the Safety Committee