

Policies & Procedures Manual

A ready-to-adapt baseline organized around 26 TAC Chapter 553 and HHSC guidance.

88 POLICIES IN 12 SECTIONS · BAR LENGTH SHOWS POLICIES PER SECTION



88

policies in 12 sections

16

print-ready Excel form sheets

4

appendices, including a finder for where each required document lives

Policy**Procedure****Evidence****Forms**

Every policy is built the same way, so a new caregiver can find the answer and a surveyor can find the proof.

About this preview

What this is	A preview of the full manual: the complete table of contents, the appendices, two sample policies and one sample form.
Written for	A small Texas Type B assisted living facility, organized around 26 TAC Chapter 553 and HHSC guidance.
In the full edition	88 policies in 12 sections, each built as Policy, Procedure, Evidence and Forms, plus four appendices.
How to use it	Adopt it, add what your residents and license type require, remove what does not apply, and review it at least yearly.

This preview is sample material, not legal advice. Every home should review its policies against its own license type and the current rules, and with its own advisers. Rules change; check current HHSC requirements.

How the manual is built

The manual replaces long, repeating policy lists with one clear structure. Topics that used to be spread across many policies now sit in one place: all fall policies in one section, all quality reviews in one policy, and all emergency material in one section.

Every policy follows the same pattern

Policy says what the home will do. **Procedure** says how staff do it. **Evidence** says what record proves it. **Forms** names the form to complete. A new caregiver can find the answer; a surveyor can find the proof.

Twelve sections, in a logical order

From admissions and resident rights, through staffing, medication and daily care, to emergencies, infection control, food, incidents, the building, and the annual review.

Written to be changed

It is a baseline, not a finished product. The full edition comes as an editable file so each home can add or remove policies and put its own name and details in.

Table of contents

Section 1. Administration, Admissions, Assessments, Service Planning & Resident Records

- 1.1 Administrative Responsibility and Coverage
- 1.2 Type B Admission and Retention
- 1.3 Admission Agreement, Disclosure Statement and Charges
- 1.4 New Resident Orientation
- 1.5 Health Information and Examination
- 1.6 Comprehensive Assessment and Individualized Service Plan
- 1.7 Healthcare Coordination, Home Health and Hospice
- 1.8 Advance Directives and Legal Authority
- 1.9 Records, Confidentiality, Electronic Records and Retention
- 1.10 Room Changes, Transfer, Discharge and Death
- 1.11 Admission File Completion Audit

Section 2. Resident Rights, Protection, Abuse/Neglect/Exploitation & Conduct

- 2.1 Resident Rights, Dignity, Privacy and Choice
- 2.2 Freedom from Abuse, Neglect and Exploitation
- 2.3 Duty to Report, Protective Action and Internal Review
- 2.4 Non-Retaliation, Complaints and Grievances
- 2.5 Ombudsman and Regulatory Access
- 2.6 Personal Property and Resident Funds
- 2.7 Visitors, Communication and Access
- 2.8 Authorized Electronic Monitoring and Facility Cameras
- 2.9 Restraints
- 2.10 Behavioral Episodes, Resident-to-Resident Aggression and Resident Conduct
- 2.11 Required Postings

Section 3. Staffing, Personnel & Training

- 3.1 Staffing Based on Resident Needs and Replacement Coverage
- 3.2 Awake Overnight Staff and Resident Rounding
- 3.3 Direct-Care Qualifications, Background and Registry Screening
- 3.4 Personnel Records and Job Descriptions
- 3.5 Orientation, Initial Training and Competency
- 3.6 Continuing Education, CPR and First Aid
- 3.7 Employee Conduct, Cell Phones and Discipline
- 3.8 Employee Injury and Safety
- 3.9 TB and Health Screening
- 3.10 Separation of Employment

Section 4. Medication Management & Nursing Services

- 4.1 Medication Services: Classification, Self-Administration and Assistance
- 4.2 Medication Orders, Reconciliation and Pharmacy Coordination
- 4.3 Medication Administration, RN Delegation and Specialized Tasks
- 4.4 Medication Administration Record (MAR) and PRN Medication
- 4.5 Missed, Refused or Omitted Doses, Errors and Adverse Reactions
- 4.6 Medication Storage, Controlled Medications and Disposal

Section 5. Resident Care & Personal Assistance

- 5.1 Individualized Care and Daily Living Assistance
- 5.2 Transfers, Mobility and Two-Person Assistance
- 5.3 Skin Integrity and Pain/Comfort
- 5.4 Change in Condition, Hospital Return and Reassessment
- 5.5 Dementia and Cognitive Impairment
- 5.6 Resident Care Documentation and Shift Handoff

Section 6. Falls, Elopement & High-Risk Resident Safety

- 6.1 High-Risk Resident Identification
- 6.2 Fall Risk Assessment and Prevention
- 6.3 Fall Response
- 6.4 Elopement and Wandering Risk Assessment
- 6.5 Door and Exit Monitoring
- 6.6 Missing Resident Response

Section 7. Emergency Preparedness & Life Safety

- 7.1 All-Hazards Emergency Preparedness and Risk Assessment
- 7.2 Emergency Command Structure
- 7.3 Resident Evacuation Classification
- 7.4 RACE / Fire Response
- 7.5 Evacuation
- 7.6 Shelter-in-Place
- 7.7 Hurricane and Severe Weather
- 7.8 Power and Utility Failure
- 7.9 Emergency Supplies, Food and Water
- 7.10 Emergency Resident Information
- 7.11 Emergency and Fire Drills
- 7.12 Emergency Training
- 7.13 Emergency Plan Review

Section 8. Infection Prevention & Control

- 8.1 Infection Prevention Program
- 8.2 Hand Hygiene, Standard Precautions and PPE
- 8.3 Employee Illness and Exposure
- 8.4 Resident Infection and Outbreak Response
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Section 9. Food, Nutrition & Dietary Services

- 9.1 Nutritious Meals, Schedule and Menus
- 9.2 Special Diets and Food Allergies
- 9.3 Food Storage, Preparation and Kitchen Sanitation
- 9.4 Eating Assistance, Hydration and Weight Monitoring

Section 10. Incident Management & Quality Assurance

- 10.1 Incident Management and Immediate Response
- 10.2 External Reporting
- 10.3 Incident Investigation, Corrective Action and Tracking
- 10.4 Monthly Administrator QA Review
- 10.5 Annual Quality Review

Section 11. Physical Plant, Environmental & Life-Safety Maintenance

- 11.1 Safe Physical Environment, Housekeeping and Electrical Safety
- 11.2 Preventive Maintenance, Compliance Calendar and Deficiency Tracking
- 11.3 Fire Alarm and Sprinkler Systems
- 11.4 Fire Extinguishers, Smoke and Carbon Monoxide Detectors, and Emergency Lighting
- 11.5 Generator / Emergency Power
- 11.6 HVAC, Water and Plumbing
- 11.7 Oxygen and Smoking Safety
- 11.8 Hazardous Chemicals, SDS and Pest Control

Section 12. Business Operations, Transportation & Annual Review

- 12.1 Business Continuity
- 12.2 Transportation, Appointments and Outside Programs
- 12.3 Annual Administrative Compliance Review

Appendices

Appendix A — Retire / Replace / Keep Register

Lists every older document the home already has (old policy summaries, emergency plans, agreements, packets) and says whether to replace it, keep it for reference, or keep it as training evidence, so old and new never conflict.

Appendix B — Document Control and Annual Review Record

A signed log of each annual review of the manual: date, what was reviewed or changed, who reviewed it, and Administrator approval.

Appendix C — Where Each Required Document Lives

A one-page finder. When a surveyor asks for a document by name (infection control policy, emergency binder, restraint policy), this table shows where it is in the manual.

Appendix D — Related Forms Index

The numbered list of every form that proves a policy is carried out, grouped by category.

EXAMPLE: PART OF APPENDIX C

Document a surveyor may ask for	Where it is in the manual
Admission, Discharge & Disclosure Policy	1.2, 1.3, 1.10
Infection Control Policy	Section 8 (8.1–8.5)
Medication Management Policy	Section 4 (4.1–4.6)
Abuse/Neglect Policy	2.2, 2.3
Incident Reporting Policy	10.1, 10.2, 10.3
Emergency Preparedness Policy	Section 7 (7.1–7.13)

The full table lists every required document the checklist covers, so the answer to “do you have a policy for that?” is one page away.

Sample policies

EXAMPLE

Two policies as they appear in the full edition.

SECTION 2

Resident Rights, Protection, Abuse/Neglect/Exploitation & Conduct

2.3 Duty to Report, Protective Action and Internal Review

POLICY

Any employee who observes, receives an allegation of, or has reason to suspect abuse, neglect or exploitation must act immediately to protect the resident and make the required reports. An internal review may establish facts and prevention measures, but it never replaces or delays a mandatory external report.

PROCEDURE

- Protect resident → obtain emergency help if needed → report to the required authority → notify facility leadership → preserve evidence → document → cooperate with the investigation.
- When an allegation involves a person with access to residents, the Administrator takes the immediate measures reasonably necessary to protect residents (separation, staffing change or suspension, medical evaluation, preserved records) while the matter is handled under applicable law.

Evidence: Reporting confirmation, incident record, witness statements, protective-action note, corrective action.

Forms: F-29 ANE Immediate Response & Reporting Checklist; F-28 Incident Report & Investigation; F-03 Corrective Action & Deficiency Tracker; F-30 Incident & ANE Reporting Matrix

SECTION 6

Falls, Elopement & High-Risk Resident Safety

6.3 Fall Response

POLICY

Every fall will receive a prompt, resident-centered response, documentation, investigation, and reassessment.

PROCEDURE

- Assess the resident's immediate condition and do not automatically lift before injury is considered → call 911 or obtain clinical guidance when indicated → notify → document → investigate → revise the plan if needed.
- Repeated falls require a pattern review.

Evidence: Incident report and post-fall assessment.

Forms: F-18 Fall Risk Plan & Post-Fall Assessment; F-28 Incident Report & Investigation

Fall Risk Plan & Post-Fall Assessment

Part A when a resident is assessed (at admission, annually and after any fall). Part B after every fall.

Resident _____

Date _____

Part A — Fall risk and prevention plan

Fall history _____

Mobility/transfer risks _____

Vision/hearing _____

Dizziness/weakness _____

Toileting urgency _____

Environment _____

Footwear _____

Mobility device _____

Medication/clinical factors _____

Interventions (must not become improper restraints) _____

Review date _____

Part B — After a fall

- | | |
|---|---|
| ☐ Date/time/location | ☐ Witnessed / unwitnessed |
| ☐ Position found (do not lift before injury is considered) | ☐ Pain/injury signs |
| ☐ Head impact suspected | ☐ Vital signs/assessment if appropriate |
| ☐ 911/clinical guidance obtained | ☐ Notifications made |
| ☐ Environmental factors | ☐ Service plan followed |
| ☐ New interventions | ☐ Follow-up; incident report (Form F-28) completed |

Get the full Starter Edition

\$14.99

The complete Assisted Living Policies & Procedures Manual, ready to adapt to your home.

- 88 policies in 12 sections, each with Policy, Procedure, Evidence and Forms
- 16 print-ready form sheets in Excel: visitor sign-in, temperature logs, drill roster, funds ledger and more
- All four appendices, including the finder for “where does each required document live?”
- Organized around 26 TAC Chapter 553 and HHSC guidance
- Editable Word and PDF versions, so you can add, remove and rename to fit your home

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