

Identifier	Applicable Services	Domain	Weight	QA/QI	Indicator	Suggested questions for Reviewers
H.OO.CQ.40	DH, DH 1:1, DH SMALL GROUP, ER, SL, SLP, RH, HH	7	0	QI	Has the provider created a culture in which visitors are accepted and encouraged?	Is there a policy/procedure related to visitors? Do people feel they can have guests visit when they want to? Do guests feel they are welcome at any time? Are people able to visit in an area that is comfortable to them and their guest? Does the procedure create a welcoming environment while minimizing risk? Are there different procedures and/or expectations for monitors, frequent guests and people known only to the person in service? Is there evidence that visitors have been present at regular frequencies?
H.OO.CQ.41.DS	DH, DH 1:1, DH SMALL GROUP, ER	7	0	QI	Does the program facilitate individual choice regarding services and supports and who provides them?	Does the provider supports people to make choices in service providers? Some things that could possibly make this not met, would be if everyone sees the same physician, because that is who the provider likes. The provider might be a vendor of other services such as nutrition, fitness, etc and everyone uses that provider rather than being given a choice. This might be an example of where the provider does not support the person in making choices regarding providers.

H.OO.CQ. 41.RES	SL, SLP, RH, HH	7	0	QI	Does the program facilitate individual choice regarding services and supports and who provides them?	Does the provider supports people to make choices in service providers? Some things that could possibly make this not met, would be if everyone sees the same physician, because that is who the provider likes. The provider might be a vendor of other services such as nutrition, fitness, etc and everyone uses that provider rather than being given a choice. This might be an example of where the provider does not support the person in making choices regarding providers. Were people able to talk about choices they had? Does everyone see the same physician or clinicians?
H.OO.CQ. 42.DS	DH, DH 1:1, DH SMALL GROUP, ER	7	0	QI	Does the provider support people to engage in community life?	Does the provider has flexibility in their schedule to support people in going out and being able to flex their schedule to accommodate personal needs and desires?
H.OO.CQ. 42.RES	SL, SLP, RH, HH	7	0	QI	Does the provider support people to engage in community life?	Does the provider have rules about when and where a person can go out and with whom? Does the provider promote a flexible staff schedule so people have the support they need to go out?
H.OO.DS.1	DH, DH 1:1, DH SMALL GROUP, ER	7	0	QI	Is the program located among local shops, businesses and recreational areas?	Is the location is part of a neighborhood/ community -- versus, say, a warehouse district. Looking around, what is around within walking distance? Are there places to eat, shop, or participate in recreational activities? For more rural or isolated incidents related to out of state providers, this may be NA and should be judged using the standard of the "greater community" or what the norm is for the area.

H.OO.DS.2	DH, DH 1:1, DH SMALL GROUP, ER	7	0	QI	Does the provider have information available to people regarding how to choose services or change day providers?	It is expected that providers have information available for people in the event they want to change providers. Can the current provider tell you what the process is, if a person expresses a desire to change providers?
OO.CQ.20	DH, DH 1:1, DH SMALL GROUP, ER, SL, SLP, RH, HH	1	1	QA	Does the provider ensure proper handling of all consumer records including security, confidentiality, and retention in accordance with DDS and federal policies?	Review the policies and procedures related to recordkeeping and confidentiality. Do they contain guidelines for keeping peoples information safe? Are there guidelines for what information can and cannot be posted in public areas? Do the findings of the other reviewers support implementation of the policy/procedures?