

## **Voluntary Standards and Best Practices**

While not required for licensure these standards and best practices developed by the NDLTCA and Assisted Living Managers provide a basis for consistency of care for tenants in Assisted Living facilities in the state. All facilities are encouraged to address these issues in their policies and procedures.

### **Notifications**

Notify the Department of Human Services, in writing, within 30 days of:

1. Transfer or change of ownership
2. Change of name of the facility
3. Change of Administrator/Manager
4. Change in bed capacity/living units

### **Tenancy Criteria**

Each Assisted Living facility must have clear, concise tenancy criteria that is fully disclosed to all tenants before the tenancy agreement is signed. You may want to:

1. Address the specific needs that can be met within the facility, including any contracted services allowed, and the conditions under which a tenant may be required to move out of the facility.
2. Reevaluate the tenant's ability to meet the tenancy criteria annually or sooner if there has been a significant change in the tenant's needs (consider hospitalization as a change).

### **Service Plan**

Each Assisted Living facility should develop a service plan when a tenant moves in. The service plan should be updated annually or when a significant change in the tenant's needs occurs (including hospitalization).

### **Complaints within Assisted Living Facilities**

An Assisted Living facility should develop policies for receiving, investigating, and resolving complaints, including allegations of abuse of a tenant, from tenants and families.

### **Memory Care**

Assisted Living facilities often care for individuals with impaired mental status, however, an Assisted Living facility may not advertise or hold itself out to the public as a facility that provides memory care services to individuals with memory care need without additional licensure as a Basic Care or Nursing facility.

The Department of Human Services may revoke the license of an Assisted Living facility that represents itself as being an Assisted Living facility that provides memory care services.

### **Electronic Monitoring**

An Assisted Living facility should develop policies and procedures for allowing electronic monitoring devices in a tenant's apartment.

### **Service Animals and Pets**

An Assisted Living facility should develop policies and procedures relating to service animals, emotional support animals and pets.

## **Medication Administration**

An Assisted Living facility should develop and follow a policy regarding medication administration which includes the following:

1. All medications administered by facility staff must be administered by a medication assistant I, medication assistant II, licensed practical nurse, or a registered nurse.
2. All medications administered by facility staff must be ordered in writing by a licensed health care practitioner.
3. All medications administered by facility staff must be stored in a locked area or locked cart.
4. An assessment of the role and responsibilities of the medication assistant and how a nurse will provide oversight and supervision to a medication assistant.

An Assisted Living facility should have policies and procedures for receiving, investigating, and correcting medication errors. The policies should include a process for reporting, as may be required by the ND Board of Nursing or ND Department of Health.

The Health Dept. has indicated significant medication error(s) by a medication assistant I or II should be reported to them. "Significant medication error" means a medication error which causes the resident discomfort or jeopardizes his or her health and safety, or a pattern of more than three medication errors that have the potential for causing a negative impact or harm to the resident (Basic care requirement).

Utilize the Medication Safety Toolkit developed by Quality Health Associates as a resource to understand nursing delegation to medication assistants, the role of medication assistants and their training, and medication safety.