

# Policies and Procedures Manual

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BeMore Developmental Support Services Inc.

Effective Date: April 20, 2025

## Policy 1: Credential Verification

### Policy Statement:

BeMore is committed to verifying the professional credentials of all practitioners before referral to any client facility. This ensures all referred staff are qualified, licensed, and capable of delivering professional care.

### Purpose:

To establish procedures for verifying licensure, certification, and registration of practitioners in accordance with COMAR 10.07.03.08(A).

### Scope:

All clinical staff and independent contractors providing services through BeMore.

### Procedures:

1. Verify licensure or certification status via the appropriate Maryland licensing board.
2. Confirm the license is active and in good standing.
3. Maintain digital or physical files containing license and certification documents.
4. Track license expiration and send renewal reminders 60 days in advance.
5. Prohibit referrals of individuals with expired or revoked licenses.

## Policy 2: Experience Validation

### Policy Statement:

BeMore validates the professional experience of all practitioners to ensure appropriate matching with client facility requirements.

### Procedures:

6. Require a detailed resume or CV from each practitioner.
7. Request a minimum of two professional references.
8. Verify work history, job titles, and relevant experience.

## **Policy 3: Health and Immunization Compliance**

### **Policy Statement:**

BeMore requires all practitioners to provide proof of satisfactory health and current immunizations, including TB screening, as required by each client facility.

### **Procedures:**

9. Collect documentation of required vaccinations and TB test results.
10. Update health records annually or as needed.
11. Maintain confidentiality of medical records in accordance with HIPAA.

## **Policy 4: Drug-Free Workplace**

### **Policy Statement:**

BeMore enforces a drug-free workplace policy. Practitioners are subject to pre-placement drug screening and additional testing as required by clients or if probable cause exists.

### **Procedures:**

12. Require drug screening as part of the onboarding process.
13. Respond to reports or suspicion of substance abuse with immediate testing.
14. Securely maintain records of all screenings and results.

## **Policy 5: Criminal Background Checks**

### **Policy Statement:**

BeMore conducts criminal background checks on all practitioners prior to referral to any client facility, ensuring safety and compliance with client standards.

### **Procedures:**

15. Require all practitioners to submit to a background check during the onboarding process.
16. Utilize accredited background screening services.
17. Review and assess findings to determine referral eligibility.
18. Disqualify individuals with disqualifying offenses from referral.

## **Policy 6: Reference Verification**

### **Policy Statement:**

BeMore verifies professional references for all practitioners to assess their reliability and prior performance history.

#### **Procedures:**

19. Collect a minimum of two references from recent supervisors or employers.
20. Document all reference checks in the practitioner's personnel file.
21. Use standardized questions to evaluate professionalism, reliability, and clinical skills.

### **Policy 7: Employment Eligibility Verification**

#### **Policy Statement:**

BeMore ensures that all practitioners are authorized to work in the United States through compliance with federal I-9 documentation requirements.

#### **Procedures:**

22. Collect completed I-9 forms from all practitioners.
23. Verify identity and employment authorization using acceptable documents.
24. Retain I-9 forms as required by federal law and provide them upon request during audits.

### **Policy 8: Complaint Tracking and Response**

#### **Policy Statement:**

BeMore has procedures in place to track and respond to serious or life-threatening complaints related to referred practitioners.

#### **Procedures:**

25. Establish a central log to record all complaints.
26. Assign a compliance officer to investigate serious complaints immediately.
27. Respond to the complainant within 5 business days with initial findings.
28. Take corrective actions where necessary, including temporary suspension or removal from referral.

### **Policy 9: Reporting Practitioner Misconduct**

#### **Policy Statement:**

BeMore is committed to protecting clients by reporting any practitioner actions or conditions that may require disciplinary action as per COMAR 10.07.03.09C.

#### **Procedures:**

29. Identify and document all incidents involving misconduct or endangerment.
30. Report to the appropriate licensing or certification board within 10 business days of discovering the issue.
31. Maintain records of all reports and correspondence related to the incident.

## **Policy 10: Complaint Investigation Procedures**

### **Policy Statement:**

BeMore establishes clear procedures for the reporting, investigation, and resolution of complaints filed by or against practitioners.

### **Procedures:**

32. Allow complaints to be filed anonymously or by name, through phone, email, or in person.
33. Provide instructions for filing complaints with the Office of Health Care Quality.
34. Investigate all complaints within 7 business days of receipt.
35. Prepare a written report of findings and actions taken.
36. Make investigation reports available to the Department during inspections.

## **Policy 11: Job Descriptions and Qualifications**

### **Policy Statement:**

BeMore maintains job descriptions for all referred positions and ensures each practitioner meets the necessary qualifications.

### **Procedures:**

37. Develop clear job descriptions with required qualifications and responsibilities.
38. Match practitioner credentials and experience to the appropriate job role.
39. Review and update job descriptions annually or as needed.

## **Policy 12: Scope of Practice and Responsibilities**

### **Policy Statement:**

BeMore ensures that practitioners are informed of their scope of practice and responsibilities specific to their assignments at client facilities.

### **Procedures:**

40. Provide practitioners with facility-specific orientation materials.
41. Clarify duties and limitations based on licensure and training.
42. Ensure understanding through acknowledgment forms signed by the practitioner.

## **Policy 13: Abuse and Neglect Reporting**

### **Policy Statement:**

BeMore educates all practitioners on mandatory reporting requirements under Maryland law for abuse and neglect.

**Procedures:**

- 43. Train practitioners on recognizing and reporting signs of abuse and neglect.
- 44. Require immediate reporting to both BeMore and the appropriate authorities.
- 45. Document all reports and ensure compliance with state laws.

**Policy 14: Compliance with Federal Laws****Policy Statement:**

BeMore complies with all relevant federal laws including civil rights, disability, and drug-free workplace regulations.

**Procedures:**

- 46. Implement policies to uphold Title VI of the Civil Rights Act of 1964.
- 47. Adhere to the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.
- 48. Enforce the Drug-Free Workplace Act of 1988 through awareness and disciplinary procedures.
- 49. Ensure nondiscrimination in hiring and referral practices.