

## Office of Health Care Quality

### Policy and Procedures Guidelines

Dear Assisted Living Applicant:

Before receiving a license to operate an Assisted Living Program in Maryland among other requirements, applicants are required to develop policies and procedures in accordance to the policies described in (COMAR 10.07.14).

Your policies establish standards and protocols for the day to day operation of your assisted living program. While you are required to develop policies and procedures germane to your program, the following definitions will assist you.

**“Policy”** means a plan of action or decision by the assisted living program when encountering certain issues or conditions in which a desired outcome is prescribed. In some instances, a policy may be developed without developing an accompanying procedure. Policies must be written in compliance with any regulation governing a specific topic. Your program policies may be more restrictive than regulations, but not less restrictive than existing COMAR regulations. In addition to the regulation requirements listed in this application packet you will find referenced in your Assisted Living regulation manual other regulations which may require policies and procedures.

**“Procedure”** means a step-by-step process of interactions by the Assisted Living Program designees such as residents, employees, unit, or department for the purposes of carrying out assisted living program policy. Procedures are developed when policy requires clarification or instructions for compliance.

**“Guidelines, protocols, or standards”** are documents that are plans of action and/or decision making to be used internally by a component of the Assisted Living Program. These documents may not apply to all residents, employees, units or departments, but those who are using the services provided by the Assisted Living Program such as medical and nursing documentation, and documentation of the service plan.

Should you require assistance in developing comprehensive policies and procedures for your Assisted Living Program, the Office of Health Care Quality strongly recommends that you obtain a consultant, review written materials on how to draft policies and procedures, or via internet search “how to write policies and procedures.”

**Good Luck!**

Assisted Living Programs are held accountable to COMAR 10.07.14 also applicable may be, COMAR 10.27.09, COMAR 32.02.01.01B(35), COMAR 32.02.02.31, COMAR 10.27.11, COMAR 14.11.05, COMAR 26.04.02, COMAR 29.06.01, COMAR 09.12.23, COMAR 10.15.03 and 02B, COMAR 10.01.03, &.28, COMAR 28.02.01, COMAR 28.02.01, COMAR 10.01.03.35 and the Maryland Board of Nursing medication administration course and maintain residents accounting in accordance with general accepted accounting principles. COMAR is available in libraries and online at [www.dsd.state.md.us/comar/](http://www.dsd.state.md.us/comar/) and COMAR 10.07.14 “Assisted Living Programs” is also available for purchase at the Office of Health Care Quality.