



August 1, 2022

Dear Residents,

Our community encourages our residents to use personal service providers (PSPs) when needed to help maximize wellness and health, and to promote independence. Examples of PSPs may include: nurse practitioners, registered nurses, licensed practical nurses, certified nursing assistants, home health aides, sitters, companions, secretaries, and housekeepers. This policy does not include construction contractor services, legal, financial, tax or insurance-related services.

It is our obligation to help make sure that PSPs on our campus are properly registered and that you are fully aware of appropriate checks that need to be done to safeguard you and others on our campus. Therefore, we are reaching out to you to review expectations.

For those who use PSPs: As noted in our Personal Service Provider (PSP) policy, a resident who is using a PSP must ensure that various checks are done on the PSP, including but not limited to, criminal background and/or abuse checks, insurance verification, and health information checks. That information will need to be available in writing upon request.

- If you use *Innovative Home Services*, our preferred provider, you do not need to perform those checks.
- If you use a licensed agency, you can contact the agency's representative to see if they will help you get the information that is needed.
- If your PSP does not work through a licensed agency, you will complete the checks on your own.

If you have a PSP and have not completed this process, please request a copy of "*Resident Checklist Regarding Personal Service Provider (PSP)*". The checklist provides directions on what needs to be checked and how to go about doing those checks.

Also, this is a good time to review the *Rules of Conduct* with any PSP who is working with you.

If you have any questions or if you would like a copy of the *Rules of Conduct*, please contact me. A complete copy of the Personal Service Provider Policy is kept in the Independent Living Library as well as posted to the resident website for review.

Thank you so much for your attention to this matter.

Sincerely,

Jacki Pitcher

Jacqueline Pitcher, LPN
Director of Resident Services

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