

STANDARDS' COMPANION EXAMPLES

NATIONAL
INSTITUTE
for
MEDICAL
RESPITE
CARE



**Standard 5:
Medical respite program
assists in health care
coordination, provides
wrap-around services,
and facilitates access to
comprehensive support
services.**

2023



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Client Authorization - To Use or Disclose Protected Health Information

Client Name: _____ **Birth Date:** _____ **SS#** _____

I authorize the Center for Respite Care, Inc. to release/obtain the following protected health information about the above-named client.

- | | |
|---------------------------|-----------------------|
| History and physical | Admission records |
| Laboratory results | Psychotherapy records |
| Medical reports | Medication records |
| Operative report | Discharge records |
| Pathology report | Consultation reports |
| X-ray and imaging reports | Referral records |
| Physician orders | All records listed |
| My Chart | |

I authorize release of the above listed information **TO** the following agency, individual, or organization:

Name: _____

Address: _____

FROM the following agency, individual, or organization:

Name: _____

Address: _____

Information is to be released for the following reason(s): at the request of the individual: Research Study
Or (please be specific): _____

I understand that I have a right to cancel this authorization at any time by presenting my written cancellation to the Center for Respite Care, Inc. Medical Recovery Nurse Manager. I understand that a cancellation will not apply to information that has already been released under this authorization. I understand that the cancellation will not apply to my insurance company when the law gives my insurer the right to contest my policy or a claim made under my policy.

Unless I cancel it sooner, this authorization will expire in one year from the date of discharge or on the following date, event, or condition: _____

I understand that authorizing the disclosure of this health information is strictly voluntary and I do not need to sign this form to obtain treatment (unless specifically related to Research Treatment).

I understand that the information to be released may include information concerning sexually transmitted disease (STD), Human Immunodeficiency Virus (HIV) testing, diagnosis, or treatment of Acquired Immunodeficiency Syndrome (AIDS), AIDS-related conditions, drug/alcohol abuse and/or drug related conditions, and psychiatric/psychological conditions.

Client Authorization - To Use or Disclose Protected Health Information

I understand that authorizing the disclosure of this health information is voluntary. I can refuse to sign this authorization. Information will not be released to the above indicated individual or organization without my signature. I understand that I may inspect or copy the information to be used or disclosed, as provided by the federal government's rules, which are in the United States Code of Federal Regulations at section 164.524. I understand that any disclosure of information carries with it the potential for an unauthorized re-disclosure and the information may not be protected by federal confidentiality rules. If I have questions about disclosure of my health information, I can contact the Center for Respite Care, Inc. Medical Recovery Nurse Manager.

I understand that any release of my health information has the risk of no longer being protected by confidentiality/privacy rules/laws.

If I have any questions about use/disclosure of my health information I can contact the Medical Recovery Nurse Manager.

I understand I will receive a copy of the signed *Patient Authorization* to keep for my records, and all copies are considered valid for future use.

_____ / /
Client Signature Date

If signed by personal representative, proof of identity or client affirmation required:

Name of Personal Representative (please print): _____

Relationship to Client: _____

Authority of Personal Representative - e.g., health care power of attorney, guardian, other statutory authorization (proof of identity or patient affirmation required): _____

Address: _____

Home Telephone #: _____ Work Telephone #: _____

_____ / /
Signature of Personal Representative Date

_____ / /
Witness to Signature Date

Housing Guide



**Tips and Tools for a
Successful Housing Experience**



Adapted from Joanne Guarino, Boston Health Care for the Homeless

GETTING STARTED

Landlord's contact information

Name	
Phone number	
Address	
Email	

Monthly bills

<i>Rent</i>	<i>Amount</i>	<i>Due Date</i>	<i>Pay to</i>
<i>Utilities (if applicable)</i>	<i>Company</i>	<i>Due Date</i>	<i>Pay to</i>
Electric & Gas			
Cable			
Phone			

Emergency numbers

911	
Doctor	
Case Manager/Advocate	
Poison Control	1 (800) 222-1222
Baltimore Crisis Hotline	(410) 433-5175

MORE INFORMATION & RESOURCES...

Energy Assistance

Visit: <http://dhr.maryland.gov/blog/office-of-home-energy-programs/how-do-you-apply/>
Call: **1-800-332-6347**

Department of Social Services

Call: **443-423-4800** (Baltimore City)

Social Security Administration

Visit: <https://www.ssa.gov/>
Call: **800-722-1213** (Baltimore City)

MTA

Use the website or phone number for bus schedules, information on fares, and to apply for reduced fare services.

Visit: <https://mta.maryland.gov>
Call: (410) 539-5000

Dealing with Stress or Anger

Talk to your Doctor, Therapist or Psychiatrist
If you need to talk to someone immediately, call the Baltimore Crisis Response, Inc. hotline at **(410) 433-5175**

Resources for Elderly Individuals

Visit: www.aging.maryland.gov

Receiving Your Annual Credit Report and Credit Score

Visit: www.AnnualCreditReport.com
Visit: www.consumerfinance.gov

B'More Clubhouse

Is an organization for adults with mental illness.
Meet with your case manager to complete a referral.



How to Stay Connected to Family and Friends

GET INVOLVED

1. Be a friendly neighbor
 - Make an effort to get to know your neighbors. Say hello and introduce yourself when you have the opportunity.
2. Visit community centers
 - The **YMCA** serves as a place where you can exercise while also being social. You can apply for a reduced rate in the monthly membership fee.
 - **Senior Centers** are in neighborhoods throughout the city and offer a lot of options for fun and social activities.
3. Find AA and NA meetings
 - For meeting times visit **baltimoreaa.org** or call **410-663-1922**
4. Volunteer
 - Look for volunteer opportunities. Hospitals, churches, libraries, and animal shelters are great places to start!
 - ◆ You can find volunteer opportunities online.
 - ◆ A great way to get started is to visit: **marylandvolunteercenters.org**
 - ◆ You can also call organizations directly to ask about volunteer opportunities.
5. Keep a list of important phone numbers somewhere easy to access, like your refrigerator.

Examples:

 - ◆ Numbers of friends and family
 - ◆ Pharmacy and doctor

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How to Settle In



MAKE YOUR PLACE YOUR OWN

You will need to get furniture, kitchen supplies and linens to help you settle into your new home.

- Contact a case manager for a referral to get items from donated furniture programs.
- The Dollar Tree and smaller stores are great places to get household basics.
- Be careful of taking donated items from people you don't know, as they may have bed bugs or other problems.

ROOM ESSENTIALS

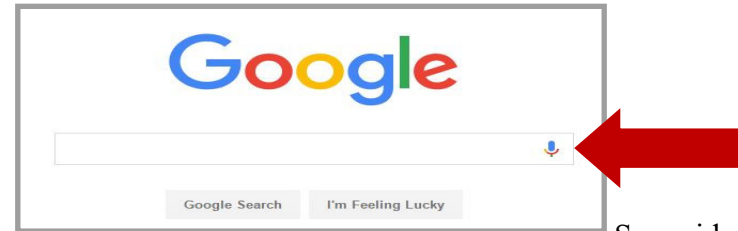
<i>Kitchen</i>	<i>Bathroom</i>	<i>Bedroom</i>
plates utensils pots and pans dish soap sponges trash can trash bags dish towels dish rack paper towels cleaning products cups/glasses	soap shower curtain toilet brush plunger trash can cleaning products toilet paper towels	sheets blankets curtains pillows hangers

Using the Internet

USING A SEARCH ENGINE

Type in: www.google.com

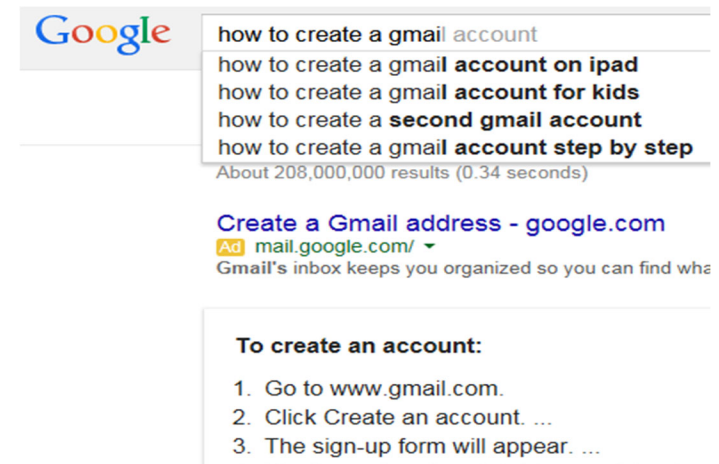
In the empty line, type in what you want to search for.



Some ideas are:

- A question
 - ◆ Example: "Where is the closest library?"
- What you are trying to understand
 - ◆ Example: "How to setup a gmail account"

The search engine will give you a list of helpful links to explore.



Using the Internet



EMAIL ACCOUNT

Gmail and Yahoo are both great options. Below are steps for a Gmail account.

1. Open the Gmail webpage
Go to **gmail.com** and click on the blue “Create an account” link.



2. Come up with and write down a username

Use your name and favorite number or a nickname

- ◆ johndean33
- ◆ marysmith617

3. Fill out the rest of the required information. This includes a password, your date of birth, and your location.

4. Prove you are not a robot.
 - Type in the verification code.
 - Press on the volume button if you're having a hard time reading the code

5. Agree to the privacy policy and click next step

- Do this if you agree to Google's terms in the privacy policy. After you press “next step” you will have to press it one more time.

You can use your Gmail account to communicate with people you know, to contact someone for a job or to be contacted for a job.

To write an email, press on the red button on the top left hand corner of the page after logging into your email account.

COMPOSE



How to Stay Safe

BE PREPARED

1. Have an exit strategy
 - In case of an emergency have at least two planned ways of exiting the building.
2. Have emergency supplies on hand
 - Keep a bag packed with basic needs in case of an emergency.
 - ◆ First aid supplies, change of clothes, bottles of water and toiletries
 - Store canned goods.
 - ◆ They last a long time and do not require special storage.
 - Keep a working flashlight and fire extinguisher.
 - Make sure that smoke alarms and carbon monoxide monitors are up to date and working.
 - Keep extra batteries on hand to replace when needed.
3. Important reminders
 - Always lock your door and keep your key in a safe place.
 - Be cautious when throwing away cigarette butts; they can easily catch fire.
 - Double check that your stove is turned off when you are done using it.
 - Gas leaks have a noticeable odor--if you smell a gas leak call your landlord.
 - Remember to keep a list of emergency contacts easily accessible.

SAFE KEEPING

1. Copy important documents
 - Make a copy of your ID or license, social security card, medical card and other important papers.
2. Find a place for valuable papers
 - Use a lock box, or a file cabinet that locks to store valuable papers.

How to Keep Rooms Clean

THE BASICS

1. Put things away when you're finished
 - Make this a habit to keep clutter down.
 - Throw out stuff that you don't need anymore.
2. Dust the room
 - Using a damp cloth, dust from one side of the room to the other. Rinse your cloth if it gets too dusty.
3. Vacuum or sweep and mop the floor
 - Start on one end of the room and make your way around the room. If you are sweeping, be careful not to step on the pile of trash.



Bathroom

- Use a paper towel to wipe up drips or splashes.
- Wash extra toothpaste down the drain and rinse to keep the sink clean.
- Wipe the outside of the toilet. Use a toilet brush to clean the inside. Flush.
- Clean the shower. Spray cleaning product on the shower walls and the shower head. Let the product sit for a couple minutes and then rinse with water.



Kitchen

- Wash dishes after you use them. Soak sticky pots or pans in soap and water and wash them with the next round of dishes.
- Wipe up drips in the refrigerator with a slightly damp paper towel.
- Take out the trash when it gets full or smelly. Wipe the inside of the trash can if it is starting to smell.



How to get a Library Card

GETTING A LIBRARY CARD

1. Go to a branch of the public library
Go to www.prattlibrary.org or call (410) 396-5430 to find the library in your neighborhood, along with the address and hours.
2. Bring a photo ID
Your ID should have your full name, present address and signature. If you do not have a photo ID with the needed information, bring:
(1) a letter that came to you in the mail OR a signed copy of your lease, and
(2) a photo ID that has your name and signature.

PROGRAMS AND EVENTS

- Free classes
- Available at different library locations throughout the city. For more information, talk to someone at the "Information" desk at your local library OR visit the webpage prattlibrary.org
 - Call (443) 984-4944 to register, or go to the calendar page for class schedule and to register online. You must have an email address to register online.

Free events

There are a lot of free events available through the Enoch Pratt Free Library. Activities range from health and fitness classes to arts and crafts to a program for senior citizens.

For more information about resources you can find at the public library, please visit their website: www.prattlibrary.org

How to get a photo ID



WHY IT IS IMPORTANT

A photo ID serves as an official form of identification that allows you to prove who you are, and will help with other benefits.

REQUIRED STEPS

You can obtain a photo ID at the Motor Vehicle Administration (MVA). Visit www.mva.maryland.gov to locate the MVA closest to you.

What to bring:

- Document proving date of birth (*e.g. birth certificate, passport, veteran's discharge*)
- Document proving signature (*e.g. canceled personal check, social security card*)
- Two documents proving Maryland residency (*e.g. utility bill, lease, property tax bill*)
- A Social Security Number (SSN)
- Present application and \$24.00 fee in person to any MVA full service office
 - ◆ They accept cash or checks
- You can complete the application upon arrival

All documents must be originals. Photocopies will not be accepted

If you are a veteran:

- In order to have veteran's status displayed on your photo ID you need to bring a DD-214 or DD-215 showing an honorable discharge or an honorable discharge form. There are no additional fees to have a veteran's indicator on your MD ID card.

Bed Bugs

PREVENTION

1. Don't bring in furniture, clothes, or other cloth items from the street or from others
 - Although free things seem tempting, if you don't know where they are from, they may be carrying bed bugs.
2. Care for your bed and furniture
 - You can use bed bug covers for your mattress and box spring.
 - You can put your bed on risers and move it away from the wall.
3. Check regularly under your mattress and along the walls for the marks left by bed bugs

- They will leave a dark stain on the mattress and walls.
- You may also notice bites and itching on your stomach, back, arms, and legs.



HOW TO TREAT THEM

1. If you suspect you have bed bugs, you need to contact your landlord right away
 - You or your landlord should call an exterminator to set up a time for treatment.
 - The exterminator should come at least 3 times to make sure all of the bugs are gone.
2. Before the exterminator comes, bag up all of your clothes and other cloth items into plastic bags
 - Once the exterminator comes you will need to wash and dry your items on **HIGH heat**.
 - You can take your items out of the bags once the treatment is done.

**The sooner you ask for assistance,
the easier the process will be!**

How to Buy Groceries and Do Laundry



GROCERIES

1. Make a grocery list

- Plan out your meals for the week and write down ingredients for each meal. Use a weekly meal planner, like the one on the next page.
- Think about sizes. Only buy what you will actually eat.

2. Grocery shopping

- Save money by buying generic store brand products.
- Inexpensive (or free) food:
 - ◆ Franciscan Center: For information call (410) 467-5340
 - ◆ Contact a case manager for a list of local food banks.

3. Store your groceries

- Put your groceries away soon after shopping.
- Freeze products that you will not use for a while, like meat, milk or bread.



LAUNDRY

1. Washing your clothes

- Sort your dirty clothes into piles for light clothes and dark clothes.
- Before washing, empty out your pockets of any pens, money, or papers.
- Place your clothes in the machine and add detergent to the washing machine. Be careful when using bleach.
- Start the washing machine.

2. Drying your clothes

- Clean the lint tray before drying.
- Place your clothes in the drying machine.
- Start the drying machine.

Remember to fold your clothes and put them away after drying them to avoid wrinkles!

If you're using a coin-operated machine, remember to save quarters!

Reading Your BGE Bill

BASIC BILL



EBPP Bill

Name
Service
Address
Account #

This section shows the details of how much you used.

Summary	
Billing Date:	June 23, 2016
Previous Balance	\$93.28
Payments Received	
June 7, 2016	-\$93.28
BGE Outstanding Balance	\$0.00
Charges/Adjustments this Period	
BGE Electric	119.20
BGE Gas Delivery Service	19.88
BGE Gas Commodity	4.07
Total Charges This Period	\$142.24
Total Amount Due by Jul 18, 2016	\$142.24

Next Scheduled Reading		July 21, 2016			
Electric Usage Profile					
Month/Year	Type of Reading	Days	kWh	Avg. Daily Use	Avg. Temp
Jun 16	Actual	34	758	22.3	74
May 16	Actual	28	419	15.0	60
Jun 15	Actual	33	957	29.0	75
Gas Usage Profile					
Month/Year	Type of Reading	Days	Therms	Avg. Daily Use	Avg. Temp
Jun 16	Actual	34	12	0.4	74
May 16	Actual	28	12	0.4	60
Jun 15	Actual	33	20	0.6	75

A late charge will be applied to payments received after July 18, 2016.
A late payment charge is applied to the unpaid balance of your BGE charges. The charge is up to 1.5% for the first month; additional charges will be assessed on unpaid balances past the first month, not to exceed 5%.

Hot weather can significantly impact your bill. During the current bill period, the temperature at BWI Airport was at or above 85 degrees a total of 72 hours. Find out more at www.bge.com.

The **total amount due** is how much you owe by the due date for gas and electric use.

Important Information About Your Bill

This bill reflects new Delivery Service rates as authorized by the Public Service Commission.

As a budget billing plan participant, your budget bill credit balance is \$7.42. Please remember this includes your current bill and any prior payments or adjustments for your gas and/or electric service only.

← This section explains your budget billing.

BUDGET BILLING

- Budget billing means your BGE payment will be the same every month.
- If you use more than your budgeted amount, you may owe that amount at the end of 6 months.

Important Information About Your Bill

This bill reflects new Delivery Service rates as authorized by the Public Service Commission.

As a budget billing plan participant, your budget bill credit balance is \$7.42. Please remember this includes your current bill and any prior payments or adjustments for your gas and/or electric service only.



How to Write a Check

STEPS TO WRITING A CHECK

Your Name
Your Address
Anywhere, US 01234

DATE 07/15/07

PAY TO THE ORDER OF 2 Barb's Flower Barn \$ 23.14

4 twenty three dollars and 14/100 DOLLARS

FOR mom's flowers 6 5 your signature here

00123 12345600123

Write

1. Write the date on the line in the upper right hand corner
There will be a blank space next to or above the word "Date."
2. Write the name of the recipient of your check
Do this on the blank spot next to the words "Pay to the Order of." If the check is for a person, remember to write their first and last names. If it's for an organization or company, write the complete name of the organization.
3. Write the amount of your check
You will find a space for this to the right of a dollar sign.
You have to include dollars and cents. Example: write "20.00" for twenty dollars.
4. Write the amount of your check using words
Do this on the line below "Pay to the Order of" line.
Examples:
\$20.48 --twenty dollars and 48/100
\$20.00 --twenty dollars and 00/100
Draw a line running from the end of what you've written to the end of the line.
5. Sign your name on the line in the bottom right corner
If you don't sign your name, the recipient won't be able to deposit the check.
6. Fill out the memo section on the bottom left hand corner
This part is optional. However, it's a good idea to write down what the check is for so you can remember the reason in the future.

Meals Planned for Week

BREAKFAST	LUNCH	DINNER

Fresh Produce:

Canned Food:

Deli/Meat:

Dry Goods (aisle foods):

Dairy (milk, egg, cheese):

Bread/Bakery:

Frozen Foods:

Additional or household items:

How to Keep Track of Appointments and Bills



USE A CALENDAR

1. Get a

calendar for the year with space for writing

- Hang it up in your kitchen or someplace where you will see it every day.

2. Cross off the day on your calendar

- This will help you keep track of the date.
- You should do this every day.



3. Add bills to your calendar

- Write the due dates of your bills on the calendar at the beginning of each month.



4. Add appointments to your calendar

- Whenever you get back home from an appointment, remember to add the next scheduled appointment to your calendar.

5. Remember birthdays and other important dates

- Add important dates to your calendar as you learn about them.

You can use a wall calendar or a pocket-sized calendar that you can carry with you.

MAKE A BUDGET

2. Add up all of the things you spend money on for the month.

Fixed expenses are things that have to be paid every month.

FIXED EXPENSES	Monthly Total
Rent	\$
Utilities (BGE, water)	\$
Internet/Cable	\$
Phone	\$

Variable expenses are things you may or may not buy each month.

VARIABLE EXPENSES	Monthly Total
Food—groceries	\$
Food—eating out or fast food	\$
Transportation	\$
Laundry	\$
Self-care/Hygiene	\$
Cleaning/Household supplies	\$
Tobacco	\$
Clothing	\$
Hobbies and leisure	\$
Gifts	\$
Savings	\$
Other:	\$
Total Expenses:	\$

MAKE A BUDGET

This is an example of a budget to track how much you spend in a month, and can be used to plan your budget for the next month.

MONTH: _____ YEAR: _____

1. Add up your income for the month:

INCOME	
Paychecks, benefits	\$ _____
Additional income	\$ _____
Total Monthly Income:	\$ _____

3. Subtract your total expenses from your total income.

My total income: \$ _____

—

My total expenses: \$ _____

=

Remaining/Extra: \$ _____

This amount is what you have left over after taking care of all of your needs.

Example:

My total income:	\$ 733
My total expenses:	\$ 702
Remaining/extra:	= \$33



How to Keep a Weekly Schedule

WHY THIS IS IMPORTANT

1. It will help you form new habits

- It takes time and patience to get used to living on your own. Keeping a weekly schedule will help you form habits to help keep up with your new apartment.

2. It will help make your chores easier to do

- Instead of doing all of your chores on one day, you can spread them out so that you only have to do a little bit each day. Here is an example of what a weekly schedule for your chores can look like:

3. It will give you more control of your time

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Do laundry	Clean the kitchen	Clean the bathroom	Clean the living room	Make a shopping list	Grocery shopping	Clean the bedroom

- Keeping a weekly schedule will help you manage your time better.

PLANNING

1.

Plan

your week every Sunday

- Every Sunday, take the time to write down what you want or need to do that week. Include chores, appointments, and bills. If you can, also include the time that you want to do each thing.
- #### 2. Cross off everything you complete
- As you complete the things on your weekly schedule, cross them off. If you don't get something done, don't worry, just write it down on the following day and try to get it done.

Use your calendar to plan around appointments!

How to Budget



TRACK YOUR SPENDING

1. Keep track of your income and spending in one place.
2. Write down what you spend as you go along. Include the date and the cost.
3. Figure out how much money you have left to spend as the month goes along.

SETTING A BUDGET

1. Figure out your monthly or weekly expenses.
 - Divide your expenses into categories
 - Figure out which expenses are always the same
Example:
 - ◆ Rent
 - ◆ Bus pass
 - Figure out which expenses might change
Example:
 - ◆ Groceries
 - ◆ Cleaning supplies
2. Do not spend money not in your budget.
 - If your expenses are higher than your income, you will have to find places to spend less
 - Some assistance programs can help with income or extra expenses—talk to your provider!

Use the example on pages 11 and 12 to help set up your budget.

Talk to your providers if you need help with budgeting!

How to Open a Bank Account

OPENING A BANK ACCOUNT

- Both

Checking Account: An easy way to access cash

Savings Account: A way to save and build upon your money

accounts require basic information such as social security number, a photo ID with a signature, and a minimum deposit amount.

- Before signing anything make sure that you understand any fees that you may be charged.

Credit Unions

- Credit Unions are a great option for individuals with lower incomes. They typically offer higher savings rates and charge lower or reduced fees.
- Find a Credit Union Near You by visiting www.mycreditunion.gov/pages/mcu-map.aspx

Credit Report and Score

- A credit report contains a history of your credit, loan, and payment history.
- Credit reporting agencies:
 - ◆ You can check your credit report with each agency for free once a year. There may be a fee to include your credit score.
- Receiving an annual credit report can help you protect yourself against fraud and identity theft.
- Your credit score can be used by potential creditors (like banks or landlords) to determine your eligibility for credit cards and loans.
other expenses.