

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Cottonwood Industries

**POLICY NO:** 20-013

**SUBJECT:** Non-Emergency Illness

**EFFECTIVE DATE:** April 1992

**Policy:**

In the provision of its programs and services, Cottonwood, Inc. will make every effort to ensure adequate attention is given to the health and general well being of the people it serves. In accordance with our mission to serve consumers within the community, most medical/nursing care will be provided by community professionals or by non-licensed staff as delegated by Cottonwood Inc.'s nurses. During the absence of the nurse from the facility, the following procedures will be followed in assisting the consumer to access the appropriate community professional.

**Procedures:**

1. In the event of a non-emergency illness of a Cottonwood, Inc. consumer while at the Cottonwood, Inc. facility, the work services supervisor should contact his/her Cottonwood Industries Coordinator or a member of management should the coordinator not be available. Caregivers of consumers who do not receive residential services should also be contacted in an appropriately expedient fashion.

2. The Cottonwood Industries Coordinator or member of management may contact the HR Director, Administrator of Services, or Department Director to determine if the illness or accident meet the criteria for a Workers Compensation issue. If it is decided that it is a Workers Compensation issue, policy 02-011 will be followed.

3. If a problem is not a Workers Compensation issue, the following procedures should be used as a guideline:

A. If a consumer is not feeling well and would benefit from an over-the-counter medication, the work services supervisor and/or coordinator will check the Medication Administration Record and/or standing orders to see what medications can be taken by the consumer. A staff member who has been delegated to administer medications to Cottonwood, Inc. consumers will administer medications to the consumer and document appropriately. No medication may be administered without a specific standing order. The form should be turned into the nurses when full.

B. If a consumer is not feeling well and would benefit from lying down or resting, the Cottonwood Industries Coordinator or member of management will recommend that the consumer go to the 1) nurses clinic, or 2) residential setting in which he/she lives

(after obtaining approval from the appropriate Residential Coordinator). If a consumer does not receive Cottonwood, Inc. residential services, the appropriate caregiver should be notified. The Cottonwood Industries Coordinator should contact other departments and staff with a "need to know" and inform them of the consumer's whereabouts. The nurse/health support staff will assess the consumer, and if they determine that the consumer would benefit from resting/lying down in the clinic, then the nurse/health support staff will be responsible for the supervision of the consumer while they are resting/lying down in the clinic.