

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Consumer Related

POLICY NO: 05-032

SUBJECT: Contact Notes

PAGE(S): 1 of 1

EFFECTIVE DATE: April 1987

Policy:

All routine documentation concerning a consumer will be submitted in the form of Contact Notes. Such documentation will be prepared and maintained in such a way as to communicate appropriate information clearly, concisely, completely and promptly.

Procedures:

1. All direct support staff are required to submit Contact Notes, as determined by each service area or as indicated in the Person Centered Support Plan. Documentation may include:
 - a. Documentation of consumer involvement in incidents not recorded on an Incident Report (if an Incident Report is written, a reference to the report should be made on the Contact Note);
 - b. Any observations of consumer behavior which staff persons consider significant;
 - c. Other types of information regarding involved persons or agencies, contact with family members/guardians, staff meetings regarding an individual, and counseling sessions.
 - d. Pertinent health-related observations.
2. All Contact Notes must include service area at the top and entries dated by day, month, and year.
3. The staff person responsible for the entry must include their full name and title after every entry.
4. All Contact Notes are entered into a database.
5. All documentation should be objective.
6. A consumer may not be mentioned by name in another consumer's contact note. Staff names and titles may be used.
7. Contact notes are distributed electronically to the Cottonwood, Inc. case manager for review by department schedule.