
Monthly Newsletter

May 2024♦



Important Reminder: On-Call Guide for Providers

We want to ensure that you have the necessary support and resources, even outside of our regular business hours. That's why we have an on-call system in place to assist you during evenings, weekends, and holidays.

When to Use the On-Call Number:

- **After Business Hours:** If you encounter an urgent situation outside of our regular business hours, please call our on-call number at **(720)-749-3232**. This number is available for emergencies or critical situations that cannot wait until the next business day.

Guidelines for Using the On-Call Number:

- **Leave a Voicemail:** When calling the on-call number, it is crucial to leave a detailed voicemail outlining the nature of the issue and your contact information. A member of our team will return your call within 15-30 minutes if further assistance is needed.
- **For Emergencies:** In life-threatening emergencies or situations requiring immediate medical attention, please dial 911 before contacting the on-call number. Your safety and the safety of our clients are our top priorities.
- **Incident Reports:** Providers are required to fill out incident reports for every emergency situation, regardless of whether it occurs during business hours or after hours. This ensures proper documentation and follow-up on all critical incidents.

Business Hours Support:

- **During Business Hours:** If your concern arises during our regular business hours, feel free to reach out directly to your assigned case manager or contact our office at **(720) 684-7606** for assistance.

Voicemail Requirement:

- **Please Note:** A voicemail is REQUIRED when using the on-call number. If no voicemail is left, we will assume the call was made in error, and follow-up may not occur.

Your dedication to the well-being of our clients is greatly appreciated, and we want to ensure that you have the support you need whenever it's needed. Thank you for your commitment to providing exceptional care!

KCS team x

Exciting Announcement: First Aid/CPR and QMAP Training Now Available at Karuna Care Services!

We are thrilled to announce that we are now offering First Aid/CPR and QMAP (Qualified Medication Administration Personnel) training sessions open to the community! As part of our commitment to enhancing the quality of care for individuals in the IDD (Intellectual and Developmental Disabilities) population, we believe that providing access to essential training opportunities is crucial for ensuring the safety and well-being of those we serve.

Training Details:

First Aid/CPR Training: This comprehensive course covers essential skills and techniques for responding to medical emergencies and administering CPR. Whether you're a caregiver, family member, or community member interested in learning life-saving skills, this training is designed to equip you with the knowledge and confidence to respond effectively in emergency situations.

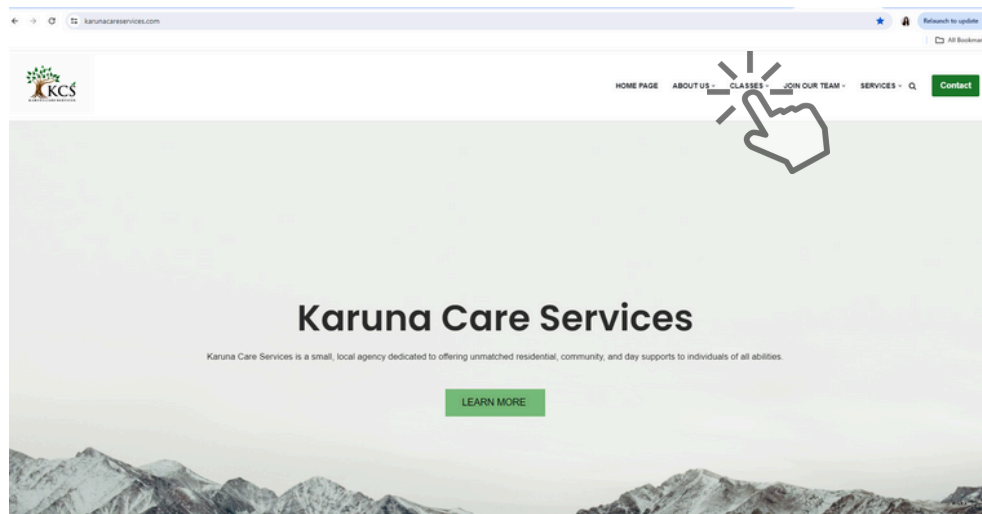
QMAP Training: Our QMAP training program is specifically tailored for individuals who work in the IDD population and are responsible for administering medication. Participants will learn the necessary protocols, regulations, and best practices for safely and accurately administering medications to individuals with intellectual and developmental disabilities.

How to Register:

For more information about our training sessions and to register, please visit our website at karunacareservices.com. Spaces are limited, so be sure to secure your spot early!

Who Can Attend:

These training sessions are open to caregivers, support staff, healthcare professionals, and anyone else interested in expanding their knowledge and skills in providing care for individuals with IDD.



Thank you for reading!

For any questions please email tiffany.nguyen@karunacareservices.com
