

AGENCY POLICIES AND PROCEDURES

AROUND THE CLOCK SUPPORT SERVICES, LLC



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411-323-0050 Agency Management & Personnel Practices

Around The Clock Support Services, LLC provides continuous care and services to individuals with intellectual/developmental disabilities in a home environment designed to enhance an individual's quality of life.

Our mission is to develop cooperative relationships between the provider, the client, staff employees, guardians, and services coordinators to encourage and promote the client's independence, dignity, choice, and decision-making, that enables the client to function at the highest level of independence possible.

Equal Employment Opportunity

Around The Clock Support Services, LLC is committed to equal employment opportunity. We will not discriminate against staff employees or applicants for employment on any legally recognized basis ["protected class"] including, but not limited to: veteran status, uniform service employee status or any other protected class under federal, state, or local law.

In Oregon, the following are a protected class:

- race;
- religion;
- color;
- sex;
- pregnancy;
- childbirth, and related medical conditions or occurrences;
- national origin;
- marital status;
- domestic partnership status;
- age [18 or older];
- sexual orientation;
- uniformed service;
- credit check or credit history;
- genetic information;
- off duty tobacco usage;
- declining to attend a meeting or participate in communication about religious; or
- Political matters that are not required by law

Any employee may discuss equal employment opportunity related questions with the Agency Director.

Life Threatening Illnesses

Employees occasionally develop serious or life threatening illnesses. Our company is committed to supporting such staff employees' efforts to continue their normal pursuits, including working. When necessary and where required by law, the company will provide reasonable accommodations

to otherwise qualified individuals with disabilities, including staff employees with serious or life threatening illnesses. All staff employees, including staff employees with serious or life threatening illnesses, must maintain acceptable performance standards.

The company will not seek genetic information in connection with requests for accommodation. A staff employee's medical information is confidential. Disclosure of staff employee medical information is restricted to limited situations where a manager or supervisor has a job-related reason to know it. Staff Employees who disclose staff employee medical information without proper authorization will be subject to disciplinary action, up to and including discharge.

Staff Employees with questions or concerns about life threatening illnesses are encouraged to contact the Agency Director for information and referral to appropriate services and resources.

Staff Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all staff employees. Our practice is to treat each staff employee as an individual. We seek to develop a spirit of teamwork, where individuals work together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual staff employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

Non-Harassment

We prohibit harassment of one staff employee by another staff employee, supervisor, or third party for any reason based on a "protected class" including, but not limited to: veteran status, uniform service employee status, or any other protected class under federal, state, or local law. Harassment of third parties by our staff employees is also prohibited.

The purpose of this policy is not to regulate the personal morality of staff employees. It is to ensure that in the workplace, no staff employee harasses another for any reason or in any manner. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures.

While it is not easy to define precisely what harassment is, it includes slurs, epithets, threats, derogatory comments, or visual depictions, unwelcome jokes, and teasing.

The company will investigate all such reports as confidentially as possible. Adverse action will not be taken against a staff employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted and may result in disciplinary action, up to and including discharge.

Sexual Harassment

Any type of sexual harassment is against company policy and may be unlawful.

We firmly prohibit sexual harassment of any staff employee by another staff employee, supervisor, or third party. Harassment of third parties by our staff employees is also prohibited. The purpose of this policy is not to regulate the morality of staff employees. It is to ensure that in the workplace, no staff employee is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it may include unwelcome sexual advances, requests for sexual favors, and/or verbal or physical conduct of a sexual nature including, but not limited to, sexually related drawings, pictures, jokes, teasing, e-mails, text messages, uninvited touching, or other sexually related comments. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures.

Sexual harassment of a staff employee will not be tolerated. Violations of this policy may result in disciplinary action, up to and including discharge. There will be no adverse action taken against staff employees who report violations of this policy in good faith or participate in the investigation of such violations.

Any staff employee who believes that (s)he is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated as confidentially as possible.

Any staff employee who believes that (s)he is a victim of sexual harassment or has been retaliated against for complaining of sexual harassment, should report the situation immediately to the following employee of management who has been designated to receive such complaints. If a staff employee makes a report, and the manager either does not respond or does not respond in a manner the staff employee deems satisfactory or consistent with this policy, the staff employee is required to report the situation to any other employee of management.

The company will investigate every reported incident immediately. Any staff employee, supervisor, or agent of the company, who has been found to have violated this policy may be subject to appropriate disciplinary action, up to and including immediate discharge.

The company will conduct all investigations in a discreet manner. The company recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all staff employees will continue to act responsibly.

The reporting staff employee and any staff employee participating in any investigation under this policy have the company's assurance that no reprisals will be taken because of a sexual harassment complaint. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior

Categories of Employment

- 1) **Introductory Period:** Full-time and part-time staff employees are on an introductory period during their first 90 days of employment. This includes anytime an employee's job position changes (i.e. promotion, demotion, transfer, etc...)
 - a. During this time, newly hired employees will be able to determine if your new job is suitable for you. Your immediate supervisor or manager will also have an opportunity to evaluate your work performance. The completion of the introductory period does not guarantee employment for any period since you are an at-will staff employee both during and after your introductory period.
- 2) **Full Time Staff Employees** regularly work at least a 32-hour workweek.
- 3) **Part Time Staff Employees** work less than 32 hours each week.

In addition to the preceding categories, staff employees are also categorized as "exempt" or "non-exempt."

- 1) **Non-Exempt Staff Employees** are entitled to overtime pay as required by applicable federal and state law.
- 2) **Exempt Staff Employees** are not entitled to overtime pay and may be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Upon hire, your supervisor or manager will notify newly hired employees of their employment classification.

Driver's License/Driving Record

Staff employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record to our insurer. Changes in your driving record must be reported to your supervisor immediately. Violations of this policy may result in immediate termination of your employment. This is to be determined on a case-by-case basis.

Bonding Requirement

Certain positions in the company require staff employees to be bonded. It is the responsibility of the staff employee to ensure (s)he is bondable and to maintain bondable status. The company will pay the full cost of bonding. Violations of this policy may result in immediate termination of your employment.

Certification, Licensing and Other Requirements

All employees will be informed by their supervisor or manager if there is any licensing, certification or testing requirements for your job. Around The Clock Support Services, LLC will provide paid trainings for all employees for any certifications or credentials, which are deemed necessary for specific positions. Failure to qualify or to maintain a certification or license may be sufficient cause for discharge. Failure to attend scheduled trainings paid by Around The Clock Support Services, LLC may result in disciplinary action. The employee may also be responsible for paying for "make-up" trainings as a result of this.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, our company is committed to employing only individuals who are authorized to work in the United States.

Each new staff employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If a staff employee is authorized to work in this country for a limited time, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company.

New Staff Employee Orientation

Upon joining our company, employees will be given a copy of our Staff Employee Handbook. After reading the Staff Employee Handbook, employees will be asked to sign the receipt page and return it to your supervisor or manager for review. This will be submitted to the Agency Director and kept within the employee's file. Employees will then be asked to complete personnel and payroll forms. These forms will also be maintained within the employee's file.

411-323-0050 (2) Basic Personnel Policies and Procedures

Recording Employee Time

All staff are responsible for using Track Smart Scheduling in order to clock-in and clock-out for their shifts immediately prior and immediately after each shift worked. You can do this by downloading the Track Smart app on your phone, if possible. You can also do this by logging in using the home's computer.

All shift exchanges and vacation requests, must be done via Track Smart as well. Should you neglect to clock-in or clock-out as required, an exception report must be filled out and turned into your immediate supervisor for review.

If any employee submits more than 3 exception reports, they will be subject to disciplinary action.

Every employee is expected to work until the end of his or her scheduled shift. If at any time, you need to leave early during the week (Monday-Friday), you must contact your supervisor or manager for permission prior to leaving the program. If, at any time, you need to leave early during a weekend shift (Saturday-Sunday), you must contact the on-call manager for permission prior to leaving the program. Because we care for a vulnerable population, leaving your shift without the proper support in place could place the client at risk and be considered neglect.

All staff employees subject to this policy are required to accurately record all time worked.

Salaried employees are not required to record their time on a timesheet, due to the flexibility of job tasks and wide range of job assignments, unless otherwise specified by the Executive Director.

Paycheck Deductions

The company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage, and Tax Statement.

It is the policy of the company that exempt staff employees' pay will not be "docked," or subject to deductions, in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by the state government, as applicable. However, the company may make deductions from staff employees' salaries in a way that is permitted under federal and state wage and hour rules. Staff employees will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

Thus, exempt staff employees may be subject to the following salary deductions, except where prohibited by state law, but only for the following reasons:

- 1) Absences of one or more full days for personal reasons, other than sickness or disability; or
- 2) Absences of one or more full days due to sickness or disability, if there is a plan, policy, or practice providing replacement compensation for such absences; or
- 3) Absences of one or more full days before eligibility under such a plan, policy, or practice or after replacement compensation for such absences has been exhausted; or
- 4) Suspensions of one or more full days for violations of safety rules of major significance; or
- 5) Suspensions of one or more full days for violations of written workplace conduct rules, such as rules against sexual harassment and workplace violence; or
- 6) Payment of actual time worked in the first and last weeks of employment, resulting in a proportional rate of a staff employee's full salary; or
- 7) Any unpaid leave taken under the Family and Medical Leave Act; or
- 8) Negative paid-time-off balances, in whole-day increments only.

If questions or concerns about any pay deductions arise, staff employees may discuss and resolve them with your supervisor, manager, or the Agency Director.

Garnishment/Child Support

When a staff employee's wages are garnished by a court order, our company is legally bound to withhold the amount indicated in the garnishment order from the staff employee's paycheck. Our company will, however, honor applicable federal and state guidelines that protect a certain amount of a staff employee's income from being subject to garnishment.

Performance Reviews

Every employee's performance is important to our company. Once each year, during the employee's anniversary month for their current position, each employee's immediate supervisor,

or manager will review the employee's job progress within our company and help set new job performance plans.

Our performance review program provides the basis for better understanding between individual employees and their supervisor, with respect to job performance, potential, and development within the company.

Staff employees will generally be reviewed at the end of their introductory period, and then annually thereafter. Salaried, exempt employees will be reviewed before their annual hire date each year.

Job Descriptions

The company maintains a job description for each position in the company. The job description outlines the essential duties and responsibilities of the position. When the duties and/or responsibilities of a position change substantially, the job description is often revised to reflect those changes. If any employee has any questions or wishes to obtain a copy of their positions job description, they will be referred to the Agency Director.

Pay Advances

Pay advances will not be granted to staff employees.

Overtime

The purpose of this policy is to control labor costs by managing the expense of overtime pay to nonexempt employees.

Around The Clock Support Services, LLC will pay time and a half to nonexempt employees who exceed 40 hours of work time in a workweek. The workweek begins at 12:00am on Sunday and ends at 11:59pm on Saturday.

Paid leave, such as sick, or vacation, does not apply toward work time.

Overtime Appeal

Direct Support Professionals are required to obtain approval from their supervisor or manager prior to the use of overtime.

Supervisors and managers are required to obtain approval from one of the agency's directors prior to the use of overtime where they fill in a vacant shift. Employees who anticipate the need for overtime to complete the week's work must notify their supervisor or manager in advance and obtain approval prior to working hours that extend beyond their normal schedule.

Mandatory Overtime

There may be times when employees will need to work overtime so that we may meet the needs

of our clients. While Around The Clock Support Services, LLC does not prefer to mandate overtime, the agency reserves the right to mandate overtime to any employee in order to meet the needs of the agency. Overtime may be mandated by your immediate supervisor or another member of management.

Consequences for Overuse of Overtime

Supervisors or managers who authorize overtime to Direct Support Professionals without prior approval from one of the agency's directors will be subject to disciplinary action. Supervisors or managers who continually rely on the use of overtime hours to complete a week's work without it being deemed as extenuating circumstances by the agency's directors will be subject to disciplinary action.

Confidentiality of Client Matters

Our professional ethics require that each staff employee maintain the highest degree of confidentiality when handling client matters.

To maintain this professional confidence, no staff employee shall disclose client information to other clients, friends, or employees of one's own family.

Questions concerning client confidentiality may be addressed with your immediate supervisor or manager.

Care of Client Records

The impression that clients have of our company is based, in part, on the way we care for their records. If we are careless with their files and records, clients may conclude that we have the same attitude toward our technical work. As professionals, we must respect the confidence in which we are entrusted and ensure that client files are handled with care.

When possible, obtain all material from client files and then return the material back to the files. Material should be returned in the same condition or better than when it was received.

Under no circumstances will outside requests for client material be fulfilled unless prior written permission is received from one of the agency's directors.

Social Security Number Privacy and Protection of Personal Information

To ensure to the extent practicable the confidentiality of our staff employees' and applicants' Social Security Numbers (SSNs) and confidential personal information, no staff employee may acquire, disclose, transfer, or unlawfully use the SSN or personal information of any staff employee except in accordance with company policy. The release of staff employee SSNs, driver's license numbers, or financial account numbers to external parties is prohibited except where required by law. Internal access to staff employee SSNs, driver's license numbers, or financial account numbers is restricted to staff employees with a legitimate business need for the information.

Staff employee SSNs and personal information may be collected in the ordinary course of business for the purpose of identity verification or to administer benefits and in accordance with state and federal laws. Records that include Social Security numbers and personal information will be maintained in accordance with federal and state laws.

Any documents that include staff employee SSNs or personal information which are to be discarded must be destroyed by shredding paper documents and running a data scrubbing program before disposing of electronic storage media.

Any violation of this policy will result in disciplinary action up to and including discharge.

Where this company policy and operating procedures may conflict with state law, the state law shall supersede this policy.

For more information about this policy and the company's operating procedures, please contact the Agency Director.

Attendance and Punctuality

Attendance and punctuality are important factors for success within our company. We work as a team and this requires that each person be in the right place at the right time.

Punctual and regular attendance is an essential responsibility of each employee at Around The Clock Support Services, LLC. Any tardiness or absence causes problems for fellow employees and supervisors. When an employee is absent, others must perform the work, which diminishes the smooth functioning of the specific program within the agency.

Employees are expected to report to work as scheduled, on time and prepared to start work. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided. Personal issues requiring time away from work, such as doctor's appointments or other matters, should be scheduled during an employee's nonworking hours if possible.

Absence

"Absence" is defined as the failure of an employee to report for work when the employee is scheduled to work. The two types of absences are defined below:

- 1) Excused absence occurs when all four of the following conditions are met:
 - a. The employee provides sufficient notice to his or her supervisor (see sufficient notice below for more information);
 - b. The employee has offered up their respective shift and found coverage by another employee within the agency;
 - c. Absence request is approved by his or her supervisor; and
 - d. The employee has sufficient accrued all-purpose leave (APL) to cover such absence, if available, otherwise the employee will take a leave without pay for the

absence

- i. Employees must take earned APL for every absence unless otherwise allowed by company policy (e.g., Bereavement policy, Jury Duty).
 - ii. Requests to use APL should be documented on an agency form and submitted to the employee's supervisor the Monday following their absence.
- 2) Unexcused absence occurs when one of the four conditions in number 1 is not met. If it is necessary for an employee to be absent or late for work because of illness or an emergency, where providing sufficient notice is not possible, the employee must notify the program as soon as possible. The employee must also notify his or her supervisor via e-mail and provide necessary documentation, if applicable. If the employee is unable to call, he or she must have someone make the call for the employee.
- a. Two unexcused absences within a 30-day period or eight unexcused absences within a calendar year, is considered excessive absenteeism, where the employee may subject an employee to immediate termination.
 - b. Around The Clock Support Services, LLC uses a calendar year when determining an excessive amount of unexcused absences.

Sufficient Notice

To be considered an excused absence as defined above, sufficient notice must be given to the supervisor. Sufficient notice is:

- 1) 8 hours prior to the start of the employee's scheduled shift;
- 2) For an emergency absence occurring during an employee's shift, the employee must immediately notify the Agency Director prior to leaving the premises. If you are unable to get a hold of the Agency Director, proceed by calling the Associate and/or Executive Director.

An employee's supervisor must approve any exceptions to this provision or any conflicts in scheduling.

Call-In Procedure

If you are unable to report to your shift, immediately notify the program by calling the home number. The staff on shift, receiving your call, will be responsible for covering the shift you have called in for or finding alternative coverage. Notification must also be provided to your immediate supervisor or manager via e-mail.

No-Call/No-Show

Not reporting to work and not calling in to report the absence is considered a "no-call/no-show" and is a serious matter, creating increased administrative burdens and emotional upset. The first instance of a no-call/no-show will result in a final written warning. The second, separate offense may result in termination of employment with no additional disciplinary steps. A no-call/no-show lasting two consecutive days is considered job abandonment and will

result in immediate termination of employment.

If an employee has previously received corrective discipline for violating the attendance/punctuality policy within the past year, the disciplinary process may be accelerated to termination.

Management may consider extenuating circumstances when determining discipline for a no-call/no-show (for instance, if the employee is in a serious accident and is hospitalized) and has the right to exercise discretion in such cases.

Tardiness

- 1) Employees are expected to report to work on time. If employees cannot report to work as scheduled, they should notify their program prior to the start of their shift. This notification does not excuse the tardiness but simply notifies the appropriate parties that a schedule change may be necessary.
- 2) Excessive tardiness shall be subjected to corrective discipline or termination. Excessive tardiness is defined as three or more instance of lateness in a calendar month and is subject to disciplinary action. Any nine instances of lateness in a calendar year are considered grounds for discharge.

Standards of Conduct

Each staff employee has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the company. The company does not guarantee that one form of action will necessarily precede another.

Among other things, the following may result in disciplinary action, up to and including discharge:

- violation of the company's policies or safety rules;
- insubordination;
- unauthorized or illegal possession,
- use or sale of alcohol or controlled substances on work premises or during working hours, while engaged in company activities or in company vehicles;
- unauthorized possession, use or sale of weapons, firearms or explosives on work premises;
- theft or dishonesty;
- physical harassment;
- sexual harassment;
- disrespect toward fellow staff employees, visitors or other employees of the public;
- performing outside work or use of company property, equipment or facilities in connection with outside work while on company time;

- poor attendance or poor performance; or
- Substantiated abuse

These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to modify our employment-at-will policy.

Access to Personnel Files

Staff employees will be allowed a reasonable opportunity to inspect their personnel records that are used to determine their qualifications for employment, promotion, wage increases, or records used to discipline or terminate the staff employee.

For more information, contact your immediate supervisor or manager.

Client and Public Relations

Our company's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every staff employee.

The opinions and attitudes that clients have toward our company may be determined for a long period by the actions of one staff employee. It is sometimes easy to take a client for granted, but if we do, we run the risk of losing not only that client, but his or her associates, friends or family who may also be clients or prospective clients.

Each staff employee must be sensitive to the importance of providing courteous treatment in all working relationships.

Solicitation and Distribution

In the interest of maintaining productivity and a proper business environment, staff employees may not distribute literature or other materials of any kind or solicit for any cause during the working time of any staff employee involved.

Staff employees may not distribute literature or other materials of any kind in working areas, at any time, whether or not the staff employees are on working time. Likewise, staff employees may not solicit for any cause during the working time of any staff employee involved.

Non-working time includes, but is not limited to, a lunch or break.

Non-staff employees are prohibited from soliciting or distributing materials on company premises at any time.

Changes in Personal Data

Changes in name, address, telephone number, marital status, number of dependents or changes in

next of kin and/or beneficiaries should be given to your immediate supervisor or manager as soon as possible

Care of Equipment

Each employee is expected to demonstrate proper care when using the company's property and equipment. No property may be removed from the premises without the proper authorization of management. If an employee loses, breaks, or damages any property, it must immediately be reported to their immediate supervisor or manager.

Dress Policy

Around The Clock Support Services, LLC strives to maintain a workplace environment that is well functioning and free from unnecessary distractions and annoyances. As part of that effort, the company requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. To that end, our management team may determine and enforce guidelines for workplace-appropriate attire and grooming for their areas; guidelines may limit natural or artificial scents that could be distracting or annoying to others.

All staff members are expected to present a professional, businesslike image to clients, visitors, customers, and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with Around The Clock Support Services, LLC.

Supervisors or managers should communicate any department-specific workplace attire and grooming guidelines to staff members during new-hire orientation and evaluation periods. Any questions about the department's guidelines for attire should be discussed with the immediate supervisor or manager.

Any staff member who does not meet the attire or grooming standards set by his or her department will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated workplace attire and grooming standards.

Personal Hygiene

Maintaining a professional, business-like appearance is very important to the success of our company. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately, and well groomed.

Document Retention

The company maintains a formal document retention policy and procedure. Your supervisor or manager will explain how that policy applies to each individual employee and the work that is performed. Each employee is expected to retain all work products in the manner required and for the time required by our policy. Employees are never to destroy or delete any work product until the retention periods specified by the company's policy have been satisfied. Failure to comply

with the company document retention policy and procedure may result in discipline up to and including discharge.

Conflict of Interest/Code of Ethics

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other staff employees. Therefore, staff employees must never use their positions with the company, or any of its clients, for private gain, to advance personal interests or to obtain favors or benefits for themselves, employees of their families or any other individuals, corporations or business entities.

The company adheres to the highest legal and ethical standards applicable in our business. The company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each staff employee is of utmost importance.

Staff employees of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

Each Staff Employee's Responsibility

Safety can only be achieved through teamwork at our company. Each staff employee, supervisor, and manager must practice safety awareness by thinking defensively, anticipating unsafe situations, and reporting unsafe conditions immediately.

Please observe the following precautions:

Notify your immediate supervisor or manager should any emergency occur during the workweek. The Agency Director should be notified for any emergencies occurring during the weekend that are outside of the scope for your Direct Support Professionals to handle independently. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor or manager immediately.

The use of alcoholic beverages, marijuana, or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages, marijuana, or illegal substances on the company's property is forbidden.

Use, adjust and repair machines and equipment only if you are trained and qualified.

Know the proper lifting procedures. Get help when lifting or pushing heavy objects.

Understand your job fully and follow instructions. If you are not sure of the safe procedure, do not guess; just ask your immediate supervisor or manager.

Know the locations, contents, and use of first aid and firefighting equipment.

Wear personal protective equipment in accordance with the job you are performing.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Fire Drills

Fire drills are scheduled to occur once each quarter, including one drill during sleeping hours. These drills are an important aspect in staff employee safety. We expect complete cooperation from employees during these drills. If an employee has any questions concerning evacuation procedures, they will be directed to the employee's immediate supervisor or manager.

Good Housekeeping

Good work habits and a neat place to work are essential for job safety and efficiency. All employees are expected to keep the workplace organized and materials in good order at all times. Anything that needs repaired or replaced should be reported to the employee's immediate supervisor or manager.

Blood Borne Pathogens Exposure Control

To protect staff employees who may reasonably anticipate being occupationally exposed to blood and other potentially infectious materials during work tasks, our company has instituted a Blood Borne Pathogens Exposure Control Program.

Briefly, our program includes a staff employee exposure determination, information and training about blood borne pathogens, the availability of hepatitis B vaccinations, Universal Precautions, engineering controls, safe work practices, personal protective equipment and housekeeping measures to help reduce the risks of occupational exposure. Procedures to be used following an exposure incident and necessary record keeping are also included. These matters are discussed in our written Infection Control Plan, which is available to you in accordance with the plan.

Further information about our Blood Borne Pathogens Exposure Control Program will be provided to affected staff employees and may be obtained from the employee's immediate supervisor or manager.

Workplace Searches

To protect the property and to ensure the safety of all staff employees, clients and the company, the company reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the company's property. In addition, the company reserves the right to search any staff employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the company, and are issued for the use of staff employees only during their employment. Inspection may be conducted at any time at the discretion of the company.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Staff employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as staff employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the company's security procedures or any other company rules and regulations.

No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating company machinery, equipment or vehicles for work-related purposes or while engaged in company business off premises is forbidden except where expressly authorized by the company and permitted by state and local laws. This policy applies to all staff employees, including but not limited to, those who have a valid permit to carry a firearm.

Staff employees who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations to the employee's immediate supervisor.

Violations of this policy will result in disciplinary action, up to and including discharge.

In An Emergency

The employee's immediate supervisor should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. If the employee's immediate supervisor or manager is unavailable, contact the Agency Director. If the Agency Director is unavailable, contact the Executive Director.

Should an emergency result in the need to communicate information to staff employees outside of business hours, a member of management will contact all employees. Therefore, it is important that staff employees keep their personal emergency contact information up to date. Employees are responsible for notifying their supervisor or manager when this information changes.

Please direct any questions you may have about the company's emergency procedures to your immediate supervisor or manager.

Substance Abuse

The company has vital interests in ensuring a safe, healthy, and efficient working environment for our staff employees, their co-workers and the clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the company the following substance abuse policy.

The company has implemented a drug-testing program in compliance with local, state, and federal laws. Staff employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Staff employees are prohibited from reporting to work or working when the staff employee uses any controlled substance, except when the use is pursuant to a

doctor's orders and the doctor advised the staff employee that the substance does not adversely affect the staff employee's ability to safely perform his or her job duties.

In addition, staff employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on company paid time, on company premises, in company vehicles, or while engaged in company activities. Our staff employees are also prohibited from reporting for duty or remaining on duty with any alcohol or marijuana in their systems. Staff employees are further prohibited from consuming alcohol or smoking marijuana during working hours, including meal and break periods.

Employment or continued employment with the company is conditioned upon full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge. Furthermore, any staff employee who violates this policy who is subject to discharge, may be permitted in lieu of discharge, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws.

Consistent with its fair employment policy, the company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage staff employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The company will attempt to assist its staff employees through referrals to rehabilitation, appropriate leaves of absence, and other measures consistent with the company's policies and applicable federal, state, or local laws.

The company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of company issued lockers, desks or other suspected areas of concealment, as well as a staff employee's personal property when the company has reasonable suspicion to believe that the staff employee has violated this substance abuse policy.

Although the State has legalized marijuana for medicinal purposes, the company is not required to allow the medicinal use of marijuana in the workplace. Use is strictly prohibited on company property and may result in disciplinary action, up to and including discharge.

This policy represents management guidelines. For more information, please speak to the Agency Director.

411-323-0050 (4) (a-d) Mandatory Abuse Reporting Personnel Policies

It is the policy of Around The Clock Support Services, LLC that any staff member of an agency, proctor provider(s), substitute caregivers, independent contractors, and volunteers are mandatory

reporters.

(a) Who is a Mandatory Reporter

- All employees will attend a formal training on mandatory abuse/neglect reporting and preventing abuse/neglect of the individuals supported.

(b-c) Notification of Status & Card for Abuse Reporting

- Employees will be notified of their status as a mandatory abuse reporter; and
- Be provided with a Card regarding abuse reporting

(d) Where to Report

- All employees will take precautions for safeguarding individuals from injury, abuse, or neglect and immediately reporting such incidents to:
 - Supervisor/Manager or designee
 - County Protective Service Investigator
 - County Case Manager (or intake worker if unavailable)
 - Agency Director of the residential program
 - Guardian (is applicable)

All allegations of abuse/neglect (substantiated or unsubstantiated, either by the County or by Around The Clock Support Services, LLC will remain confidential. Employees are not to discuss the incident with anyone other than authorized personnel (e.g. Supervisor, Manager, Agency Director, Executive Director, Protective Services Interviewer, and County Case Manager). Failure to maintain this confidentiality may result in disciplinary action, up to and including, immediate termination.

Procedure for Abuse/Neglect Allegation

If an employee is the subject of an abuse/neglect allegation, Around The Clock Support Services, LLC will proceed with the following:

- 1) The employee may be placed on unpaid suspension pending the county's investigation.
- 2) If the county's investigation is substantiated, the employee may be subject to termination.
- 3) If the county's investigation is not substantiated or inconclusive, Around The Clock Support Services, LLC reserves the right to conduct its own investigation and pursue any disciplinary action, up to and including, immediate termination.
- 4) Written documentation of any substantiated abuse allegations will be maintained in the employee's personnel file.

If a mandatory abuse reporter suspects abuse in any form, they must immediately report to:

- 1) Local CDDP;
- 2) Local law enforcement agency when there is reason to believe a crime has been committed; and
- 3) Employer or Supervisor

All staff will receive mandatory abuse reporting training. Upon completion, a copy of the mandatory abuse reporting training certificate will be obtained and kept in the employee file upon hire and annually thereafter.

The Day Shift or Swing Shift Supervisor will assume responsibility to ensuring that mandatory abuse reporting training occurs and that the proper documentation is in each employee file, and submitted to the Agency Director. Mandatory Abuse Reporting notification will occur upon hire and annually thereafter.

Preventative Measures:

- 1) Around The Clock Support Services, LLC's application for employment will inquire whether an applicant has had any founded reports of child abuse or substantiated abuse.
- 2) Around The Clock Support Services, LLC will conduct background checks for any staff, volunteer, proctor provider, respite provider, crisis provider, advisor, skill trainer, or any subject individual defined by OAR 407-007-0200 to 407-007-0370, who has or will have contact with an individual in services will have an approved background check in accordance with OAR 407-007-0200 to 407-007-0370 and under ORS 181.534.
 - a. Background checks will be completed by the supervisor or manager on shift.

411-323-0060 (1) (d) (A-Z) Medicaid Agency Rights

It is the policy of Around the Clock Support Services, LLC to protect the rights of individuals served within our agency. We encourage all individuals to understand and exercise these rights.

Each individual has a right to the following:

- (A) Be free and protected from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation;
- (B) Be free from seclusion, unauthorized training or treatment, protective physical intervention, chemical restraint or mechanical restraint and assured that medication is administered only for the clinical needs of the individual as prescribed by a health care provider unless an imminent risk of physical harm to the individual or others exists and only for as long as the imminent risk continues;
- (C) Individual choice for an adult to consent to or refuse treatment unless incapable and then an alternative decision maker must be allowed to consent to or refuse treatment for the adult. For a child, the parent or guardian of the child must be allowed to consent to or refuse treatment, except as described in ORS 109.610 or limited by court order;
- (D) Informed, voluntary, written consent prior to receiving services, except in a medical emergency or otherwise permitted by law;
- (E) Informed, voluntary, written consent prior to participating in any experimental programs;
- (F) A humane service environment that affords reasonable protection from harm, reasonable privacy in all matters that do not constitute a documented health and safety risk to the individual, and access and the ability to engage in private communications with any public or private rights protection program, service coordinator, personal agent, or others chosen by the individual through personal visits, mail, telephone, or electronic means;
- (G) Contact and visits with legal and medical professionals, legal and designated representatives, family members, friends, advocates, and others chosen by the individual, except where prohibited by court order;

- (H) Participate regularly in the community and use community resources, including recreation, developmental disability services, employment services, school, educational opportunities, and health care resources;
- (I) For individuals less than 21 years of age, access to a free and appropriate public education, including a procedure for school attendance or refusal to attend;
- (J) Reasonable and lawful compensation for performance of labor, except personal housekeeping duties;
- (K) Manage his or her own money and financial affairs unless the right has been taken away by court order or other legal procedure;
- (L) Keep and use personal property, personal control, and freedom regarding personal property, and a reasonable amount of personal storage space;
- (M) Adequate food, housing, clothing, medical and health care, supportive services, and training;
- (N) Seek a meaningful life by choosing from available services, service settings, and providers consistent with the support needs of the individual identified through a functional needs assessment and enjoying the benefits of community involvement and community integration:
 - Services must promote independence and dignity and reflect the age and preferences of the individual; and
 - The services must be provided in a setting and under conditions that are most cost effective and least restrictive to the liberty of the individual, least intrusive to the individual, and that provide for self-direction decision-making and control of personal affairs appropriate to the preferences, age, and identified support needs of the individual;
- (O) An individualized written plan for the services created through a person-centered planning process, services based upon the plan and periodic review and reassessment of service needs;
- (P) Ongoing opportunity to participate in the planning of services in a manner appropriate to the capabilities of the individual, including the right to participate in the development and periodic revision of the plan for services, the right to be provided with a reasonable explanation of all service considerations through choice advising, and the right to invite others chosen by the individual to participate in the plan for services;
- (Q) Request a change in the plan for services and a reassessment of service needs
- (R) A timely decision upon request for a change in the plan for services;
- (S) Advance written notice of any action that terminates, suspends, reduces, or denies a service or request for service and notification of other available sourced for necessary continued services;
- (T) A hearing to challenge an action that terminates, suspends, reduces, or denies a service or request for service;
- (U) Exercise all rights set forth in ORS 426.385 and 427.031 if the individual is committed to the Department;
- (V) Be informed at the start of the services and annually thereafter of the rights guaranteed by this rule, the contact information for the protection and advocacy system described in ORS 192.571(1), the procedures for reporting abuse, and the procedures for filing complaints, reviews, and requests for hearing if services have been or are proposed to be terminated, suspended, reduced, or denied;

- (W) Have these rights and procedures prominently posted in a location readily accessible to the individuals and made available to representatives of the individual;
- (X) Be encouraged and assisted in exercising all legal, civil, and human rights accorded to other citizens of the same age, except when limited by a court order;
- (Y) Be informed of and have the opportunity to assert complaints as described in OAR 411-318-0015 with respect to infringement of the rights described in this rule, including the right to have such complaints considered in a fair, timely, and impartial complaint procedure without any form of retaliation or punishment; and
- (Z) Freedom to exercise all rights described in this rule without any form of reprisal or punishment.

Individual Rights Procedure

- 1) All employees will attend training on ways to protect and promote the above rights of individuals we serve within our agency. This will be evidenced by the completion of the Around The Clock Support Services, LLC Core Competency Training, which will be documented with both the staff and the employee's supervisor or manager's signatures.
- 2) The supervisor or manager on shift assumes lead responsibility for all Core Competencies Training, as well as on-going training of the home on the Employee Training Log.
- 3) All employees will receive on-going training throughout the year regarding individual rights, and how staff can support and promote those rights.
 - a. This will be documented annually at minimum and will be available in each employee file.
- 4) The Agency Director will ensure Core Competency Training is obtained within 30 days of hire and will review employee-training logs monthly.
- 5) All Around The Clock Support Services, LLC employees will be encouraged to be advocates to the individual's we serve. The basic, human rights listed above will also be posted in the home. Annually, at the individual's ISP, the ISP team will reiterate these rights to the individual and the individual's guardian or legal representative (if applicable).

*These rights may only be limited in cases where a court order has been issued and/or the ISP team has determined that a documented health and safety risks exist, and will be addressed in the individual's Behavior Support Plan, Behavior Interaction Guidelines, or Individual Support Plan.

411-323-0060 (2) Health Policy & Procedure

Around The Clock Support Services, LLC's health policy strives to maintain the health and overall wellbeing of individuals served with adequate and knowledgeable staffing.

- Staff will receive thorough medical training through Core Competency training, specifically addressing medical concerns for the individuals served by Around The Clock Support Services, LLC
- Staff will not work unsupervised or independently until they have received the properly documented Core Competency Training.

- These trainings will both be documented by the employee's supervisor or manager, and signed by the employee to acknowledge that the trainings occurred. These documents will be located in the employee's file.

411-323-0060 (3) (a-c) Individual/Family Involvement Policy and Procedure

It is the policy of Around The Clock Support Services, LLC to encourage individual and family involvement.

(a) Opportunities for Individual Participation

- Around The Clock Support Services, LLC will provide individuals with opportunities to provide in decisions regarding the operations of the agency.
- On a bi-monthly basis, a member of management will meet 1:1 with each individual to discuss how each individual is feeling in his or her environment and discuss ways of improving that environment.
- A suggestion box will be available in the home for staff, individuals, or an individual's guardian or legal representative to leave an anonymous suggestion or idea. The suggestion box will be carefully considered each month by the Agency Director.

(b) Opportunities for Others

- Around The Clock Support Services, LLC employees will support the individuals in maintaining relationships with their family members.
- As appropriate, this may include, but is not limited to assisting with writing letters, making phone calls, emailing, and assisting in arranging for times/dates for visits to occur.
- As appropriate, and as needed, Around The Clock Support Services, LLC will assist with transportation.
- Around The Clock Support Services, LLC's ability to assist with transportation may be dependent on the needs of the other individual's supported in the home. Alas, there may be times when Around The Clock Support Services, LLC is unable to assist with transportation. In these cases, Around The Clock Support Services, LLC will work with the family and/or family member(s) to find alternative solutions that continue to support opportunities for successful interaction.
- An individual's family member(s) will be encouraged and welcomed to visit the individual at their home. This will be:
 - Written into the individual's plan; and/or
 - Approved by the individual's ISP team

(c) Opportunities to Participate in Board Activities

- All guardians and legal representatives are welcome to participate in Board activities and will be notified of their welcomed participation, upon the move-in of the individual.
- A copy of the Agency's Policy and Procedures is available to the individual and/or individual's family, guardian, and/or legal representative (if applicable).

411-323-0060 (4) Independence, Productivity, and Integration

It is the policy of Around The Clock Support Services; LLC to ensure each individual's Individual Support Plan (ISP) is written in a manner, which meets each individual's level of independence, productivity, and integration into the local community.

Around The Clock Support Services, LLC is committed to assisting the individuals being served in its program to develop relationships in the community and to utilize community resources by providing individuals with opportunities to be in the community to the degree to which they desire.

Procedure

Individuals served by Around The Clock Support Services, LLC will be offered to participate in activities on an almost daily basis by staff. Participation or offers to participate in activities will be documented on each client's ISP Activity Tracking Log. This log will be reviewed weekly by the supervisors or managers on shift to ensure that activities are being offered and that the individual is being provided an opportunity for community inclusion.

Information will be provided to individuals regarding the appropriate steps to take in the event of an emergency should an emergency occur when an individual is in the community without staff supervision upon admit or as changes occur. This information will be maintained in the Emergency Preparedness Plan for each individual.

411-323-0060 (5) Confidentiality of Records

It is the policy of Around The Clock Support Services, LLC to ensure that all individuals' records are confidential, except as otherwise provided by applicable state and federal rule or laws.

Our professional ethics require that each employee maintain the highest degree of confidentiality when handling client matters.

To maintain this professional confidence, no employee shall disclose client information to other clients, friends, or members of one's own family.

All client records are stored in the locking staff office to preserve confidentiality. Employees will be trained on confidentiality at Core Competency training upon hire.

Questions concerning client confidentiality may be addressed with the employee's supervisor.

411-323-0060 (6) Behavior Support

It is the policy of Around The Clock Support Services; LLC to provide behavior support that

utilizes the individualized positive behavior support techniques and prohibits abusive practices per OAR's.

All employees will respect the individual rights of those supported by Around The Clock Support Services, LLC.

All employees will be trained by an instructor certified in the Oregon Intervention System (OIS). A copy of this certification will be maintained in employee's personnel file.

Employees are to follow an individual's ISP approved behavior support plan and/or interaction guidelines as written.

All employees will be thoroughly trained on an individual's ISP approved Behavior Support Plan before the plan is implemented. This training will be documented and maintained in the home of the individual.

- 1) All plans will be reviewed and approved by the individual's ISP team prior to implementation.
- 2) The Functional Assessment will be completed based upon the information provided by one or more people who know the individual and will include the following:
 - a. A clear, measurable description of the behavior, including (as applicable) frequency, duration, and intensity of the behavior;
 - b. A clear description and justification of the need to alter the behavior;
 - c. An assessment of the meaning of the behavior, including the possibility that the behavior is one or more of the following:
 - d. An effort to communicate;
 - e. The result of a medical condition;
 - f. The result of a psychiatric condition; or
 - g. The result of environmental causes or other factors
 - h. A description of the context in which the behavior occurs; and
 - i. A description of what currently maintains the behavior
- 3) The Behavior Support Plan will include the following:
 - a. An individualized summary of the individual's needs, preferences, and relationships;
 - b. A summary of the function of the behavior, as derived from the functional behavioral assessment;
 - c. Strategies that are related to the function of the behavior and are expected to be effective in reducing problem behaviors;
 - d. Prevention strategies, including environmental modifications and arrangements;
 - e. Early warning signals or predictors that may indicate a potential behavioral episode and a clearly defined plan of response;
 - f. A general crisis response plan that is consistent with (OIS);
 - g. A plan to address post crisis issues;
 - h. A procedure for evaluating the effectiveness of the Behavior Support Plan, including a method of collecting and reviewing data on frequency, duration, and intensity of the behavior;
 - i. Specific instructions for staff who provide support to follow regarding the

- implementation of the Behavior Support Plan; and
- j. Positive behavior supports that includes the least intrusive intervention possible

These plans will adhere to the tenants of positive behavior supports. At no time will the following be used or condoned as a means of providing behavior supports:

- 1) Physical or any other type of punishment, seclusion, ridicule, coercion, threats, humiliation, and/or the withholding of shelter, meals, clothing, or aids to physical functioning.

All employees will be trained on the individual's ISP approved behavior support plan and/or interaction guidelines prior to working alone at the home.

- 1) The supervisor or manager on shift will assume lead responsibility in ensuring that all staff receives training on the ISP approved behavior support plan. The supervisor or manager will document this training accordingly. A copy of this training will be kept in the staff-training log located in the home.

Around The Clock Support Services, LLC will inform each individual, and as applicable, the individual's parent or legal or designated representative, of the behavior support policy and procedures at the time of entry to the home and as changes to this policy occur.

- 1) The following documentation will be obtained by the supervisor or manager on shift and forwarded to the Agency Director upon completion and prior to implementation:
 - a. Written evidence that the individual and the individual's parent (if applicable), legal or designated representative (if applicable), and the ISP team are aware of the development of the Behavior Support Plan and any objections or concerns have been documented;
 - b. Written evidence of the ISP team decision for approval of the implementation of the Behavior Support Plan; and
 - c. Written evidence of all informal and positive strategies used to develop an alternative behavior

The service provider will inform each individual, and as applicable the individual's parent or legal or designated representative, in writing, a copy of the behavior support policy and procedures at the time of entry to the home and as changes occur.

All Behavior Support Plans and Behavior Interaction Guidelines will be reviewed by the Agency and Executive Director prior to implementation.

The Agency Director will provide periodic review and on-going monitoring of all Behavior Support Plans & Behavior Interaction Guidelines that are in place to ensure supports are necessary and accurate, as well as clear and concise to provide adequate staff direction.

Behavior Data Review Procedure

- At the end of each month, the Agency Director will review all behavior data tracking data and ensure incident reports were written for all incidents requiring a report.
- Copies of Behavior Data Tracking and corresponding Incident Reports will be forwarded to the Executive Director at the end of each month.

411-323-0060 (7) (a-b) Protective Physical Interventions

(a) Use of Physical Intervention: It is the policy of Around The Clock Support Services, LLC to only employ protective physical intervention techniques that are included in the current approved OIS curriculum or as approved by the OIS steering committee, or in the event of an emergency.

(b) (A-C) When physical intervention may be applied:

- Any use of physical intervention (including emergency and medical) will only be applied when the health and safety of the individual and others are at risk, and the ISP team has authorized the procedures in a documented ISP team decision that is included in the ISP and uses procedures that are intended to lead to less restrictive intervention strategies. Therefore, they will always comply with the following:
 - Adhere to the standard established by the Oregon Intervention System (OIS);
 - Be written into the individual's plan; and
 - Be approved by the individual's ISP team.
- Emergency physical interventions will only be utilized if absolutely necessary to protect an individual or others in the immediate environment from immediate injury.
 - Any use of an emergency physical intervention will be reviewed by the Agency Director, in conjunction with the employee's immediate supervisor or manager (as appropriate) within 1 hour of application.

An incident report must be written and submitted to the CDDP services coordinator or other department designee (if applicable) and the individual's legal representative (if applicable), no later than one working day after the incident has occurred.

- The supervisor or manager on shift will assume lead responsibility to submitting a copy of the Incident Report to the Agency Director for approval. The Agency Director will submit the Incident Report to the CDDP, Executive Director, and to the individual's school or VOC program, if applicable.

If an emergency protective physical intervention is used more than three times in a 6-month period, an ISP team meeting will occur.

Medical physical interventions may be utilized as authorized by a physician for the individual's protection during the conduct of a specific medical or surgical procedure.

These are only to be utilized during the time of the specific procedure and/or during the time that the medical condition, for which the intervention is authorized, exists.

Procedure

- 1) Staff supporting an individual must be trained by an instructor certified in OIS when the individual has a history of behavior requiring protective physical intervention and the ISP team has determined there is probable cause for future application for protective physical intervention.
 - a. Documentation of OIS training will be maintained in the employee file.
- 2) Around The Clock Support Services, LLC will obtain the approval of the OIS steering

committee for any modification of standard OIS protective physical intervention techniques. The request for modification of a protective physical intervention technique must be submitted to the OIS steering committee and must be approved in writing by the OIS steering committee prior to the implementation of the modification.

- a. The Agency Director assumes lead responsibility in submitting requests for modification of OIS protective physical intervention techniques.
- 3) Documentation of the approval is maintained in the individual's record.
- 4) Any use of protective physical intervention as part of an ISP approved behavior support plan, will be documented in an incident report, written by the staff applying the protective physical intervention.
 - a. The report must include the following:
 - i. Name of the individual to whom the protective physical intervention was applied;
 - ii. The date, type, and length of time the protective physical intervention was applied;
 - iii. A description of the incident precipitating the need for the use of the protective physical intervention;
 - iv. The name and position of the staff member applying the protective physical intervention;
 - v. The name and position of the person providing the initial review of the use of the protective physical intervention; and
 - vi. Documentation of an administrative review including the follow-up to be taken to prevent the reoccurrence of the incident by the service provider's Agency Director or the Executive Director's designee who is knowledgeable in OIS, as evident by a job description that reflects this responsibility

A copy of the Incident Report will be forwarded within five working days of the incident to the CDDP services coordinator and the individual's legal guardian (when applicable).

Staff's inappropriate use of physical, medical, and/or emergency interventions may lead to disciplinary action, up to and including, immediate termination.

411-323-0060 (8) (a-d) Handling and Managing Individual's Money Policy

It is the policy of Around The Clock Support Services, LLC to safely and responsibly provide for the handling and management of individuals' money per OARs.

Around The Clock Support Services, LLC will provide financial planning and management (with ISP team approval) for all individuals unable to manage their own finances as described below:

- 1) Around The Clock Support Services, LLC will safeguard client funds, and train employees to do the same.
- 2) Financial exploitation of any type (e.g. stealing, borrowing, etc.) towards a client is not tolerated, and may lead to disciplinary action up to and including, immediate termination.

- 3) At no time may an employee “lend” their personal money to a client in order to assist them in making a preferred purchase. This includes food and/or drink items.
- 4) All employees must follow an individual’s financial plan as written
- 5) All staff members will be trained on each individual's financial plan prior to working with the individual.
- 6) Around The Clock Support Services, LLC will reimburse the individual any funds that are missing due to theft or mismanagement on the part of any staff member of the home or for any funds within the custody of the service provider that are missing. Such reimbursement must be made within 10 working days of the verification that the funds are missing.

Handling and Managing Individual’s Money Procedure

(a) Financial Planning and Management

- Each individual's finances will be maintained in their Individual Financial Book. Each individual financial book will be kept in a locked cabinet in the staff office (See Safeguarding for more information).
- Receipts will be obtained for all purchases, unless specified differently by ISP team.
- The following information will be considered and included in each person's Financial Plan as a part of their ISP:
 - The individual to manage his or her own funds unless the ISP documents and justifies limitations to self-management;
 - If an individual self manages their funds, this procedure will be addressed in the individual's respective ISP Financial Plan

(b) Safeguarding Funds

- All staff will be trained on each individual's financial plan specifically addressed in the individual's ISP. The employee’s immediate supervisor or manager will be responsible for providing this training, which will be documented in the Employee's Core Competencies to be completed within 30 days of hire.

(c) Individual's Receiving/Spending Funds

- Money will be deposited into the client's financial book monthly per supervisor or manager on shift. The amount of money deposited will be determined at the individual's annual ISP meeting and will be addressed in the ISP Financial Plan.

(d) Individual interests and preferences

- Any and all purchases made on behalf of the individual will be dependent upon the individual's interests and preferences.

411-323-0060 (9) (a-c) Informal Complaints and Grievances

All clients or someone acting on their behalf (including staff) will be encouraged to informally discuss and resolve any allegation that Around The Clock Support Services, LLC has taken action, which is contrary to the law, rule, or policy.

Choosing this opportunity does not preclude the individual or someone acting on behalf of the individual to pursue resolution through formal grievance processes.

This does not include any incidents that meet the criteria for abuse/neglect.

Procedure

(a) Informal complaint Resolution

If a mutually satisfying solution cannot be reached during this informal complaints process, the individual, or someone acting on their behalf, may proceed with the following:

- Formally document the grievance (copies will be provided to the grievant, case manager, guardian (if applicable) and maintained in the house records)
 - The original will be sent to the Agency Director for review.
- Blank copies of Grievance complaint forms will be accessible to all individual clients and staff in the home at all times.
- The Agency Director will investigate the grievance and provide verbal response within five business days of the grievance. A formal written grievance will be provided within 10 working days of receipt of the grievance, unless the grievance is informally resolved to the satisfaction of the grievant prior to this time.
 - The written report will contain the following:
 - The outcomes of the investigation; and
 - The individual's, or person acting on their behalf, right to appeal an adverse decision to the CDDP and how to do so, including the name, address, and phone number of the person whom the appeal should be submitted
 - The Agency Director will submit grievances that have been resolved to the satisfaction of the grievant, to the CDDP for review where the Executive Director believes that the grievant may not have the capability to appeal an adverse decision.
- Assistance that the individual can receive in appealing the grievance (e.g. family members, advocates, case managers).

(b) (A-D) Complaint Log:

- Documentation of each grievance and outcome will be maintained in the individual's record.
- A grievance log will be maintained by the Agency Director
 - This log will contain, at minimum, identification of the person making the complaint, the date of the grievance, the nature of the grievance, the resolution, and the date of the resolution.
- At entry to service and as changes occur, the service provider must inform each individual, and as applicable the individual's parent, legal representative, or designated representative, orally and in writing of the service provider's grievance policy and procedures and a description of how to utilize them.

(c) Grievance Related to Abuse

- If the grievance is associated in any way with abuse, the recipient of the grievance must immediately report the issue to the appropriate authority, to the CDDP, the Department, and notify the Executive Director or designee.

411-323-0060 (10)(a-d) Agency Documentation Requirements

It is the policy of Around The Clock Support Services, LLC to achieve the highest standard for documentation.

All employees will receive thorough training on documentation, which will include:

(a) Timeliness

- All documentation must be prepared at the time, or immediately following the event being recorded.

(b) Accuracy

- All documentation must be as accurate and truthful as possible, with no willful falsifications.
 - If it is determined that an employee willfully falsified documents, it could result in immediate termination of employment.

(c) Legibility, Signed, Dated

- The documentation must be legible, and easy to read. It must also be dated for the date of entry, as well as signed by the person making the entry.

(d) Record retention

- All records will be maintained for at least 3 years in the home. After 3 years, individual records will be archived and saved for up to 7 years.

411-323-0050 (5)-(9) Agency Management & Personnel Practices

It is the policy of Around The Clock Support Services, LLC to maintain the highest standard of employee certification and training.

The following will be documented as part of the agency's personnel checklist:

- **(5) Application for Employment:** Around The Clock Support Services, LLC's application for employment will inquire whether an applicant has had any founded reports of child abuse or substantiated adult abuse
- **(6) Background Check:** All staff, volunteers, relief providers, crisis providers, advisors, or any other subject individual defined by OAR 407-007-0210, will have an approved background check in accordance with OAR 407-007-0200 to 407-007-0370 and ORS 181.534
- **(7) Executive Director Qualifications:** Around The Clock Support Services, LLC's Executive Director will meet the following qualifications:

- Minimum of bachelor's degree and two years experiences, including supervision, in intellectual or developmental disabilities, mental health, rehabilitation, social services, or a related field; or
- Six years' experience in the identified fields may be substituted for a degree
- **(8) General Staff Qualifications:**
 - Around The Clock Support Services, LLC staff will meet the required criteria, per Oregon Administrative Rule, documented in their employee file
- **(9) Personnel Files and Qualification Records**
 - Around The Clock Support Services, LLC will maintain up-to-date written job descriptions for all staff, as well as a file available to the Department or designee of the Department for inspection, which includes written documentation as required by OAR's.

Procedure:

- 1) The supervisor or manager will utilize the Agency Personnel Checklist in order to document the employee's certifications and training, to ensure that proper training occurs and is documented in a manner which is easy to interpret
- 2) The Agency Director will ensure that the Agency's Personnel Checklist is completed for each employee and that it is located in each employee's individual file
- 3) All employee files will be reviewed by the Agency Director quarterly at minimum.

Incident Reports

All incident reports written will be in compliance with the Oregon Administrative Rules. It is the policy of Around The Clock Support Services, LLC to ensure that all incident reports are reviewed by management and that they are utilized in a way to better serve the agency by sparking continuous change and professional growth.

All incident reports will include the following:

- 1) Conditions prior to or leading to the incident/event;
- 2) A description of the incident;
- 3) Staff response at the time of the incident; and
- 4) An Administrative review to include the follow-up to be taken to prevent a recurrence of the incident

Procedure:

- 1) Incident reports will be written on the designated agency form. These forms are located within the Master Form Book and on the program's computer.
- 2) All incident reports will be reviewed by the Program Manager within 5 days and sent to the Agency Director for review. The Program Manager will then send the completed incident report to the following:
 - a. The individual's guardian or legal representative;
 - b. School, day program, or vocational program;
 - c. The Agency's Executive Director; and
 - d. The CDDP

Environmental Modifications

Environmental modifications will be thoroughly documented within the individual's ISP, as well as the individual's Behavior Support Plan or Behavior Interaction Guidelines, as applicable.

Environmental modifications will be reviewed by the supervisor or manager on shift monthly at minimum, and will be checked & documented on the Health and Safety Checklist quarterly.

Individual Support Plan Development, Review, and Implementation

Each resident will have an Individual Support Plan developed within 60 days of admit into the program, and annually thereafter. Individual Support Plans will be tailored to the individual being served. All Individual Support Plans must document and justify any individually based limitations.

The following information will be collected and summarized by the supervisor or manager on shift prior to the ISP meeting:

- 1) Person Centered Information (PCI);
- 2) Risk Identification Tool (RIT);
- 3) Provider Risk Management Strategies;
- 4) Necessary protocols or plans that address health, behavioral, safety, and financial supports are required and identified on the RIT;
- 5) A Nursing Services Plan, if applicable;
- 6) Other documents required by the ISP Team; and
- 7) Functional Needs Assessment

For the development of the ISP and supporting documents, the supervisor or manager on shift will ensure the following is completed:

- 1) Person Centered Information (PCI) will include environmental modifications as specified in the individuals Behavior Support Plan, Behavior Interaction Guidelines, or Mental Health Guidelines, as applicable
- 2) Medical Protocols: Medical protocols will be developed by the supervisor or manager on shift, as determined by the completion of the Risk Identification Tool. All medical protocols will detail the supervision requirements and on-going monitoring for each individual, and will be reviewed quarterly by the Agency Director, as needed.
 - a. For individuals whom Aspiration is a risk, Aspiration protocols will include on-going temperature monitoring to ensure best practice preventative measures are in place.
 - b. For individuals who present with a fall risk, the safety plan or protocol will detail the specific, individualized supports the individual needs to get up after a fall, as well as how the Provider will provide support post fall.
 - c. For individuals who present with unreported pain as a potential risk, all safety plans or protocols addressing this concern will take into consideration any MD ordered PRN medication used to treat pain

Initial Review and On-going Monitoring

- 1) All ISP documents will be reviewed by the Agency Director prior to the team meeting to ensure supports are adequate and documentation is appropriate
- 2) The Agency Director will provide periodic monitoring of each individual's ISP goals to ensure goals are being completed and documented accordingly.
- 3) The Agency Director will also ensure periodic monitoring regarding all individual ISP documents, including support documents, which includes but is not limited to the following:
 - a. Financial Plans;
 - b. Safety Plans;
 - c. Medical Protocols;
 - d. Behavior Support Plans;
 - e. Behavior Interaction Guidelines; and
 - f. Mental Health Guidelines

OAR 411-325-0300 Residency Agreement

Upon admit, Around The Clock Support Services, LLC will enter into a written Residency Agreement with the individual being served. This agreement will specify the following:

- The rights and responsibilities of the individual and Around The Clock Support Services, LLC; and
- The eviction process and appeal rights available to the each

The Residency Agreement will never violate the rights of the individual, and will not be in conflict with any of the rules or the certification and endorsement rules in OAR chapter 411, division 323.

Around The Clock Support Services, LLC will review and provide a copy of the Residency Agreement to each individual and the legal representative of the individual, as applicable, at the time of entry, and annually thereafter as changes occur.

The supervisor or manager on shift will ensure a copy of the agency's Residency Agreement is provided to the individuals within the home and will return the completed copy to the Agency Director for filing and maintenance.

Documentation Implementation and Monitoring

Medication

Each Program Manager, or designee, is responsible for the direct oversight of each individual's medication administration record on a weekly basis, at minimum. These reviews include ensuring that all medications are being given as ordered by the prescriber, and that any medication or documentation errors are followed through to completion.

Medical

Each Program Manager, or designee, is responsible for the direct oversight of each individual's medical care. This includes the following are completed, accurate, and readily available by providing routine checks on a monthly basis, at minimum:

- Balancing tests
- Side effects sheets for all medications/treatments prescribed

Menus

Menus are the responsibility of the Program Manager. Menus will be developed based on the individual needs of the home, taking into consideration any client specific orders that may be in place. Menus will also specify any dietary modifications that are in place.

These will be reviewed weekly by the Program Manager, or designee.

General

Each staff member working on shift must maintain the home's keys on their person at all times in order to ensure that locked items are kept safely.

Blood Borne Pathogens Exposure Control Notification & Exposure Plan

To protect staff employees who may reasonably anticipate being occupationally exposed to blood and other potentially infectious materials during work tasks, our company has instituted a Blood Borne Pathogens Exposure Control Program. Transmission of blood borne pathogens from clients to healthcare workers is an important occupational hazard faced by all employees of Around The Clock Support Services, LLC regardless of the program in which you are assigned. Blood borne pathogens are pathogenic microorganisms that are present in human blood and can cause disease in humans.

Some infections that can be transmitted through contact with blood and body fluids include the following: HIV, Hepatitis A, B, and C. Staph and Strep Infections, Gastroenteritis-salmonella, and Shigella, Pneumonia, Syphilis, TB, Malaria, Measles, Chicken Pox, Herpes, Urinary Tract Infections, and Blood Infections.

Other potentially infectious materials (OPIM) is defined as:

- The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids;
- An unfixed tissue or organ (other than intact skin) from a human (living or dead); and
- HIV-containing cell or tissue cultures, organ cultures, and HIV- or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.

Universal Precautions:

Universal precautions is an approach to infection control to treat all human blood and certain body fluids as if they were known to be infectious for HIV, HBV, and other blood borne pathogens. Around The Clock Support Services employs this method of infection control as

standard practice.

According to OSHA, blood borne pathogen standard 29 CFR 191.1030(d)(1) requires:

- Employees to observe universal precautions to prevent contact with blood or other potentially infectious materials (OPIM)
- Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids shall be considered potentially infectious materials.
- Treat all blood and other potentially infectious materials with appropriate precautions, such as:
 - Use gloves, masks, and gowns if blood or other potentially infectious material (OPIM) exposure is anticipated.

Use engineering and work practice controls to limit exposure

Prevention of Workplace Injuries

To protect staff employees from potential workplace injuries during any lifting or transferring of the individuals we support, Around The Clock Support Services provides protective back braces that are to be worn anytime a staff employee is lifting or transferring another individual. These braces are located in each program and are encouraged to be worn by staff at all times.

Should a staff member sustain injury while at work, while not wearing the back braces, Around The Clock Support Services will not be liable for any injuries. This is the responsibility of the employee to utilize the back braces provided.

Please sign below to indicate that you understand the risk(s) associated with lifting and transferring individuals and that you have been informed of the agency's position that all employees are expected to wear protective garments provided to prevent or mitigate on-the-job injuries.