

***Faith and Hope  
Independent Living,  
LLC***

***Employee Manual***

## **General Information**

1. An employee's probationary period may last 3 - 6 months. During this period, an employee is considered a trainee. After the probationary period, an employee is considered to be a regular employee.
2. Weekly timesheets must be filled out and signed daily. Timesheets must be turned into the office no later than 12:00 noon on the Monday following the end of a pay period. For instance, if Sunday is July 1, 2007 and it is the end of the pay period, timesheets must be submitted to the office by 12:00 noon on July 2, 2007.
3. Each pay period is 2 weeks (14 days). Paychecks are issued the Friday following the close of a pay period. Any employee who fails to submit accurate timesheets and/or daily service notes may not receive his/her paycheck.
4. When an employee is ill, he/she must notify the supervisor as soon as possible. If the employee is on sick leave for three consecutive days or if an employee has surgery, serious illness or injury, or an infectious disease, a physician certificate is required before returning to work.
5. All employees are expected to work some holidays. We are open 365 days a week; therefore all shifts must be covered.
6. Employees using personal vehicles for work are responsible for ensuring adequate insurance coverage on their vehicles.
7. As a requirement for employment, all employees must maintain reliable transportation. The public transportation cannot be considered reliable transportation for clients in rural and/or remote areas.

## **Call in Late or Sick**

All staff members are to call in late or sick to their immediate supervisor as soon as they know that they will be late or sick. It is essential that the supervisor knows about all instances of tardiness and sickness so he/she can procure or provide the necessary coverage.

## **Staff Meetings and Trainings**

All staff meetings and in-service training sessions are mandatory. Staffs who cannot attend these are expected to call in.

## **Employee Conduct:**

1. Employees will respect the individual receiving services, at all times.  
This includes:
  - A. Asking permission to use the telephone and other household items.
  - B. Knocking before entering the home.
  - C. Not going in the refrigerator without permission.
  - D. Not eating a client's food, unless offered
  - E. Not turning the client's television without permission.
  - F. Using the cellular phone without permission.
2. Curse words and profanity will never be used while at work or in the presence of individuals receiving services and/or their families.
3. Violence, in any form, will result in immediately termination of employment and possibly prosecution.
4. The use of alcoholic beverages or illegal drugs is strictly forbidden on the premises at any time. No employee will come to work under the influence of alcohol or drugs. Employees may **NOT** smoke or use tobacco products in the client's home. Any such use will be considered cause for termination.
5. Employees are expected to set good examples.
6. Gossip is a destructive force in the workplace. It erodes morale and ultimately impacts those we serve. Employees will refrain from talking about an employee with another employee. Any problems should be brought to the attention of management, not discussed amongst staff members. The inappropriate discussion of an employee of this company will be considered a breach of confidentiality.
7. Confidentiality is each person's right to have his or her records kept private. It is never permissible to discuss someone's medical or psychological condition with anyone who is not a member of our staff. Papers and forms in a person's file must never be given to anyone. Failure to adhere to the confidentiality policy may result in disciplinary action(s), which may include termination.
8. Employees will **not** accept or borrow money from those persons that they work with or work for.

## **Duties**

All employees will be expected to perform other duties as assigned to them by their immediate supervisors and any other duties considered reasonable by management.

### **Procedures:**

1. Employees will use telephones only in connection with their duties. Personal calls are discouraged except when absolutely necessary. No personal calls will exceed (3) minutes. Employees will not receive calls without the expressed permission of the individual or families and only in cases of absolute necessities.
2. Medications will be charted on the medication logs provided in the client's file. Medication errors are very serious and should be avoided. No corrections may be made on a medication log. Medication logs will be checked on a routine basis. Any errors must be noted in writing. All medication errors will result in disciplinary action(s) and may result in termination of employment.
3. We encourage all staff members to leave valuables at home. Faith and Hope Independent Living is not responsible for any items lost at work.
4. All employees will attend training as assigned by their supervisor(s). Failure to attend without approval will result in disciplinary action(s).

### **Policies:**

It is the policy of this company to protect the health and safety of the individuals served their families as well as the employees. Therefore, verbal and physical abuse will not be tolerated, no exceptions.

It is the policy of this agency to suspend any employee after an allegation incident of abuse, neglect or serious employee error. After a thorough investigation, if further disciplinary action(s) are warranted, the employee may be discharged from the agency. All incidents will be reported to the appropriate regulatory agencies. Therefore, in instances of abuse or neglect, employees may face prosecution if the health and/or safety of the client were jeopardized. The records will remain on file at Faith and Hope Independent Living and made available, when deemed necessary by DHH.

It is the policy of this company to discipline any employee accused of verbal abuse. Verbal abuse consists of, but is not limited to: Raising one's voice above normal volume, in anger, to tease, correct or instruct the client; Downgrading a client; Using profanity during daily conversations after the client asks you to stop. Repeated verbal abuse may result in termination from the agency. A full investigation will be conducted with all appropriate agencies involved. A permanent record of all such investigations will be kept as part of the employee and consumer's files.

### **Communicable Disease:**

No employee with symptoms or signs of communicable disease will be allowed to continue to work. It will be the employee's responsibility to report his/her illness to management. A doctor's certificate is required before returning to work.

Any employee who fails to report his/her communicable disease to management will face disciplinary action(s), which may result in termination.

### **Dress Code:**

1. Employees are **NOT** allowed to wear “halter tops”, tank tops or sleeveless shirts while working.
2. Employees are **NOT** allowed to wear “flip flops” or bare feet while working.
3. Employees are **NOT** allowed to wear shorts that are higher than 5 inches above their knees.
4. Employees are **NOT** allowed to work with curlers, rollers or ‘wraps’ in their heads.
5. Employees are **NOT** allowed to wear pajamas during work hours (even if they are working an overnight shift). You must be prepared for an emergency and you may not have time to put on clothes before evacuating an employee.
6. Employees are **NOT** allowed to wear graphic t-shirts, especially with profanity or other explicit material.
7. Employees are **NOT** allowed to wear items with holes or tears in them.
8. Employees are **NOT** allowed to wear sunshades in the home during work hours (unless authorized by a physician).

### **Employee Benefits**

Faith and Hope Independent Living made arrangements with several insurance carriers to offer health insurance, supplemental insurance and life/burial insurance. All premiums are payroll deducted. Ask for details.

### **Automobile Insurance**

Faith and Hope Independent Living require employees to maintain adequate insurance coverage of **full coverage** on any vehicle used to transport clients. Employees have the right to sign a Vehicle Log Waiver. The Vehicle Log Waiver enables the employee to elect **NOT** to transport patients in his/her personal vehicle. Faith and Hope Independent Living will explain work with the client to arrange public transportation to and from community services. Ask for details in regards to Medicaid or Private Pay clients.

## Employee Rights

**Policy:** The rights of all employees shall be respected and protected according to the agency's policy and procedures as well as state and federal regulations. Any violation of an employee's rights should be reported to the Administrative Team of Faith and Hope Independent Living immediately.

**Purpose:** To ensure the rights and safety of all employees are guaranteed.

**Basic Rights: *Employee rights at Faith and Hope Independent Living, LLC include but are not limited to the following:***

The right to refuse an order or assignment if it does not conflict with your conditions of employment (policy and procedures of the agency), state and federal regulations, professional standards if it applies to your situation. Before you take any action, discuss options with your supervisor;

The right to refuse an assignment if you have not been adequately trained;

The right to refuse an assignment if the working conditions/environment is not safe;

The right to refuse an assignment because of strong religious or ethical beliefs;

The right to refuse an assignment if it is a danger to your health or your life;

The right to refuse a client that is a conflict of interest (patient is a relative);

The right to speak and write a letter of complaint to Administration or Board of Directors if you feel you have been mistreated or disciplined unfairly by management or your immediate supervisor;

The right to be informed of your job description and/or expectations

## **Contact with Family and/or Associates**

Faith and Hope Independent Living, LLC understands the need to communicate with family members and/or friends of a client. However, employees are prohibited from receiving private, uncensored telephone conversations with family members and/or friends in regards to the status of a client. All calls should be directed to the Administrative office of Faith and Hope Independent Living, LLC. If it has been determined that it is in the best interest of the client to place restrictions on contacts (i.e., face-to-face, phone or mail), it shall be noted in the client's Service Plan and discussed with the Case Management immediately.

If limits on communication or visits result for practical reasons, (i.e. expense of long-distance phone calls, travel, etc.) the reason shall be documented in the client's file and reviewed quarterly to note any changes.

Regardless of relationship to client, employees of Faith and Hope Independent Living shall not disclose or knowingly disclose confidential client information to family members, friends, co-workers or other individuals without regard to HIPAA regulations and guidelines. Failure to comply shall result in disciplinary action(s), which may include suspension and/or termination.

# Grievance Process for Employees

Employees of Faith and Hope Independent Living have the right to make complaints without fear of retaliation. The administrative staff, of Faith and Hope Independent Living, encourages employees to provide feedback to enhance the quality of service offered by the agencies. The administrative staff of Faith and Hope Independent Living is available to accept phone calls, surveys or conduct site visits to ensure clients that their concerns will be addressed.

## Conflict Resolution

Faith and Hope Independent Living has a standard protocol for identifying, investigating and resolving complaints regarding the staff's performance/client's satisfaction.

### *Identifying Problems within the Organization*

Authorized personnel of Faith and Hope Independent Living will conduct on-going random site visits to the recipient's home. Each visit will be logged and placed in the recipient's file. Only authorized personnel shall have access to the files. The information will be presented to Division of Medicaid at each annual audit. If a situation occurs that needs to be reported, the Homemaker or Administrative staff will fill out an incident report. The incident report will include the following information:

- Time
- Location
- Occurrence
- Supporting documentation
- Action taken
- Follow-up
- Signature

The incident report must be submitted to the Administrative office within 24 hours. If the incident warrants immediate action (i.e. abuse, neglect, death) the incident must be reported within 30 minutes (allotting time to secure the environment, if needed). Failure to comply with requirement will result in disciplinary action, which may include termination.

## ***Investigating Problems within the Organization***

Faith and Hope Independent Living guarantees prompt response to emergencies and crises within the organization. Faith and Hope Independent Living maintains an on-call service that is available 24 hours a day, seven days a week. Should an incident occur and the situation is reported, Faith and Hope Independent Living shall assign the file to the Chief Administrator, Administrator, RN or Psychologist to conduct an in-depth investigation. Investigations include but are not limited to:

- Interviews
- Additional site visits
- Contacts to local authorities

## ***Reporting Findings of Investigations***

Upon completion of any investigation, the investigating officer is required to report his/her findings. The findings must be written documentation that is placed in the recipient's file. The findings are available to guardians upon written request. If the findings warrant further actions by the local authority, the Director, Chief Administrator or Administrator will make the necessary contacts and place notes in the recipient's file.

## General Rules/Regulations of Employment

- Employees are **NOT** allowed to use the client's phone for personal use. If there is an emergency, the employee must receive permission from the consumer to use the phone. If there is a complaint against you as it pertains to this policy, you may be removed from the consumer's home without notice. It is not a guarantee that the agency will find another placement for the employee hence; the employee will be placed on the 'On Call' list or terminated from the agency.
- Employees shall **NOT** leave a consumer's home without securing a replacement. If the employee needs to leave or is not comfortable with the job placement, he/she must contact the office immediately. Administration will work with the employee to secure a replacement. Only if there is the risk of health and safety - will the office consider continued employment for someone who leaves a job site without securing a replacement. It is not a guarantee that the agency will find another placement for the employee hence; the employee will be placed on the 'On Call' list or terminated from the agency.
- Employees shall **NOT** use their personal cell phones without permission during their shifts. Cellular phones may distract employees as they attempt to deliver services to our consumers. In addition, cell phone usage may breach the agency's confidentiality policy. It is important to remember that employees are not allowed to use camera phones to record confidential information (which may include but is not limited to: employee's name, social security numbers, Medicaid numbers, address, bank account statements, pin numbers, etc.) Anyone who intentionally records someone's pertinent information and uses it for fraudulent activities will face disciplinary action(s) which may include termination and possibly prosecution.
- Employees **must** accurately follow the client's current Service Plan. Employees are not allowed to make adjustments to the Service Plan without approval from the Administrative office and the client's Case Manager. If the Service Plan is altered without permission, the worker may be removed from the home without notice. It is not a guarantee that the agency will find another placement for the employee hence; the employee will be placed on the 'On Call' list or terminated from the agency.
- Employees **must** accurately complete all daily service notes and timesheets on a daily basis. The documents shall be submitted to the Administrative office on a bi-weekly basis.
- Employees **must** sign a non-competitive clause before accepting a position at the agency. The non-competitive clause simply protects the agency from solicitation. Anyone who violates the non-competitive clause shall be removed from the active Direct Service Worker registry.

- Do **NOT** transfer calls from the client's home to your home phone, cellular phone, or any other phone number. If there is a complaint against you as it pertains to this policy, you may be removed from the consumer's home without notice. It is not a guarantee that the agency will find another placement for the employee hence; the employee will be placed on the 'On Call' list or terminated from the agency.
- Do **NOT** give out the client's phone number to bill collectors, schools, your spouse, etc. The consumer's telephone line may not have the 'hold' feature. If there is a complaint against you as it pertains to this policy, you may be removed from the consumer's home without notice. It is not a guarantee that the agency will find another placement for the employee hence; the employee will be placed on the 'On Call' list or terminated from the agency.
- Do **NOT** use the client's vehicle without the client being present in the car. Remember, if you have an automobile accident, you must present your proof of insurance and assume the liability. If you do not have liability insurance, you are **NOT** allowed to transport a client. No exceptions.
- Do **NOT** record, give out or memorize personal information about the client. Personal information includes but is not limited to: date of birth, social security number, Medicaid number, bank account number(s), pin number(s), etc. If there is a complaint against you as it pertains to this policy, you may be removed from the consumer's home without notice. It is not a guarantee that the agency will find another placement for the employee hence; the employee will be placed on the 'On Call' list or terminated from the agency. Remember: Anyone who intentionally records someone's pertinent information and uses it for fraudulent activities will face disciplinary action(s), which may include termination and possibly prosecution.
- Do **NOT** sign documents on behalf of the client. If the consumer is unable to sign, assist him/her to make an "X". You are **NOT** allowed to write an "X" for the client. If there is a complaint against you as it pertains to this policy, you may be removed from the consumer's home without notice. It is not a guarantee that the agency will find another placement for the employee hence; the employee will be placed on the 'On Call' list or terminated from the agency.
- Do **NOT** alter a client's medication delegation. Medication must be administered as prescribed. You do **NOT** have permission to use a client's medication. **No exceptions.** If there is a complaint against you as it pertains to this policy, you may be removed from the consumer's home without notice. It is not a guarantee that the agency will find another placement for the employee hence; the employee will be placed on the 'On Call' list or terminated from the agency.
- Do **NOT** falsify timesheets, daily service notes, payroll and training logs or any other document. Anyone who falsifies documents shall be **terminated. No exceptions.**

## Evaluation Process

Faith and Hope Independent Living has a standard process to evaluate employee performance as it relates to care for recipients of the waiver program. Employees will receive a formal annual evaluation that discusses the following topics:

- Punctuality
- Attendance/absenteeism
- Grievance process
- Recipient Comments
- Training

Please note: If a worker displays poor job performance before his/her annual performance evaluation, Administration will discuss the matter with the employee and make correction action(s) if necessary. If the employee continues the same negative behavior, he/she may be terminated from the agency. If has not happened often, yet if an employee does something that may jeopardize the overall health and/or safety of him/herself or the consumer, he/she will be terminated immediately. Terminated employees cannot be rehired without approval from consumer and/or authorized representative for the consumer. All 'rehired' employees will be probation and any other infractions will result in expulsion from the active list of available Direct Service Workers.

The staff evaluation process aims to address the quality of the staff's support to individuals served and includes consumer satisfaction information from the recipient/guardian or authorized representative.

**Please note:** Employees will not be considered for a merit increase unless they meet the following criteria:

- **Employed with agency for at least 6 months of continuous employment, with no disciplinary actions;**
- **Participate in mandatory training sessions, as required by Division of Medicaid, Operations Manager or Director;**
- **Satisfactory job performance on previous/current job assignments.**

*Effective July 15, 2011, if an employee completes an application and is not hired by the agency within 30 days, the employee must go through the Hiring/Orientation processes again before being placed on a job assignment.*

**Direct Deposit is a not a privilege.** The Administrative staff has the right to remove an employee's Direct Deposit if he/she fails to submit 'completed' daily service notes, accurate timesheets **with** the client's signature, payroll requirements (i.e. updated driver's license, proof of insurance, etc) and/or training documents. **When an employee's Direct Deposit is removed, Administration will determine if or when it will be reinstated.**

If an employee faxes his/her timesheets to meet the payroll deadline, the office will not release the payroll check until the official timesheet is received.

***Faith and Hope Independent Living, LLC.***

***Employee Confidentiality Form***

I, \_\_\_\_\_, was given a copy of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and understand I must assure the privacy of the health data that is discussed and/or written at Faith and Hope Independent Living, LLC. Failure to comply with HIPAA regulations will result in disciplinary action, which may include termination.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

# ***Faith and Hope Independent Living, LLC.***

## ***Client/Employee Feedback***

(Please circle)

Do you have suggestions that may improve the quality of services offered by Faith and Hope Independent Living?

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Would you recommend to Faith and Hope Independent Living? Yes or No. Why?

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Do you find it difficult to speak with administration? Yes or No. Why?

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Do you wish for someone to contact you? Yes or No. If so, please provide contact information.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Number: \_\_\_\_\_

# ***Faith and Hope Independent Living, LLC.***

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The right to refuse an assignment if you have not been adequately trained;

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The right to refuse an assignment because of strong religious or ethical beliefs;

The right to refuse an assignment if it is a danger to your health or your life;

The right to refuse a client that is a conflict of interest (patient is a relative);

The right to speak and write a letter of complaint to Administration or Board of Directors if you feel you have been mistreated or disciplined unfairly by management or your immediate supervisor;

The right to be informed of your job description and/or expectations

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Employee's Name

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Employee's Signature

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Date

## **Employee Grievance Policy**

Faith and Hope Independent Living' employees may bring oral or written complaint and grievances to the Director. Grievances shall be resolved within 3 working days. Any employee shall be assured that he/she may submit the grievance without fear of retaliation from the facility.

### **Policy:**

1. Within one week, it will be the Quality Assurance, Director's or designee's responsibility to bring complaints, grievances or recommendations to the attention of the Administrative team.
2. The Director shall make a logical decision based on the results of the investigation and inform the employee of the final decision. The client shall receive a verbal notice and written notice within 3 working days.

If the employee does not agree with decision, he/she may submit a written complaint to the Board of Directors at:

Attn: Board of Directors

The Board of Directors, in return, will follow-up with the employee with a final decision.