



**H.R. Choices, Inc.**  
**Employee Handbook**  
**2025**

*“We strive for greatness!”*

## Table of Contents

- 1.0 Welcome
  - 1.1 Introduction
  - 1.2 History
  - 1.3 Objective and Mission Statement
  - 1.4 State of Communication
  - 1.5 Office Hours
  - 1.6 At Will Employment
  - 1.7 Employment Classifications
  - 1.8 Introductory Period
  - 1.9 Management Team
- 2.0 Workplace Conduct
  - 2.1 Code of Ethics
  - 2.2 Personal Appearance
  - 2.3 Disciplinary Action Policy
  - 2.4 Non-Harassment Policy
  - 2.5 Complaint Policy
  - 2.6 Drug and Alcohol Policy
  - 2.7 Workplace Violence
  - 2.8 Weapons in the Workplace
- 3.0 Workplace Commitment
  - 3.1 Equal Opportunity
  - 3.2 Open Door Policy
  - 3.3 New Employment Trainings
  - 3.4 Continued Trainings
  - 3.5 Performance Evaluations
- 4.0 Workplace Expectations
  - 4.1 Safety Rules
  - 4.2 Children in the Workplace
  - 4.3 Emergency Procedures
  - 4.4 MUI/UI Reporting
  - 4.5 Medication Administration
  - 4.6 Attendance
  - 4.7 Weather Policy

- 4.8 Electronic Media
- 4.9 Facebook Groups
- 4.10 Media Contact
- 4.11 Visitors
- 4.12 Smoking
- 4.13 Guardian/SSA Contact
- 4.14 HIPPA Policy
- 4.15 Confidentiality Policy
- 5.0 Pay and Benefits
  - 5.1 Starting Pay
  - 5.2 Raise Program
  - 5.3 Wage Ceiling
  - 5.4 Overtime
  - 5.5 Payroll Deductions
  - 5.6 Garnishment of Wages
  - 5.7 Timesheets
  - 5.8 Mileage Reimbursement
  - 5.9 Paydays
  - 5.10 Holidays
  - 5.11 Vacations
  - 5.12 Employee of the Month
  - 5.13 Employee of the Year
  - 5.14 Recruitment
  - 5.15 Longevity
- 6.0 Company Policies and Procedures
  - 6.1 Privacy
  - 6.2 Personnel Files
  - 6.3 Consent to Release
  - 6.4 Consent to Provide
  - 6.5 Property
  - 6.6 Rehire
  - 6.7 Workers Compensation
  - 6.8 Right to Change
- 7.0 Leave Policies
  - 7.1 Illness/Injury

- 7.2 FMLA
- 7.3 Jury Duty
- 7.4 Military Leave
- 7.5 Bereavement
- 7.6 Leave of Absence
- 7.7 PRN
- 8.0 End of Employment
  - 8.1 Termination Categories
  - 8.2 Resignation
  - 8.3 Dismissal
  - 8.4 Termination Processing Procedures
  - 8.5 Two Week Notice and Final Pay
- 9.0 Human Rights of Individuals
  - 9.1 Policy
  - 9.2 Human Rights
  - 9.3 Investigative Process
- 10.0 Company Personal Inventory Procedure
- 11.0 Non-Medical Transportation
  - 11.1 Procedures
  - 11.2 Non-Medication Transportation Driver and Aide Qualifications
  - 11.3 Driver and Aide Training Requirements
  - 11.4 Vehicle Inspections
  - 11.5 Paperwork
  - 11.6 Insurance and Registration
  - 11.7 Accident Procedures – NMT, Residential Homes, Levels

## 1. WELCOME

### 1.1 Introduction

# A MESSAGE FROM OUR CEO

To our H.R. Choices, Inc. employees,

At H.R. Choices, Inc., we believe that each employee contributes directly to our success, and we hope that you take pride in being a member of the HRC team! The success of H.R. Choices, Inc. is determined by our ability to operate as a unified team.

A company operates successfully only to the degree its employees recognize and accept their responsibilities. Each of us must do his or her part to maintain a working climate that will lead to our overall success. To do this, work must be performed conscientiously with full use of skills and abilities in a safe and efficient manner. It is our desire, to have every employee succeed in their job.

Prompt, regular attendance is essential, and all of us should be pleasant and considerate in our interactions with all employees and individuals on the job. The proper application of rules and policies require continuing good judgment.

This handbook has been prepared for the information and guidance of employees working at H.R. Choices, Inc. This handbook covers all employees of H.R. Choices, Inc. It is intended to cover the procedures, rules, and policies that most often apply to day-to-day work activities. Some of the information will change from time to time since our policies are under constant review and are revised when appropriate. Such changes will be communicated to you in writing, in advance of their implementation. This handbook supersedes all previous handbooks and all other rules or policy statements on subjects contained herein.

We hope this handbook will answer most of your questions. If, however, you have additional questions, please feel free to speak to me personally or our Chief Administrative Officer (CAO).

**On behalf of all of us at H.R. Choices, Inc., we are happy you are here!**

*Jennifer McBride* 

**Jennifer McBride, CEO/Owner  
H.R. Choices, Inc.**

## **1.2 Company History**

H. R. Choices was incorporated on September 27, 1994, by Donna Herr.

Jennifer McBride took ownership on January 1, 2014

Jennifer McBride is Owner and Director, as well as holder of 100% of the shares.

Business addresses are:

322 East Main Street, Lexington, OH 44904 (Main Office)

324 East Main Street, Lexington, OH 44904 (My Choice Activity Center)

305 East Main Street, Lexington, OH 44904 (Clubhouse)

Mailing address: P. O. Box 3125, Lexington, OH 44904

## **1.3 Company Objectives/Mission**

It is the intent of this agency to provide the best service available. Our mission dictates that we stress the quality of service, thus creating satisfaction for the individuals we serve, their families and/or guardians, and our employees. Staff are hired with the best interests, needs, and wants of the individuals in mind.

## **1.4 Statement of Commitment to Employees**

H.R. Choices, Inc. recognizes that our Direct Support Professionals (DSP), Day Hab Technicians (DHT), Bus Aides and Non-Medical Transportation Drivers are our most important strength and therefore is committed to providing an excellent work environment, opportunities for self-development and growth, and both monetary and non-monetary rewards for hard work and commitment. Our employee benefits have been designed to promote loyalty and longevity with the company.

## **1.5 Office Hours**

Our business office is open from 8:00am – 4:00pm, Monday through Friday, except for paydays which will be 9:00am-5:00pm. Individual work schedules and hours vary, depending upon the employee's classification and department, and the operating requirements of H.R. Choices. DSPs work schedules are handed out every payday.

## **1.6 Employment-At-Will**

It is the goal of H.R. Choices, Inc. to provide a positive work environment and a solid economic foundation upon which all employees may build a future. However, H.R. Choices, Inc., is aware that personnel changes are sometimes initiated by employees and management alike. In this regard, it is expressly understood that employment with H.R. Choices, Inc. shall continue only so long as it is mutually agreeable to each employee and management. Your employment at H.R. Choices, Inc. is at will. This means that neither you nor H.R. Choices, Inc. has entered into a contract regarding the duration of your employment. Either an employee or H.R. Choices Inc. may terminate employment for any reason whatsoever, with or without cause and/or notice, at any time. However, a proper two-week notice is strongly encouraged. Upon dismissal, H.R. Choices, Inc. will provide staff with a document stating the reason for termination, with a copy of said document going on the staff's permanent file.

No section of this handbook is meant to be construed, nor should it be construed as establishing anything other than an employment-at-will relationship, nor does it limit management's discretion to make personnel decisions. This employment-at-will relationship cannot be changed by your supervisor, and can only be changed in writing, signed by both the CEO of the company, Jennifer McBride, or the COO, CFO, or HR Manager, and the employee in question.

H.R. Choices, Inc. will consider you to have voluntarily terminated your employment if you:

- Resign from H.R. Choices, Inc.
- Fail to return or are unable to return with reasonable accommodation from an approved leave of absence within 12 weeks from the start of absence.
- Fail to report to work or call off for three (3) or more consecutive workdays.



## **1.7 Employment Classifications**

H.R. Choices, Inc. will maintain standard definitions of employment status and will classify employees under defined categories so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period.

- Exempt or Non-Exempt
  - Exempt employees are not required to complete daily time sheets and are paid on a salary basis. Exempt employees are not eligible for overtime. Additional information on exempt classifications can be obtained upon request.

- Non-Exempt employees are paid for each hour worked, require completing daily time sheets, and entitled to (authorized) overtime pay and other provisions of Wage and Labor laws.
- Full-Time vs Part-Time vs PRN
  - Employees who average 30 hours or more per workweek, on a regular basis, will be considered full-time employees.
  - Employees who average less than 30 hours per workweek, on a regular basis, will be considered part time employees and are not eligible for non-mandatory benefits.
  - PRN/As needed (any staff choosing to change their employment status to PRN/as needed will be required to pick up at the minimum of one shift per schedule. Staff changing their employment status will be expected to finish out their current schedule, with the change taking effect on the next schedule generated. If staff do not pick up one shift per schedule, their PRN/as needed status will be terminated.

### **1.8 Probationary Period**

The first 90 days of employment are your probationary period. During this period, you will have the opportunity to determine whether you are comfortable with your position, and your supervisor will determine your qualifications and suitability for continued employment. Your supervisor will also conduct an informal review of your performance. However, H.R. Choices, Inc. reserves the right to alter and/or change job responsibilities, reassign, or transfer positions, change work sites as needed, and/or assign additional responsibilities. For example, you may be asked to work on special projects or to assist with other work. Your cooperation and assistance in performing such work is expected and appreciated.

Should you or your supervisor decide you are not suited for this position, your employment may be discontinued before the end of the introductory period. H.R. Choices, Inc. also reserves the right to extend the probationary period in certain cases where the individual circumstances justify an extension. Successful completion of the introductory period does not alter the nature of your employment relationship, which remains at-will.



## **1.9 Management Team**

Below you will see all the management team list as well as their title and responsibilities. We ask that you please use this as a reference guide. It will tell you who to contact during business hours as well as after hours. Please remember that everyone on this list is management and should be treated and spoken to as such. We will give you the same respect in return. If you feel that you or your issue was not handled properly, please feel free to contact Senior Management. Please make sure that you first go through the proper channels.

The Management Team of H.R. Choices Inc. is dedicated to following the specific guidelines of the CDC, DODD, OSHA, and other recommendations from local and state health departments for our individuals and employee's health and safety.

### **Jennifer McBride (Senior Management)**

#### **Owner/CEO – Chief Executive Officer**

- Oversees all management staff
- Help with doctor appointments
- Reviews company paperwork

**During Office Hours Call: 419-884-7700 After Hours Call: ON CALL**



### **Leigha Seamans (Senior Management)**

#### **COO – Chief Operations Officer**

- Creates all paperwork that goes into individuals' books
- Reviews and investigates UI's/MUI's
- Anything to do with EVV
- Help with doctor appointments
- Review all charts for patterns (Behavioral, Sleep, Food intake, Etc.)
- Sets up and conducts house meetings
- Goes to ISP meeting and reviews plans before they go into the homes

**During Office Hours Call: 419-884-7700 After Hours Call: 419-631-0864**



### **Bryan McBride (Senior Management)**

#### **CAO/CFO – Chief Administrative Officer/Chief Financial Officer**

- Timesheets and Mileage Sheets
- Payroll
- Taxes
- Raises/Bonuses
- **During Office Hours Call: 419-884-7700 After Hours Call: ON CALL**

**Christy McGuire**

**Human Resources Manager**

- Hiring new staff
- New staff office orientation
- Generate staff schedules
- Disciplinary actions
- Terminating staff

**During Office Hours Call: 419-884-7700 After Hours Call: ON CALL**



**Rosemary Short**

**Medical Coordinator**

- Ordering meds
- Putting meds into the homes
- Disposing of old or unused meds and empty med bottles
- Counting meds each week in office and homes
- MAR's
- Cleanliness of the homes
- Med retrains
- Med orientation of staff
- Tracking of Dr. appts. and professional services
- Review scripts and correct doctor orders

**During Office Hours Call: 419-884-7700 After Hours Call: ON CALL**

**Teresa Perseitz**

**Payeeship Manager**

- Keeping money in the books for activities for individuals
- Balancing the money spent in the homes
- Oversees individuals' benefits (Social Security, JFS, etc.)
- Pays all bills for the individuals
- Makes sure that all documentation involving individual's money is done correctly

**During Office Hours Call: 419-884-7700 After Hours Call: ON CALL**

**Laurie Clark**

**Care Coordinator**

- Oversee houses (Gadfield, Abbeyfeale, Rosedale)
- Oversee staff as they work in these homes
- Weekly house checks
- Take individuals for these homes to medical appointments
- Get old paperwork out and new paperwork in individual's books



- Review all log notes
- Prepare corrections for paydays

**During Office Hours Call: 419-884-7700 After Hours Call: ON CALL**

**Tabbie Berry**

**Care Coordinator / Level Coordinator**

- Oversee houses and levels (Robinhood, Hillcrest, Landings, JM, AW)
- Oversee staff as they work in these homes
- Weekly house checks
- Take individuals for these homes to medical appointments
- Get old paperwork out and new paperwork in individual's books
- Review all log notes
- Prepare corrections for paydays

**During Office Hours Call: 419-884-7700 After Hours Call: 419.564.2389**

**Emilie Stanley**

**Activity Coordinator / Level Coordinator**

- Oversee level ones.
- Schedule monthly activities for residential individuals and levels
- Go to the homes and get individuals to sign up for the activities they would like to go to
- Coordinate getting everyone to the activities
- Get old paperwork out and new paperwork in individual's books
- Make sure frequencies are met for community involvement
- Review all log notes
- Prepare corrections for paydays

**During Office Hours Call: 419-884-7700**

**After Hours Call: 419.565.8625**

**Joni Heimberger**

**Office Manager**

- Filing paperwork
- Finds coverage for open shifts and call offs
- Updates employee files
- Makes sure yearly training are completed

**During Office Hours Call: 419-884-7700 After Hours Call: ON CALL**



**Amy O'Reilly**

**ICO – Internal Compliance Officer**

- Developing, implementing, and managing H. R. Choices compliance program
- Proactively auditing processes, practices, and documents
- Internal Investigations and logging of UIs/MUIs
- On-going monitoring, updating and conformance with all Legal and State requirements
- **During Office Hours Call: 419-884-7700 After Hours Call: 419.564.1930**

**Kim Corwin**

**Director of My Choices Activity Center**

**During Office Hours Call: 419-884-7700**

**After Hours Call: ON CALL**

**April Duncan**

**Coordinator of Clubhouse**

**During Office Hours Call: 419-884-7700**

**After Hours Call: 419-545-4079**

**Angie Kanouse**

**Billing Coordinator**

**During Office Hours Call: 419-884-7700**

**After Hours Call: ON CALL**

## **2. WORKPLACE CONDUCT**

### **2.1 Code of Ethics and Professional Conduct Policy:**

- **Be patient and courteous.**
- **Be inclusive.** We welcome and support people of all backgrounds and identities. This includes but is not limited to members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class, educational level, color, immigration status, sex, age, size, family status, political belief, religion, and mental and physical **ability**.
- **Be considerate.** We all depend on each other to produce the best work we can as a company. Your decisions will affect individuals and co-workers, and you should take those consequences into account when making decisions.
- **Be respectful.** We won't all agree all the time, but disagreement is no excuse for disrespectful behavior. We will all experience frustration from time to time, but we cannot allow that frustration to become personal attacks. An environment where people feel uncomfortable or threatened is not a productive or creative one.
- **Choose your words carefully.** Always conduct yourself professionally. Be kind to others. Do not insult or put down others. Harassment and exclusionary behavior are

not acceptable. This includes but is not limited to: - Threats of violence. - Discriminatory jokes and language. - Sharing sexually explicit or violent material via electronic devices or other means. - Personal insults, especially those using racist or sexist terms. - Unwelcome sexual attention. - Advocating for, or encouraging, any of the above behavior.

- **Repeated harassment of others.** In general, if someone asks you to stop something, then stop. When we disagree, try to understand why. Differences of opinion and disagreements are mostly unavoidable. What is important is that we resolve disagreements and differing views constructively.
- **Our differences can be our strengths.** We can find strength in diversity. Different people have different perspectives on issues, and that can be valuable for solving problems or generating new ideas. Being unable to understand why someone holds a viewpoint doesn't mean that they're wrong. Don't forget that we all make mistakes and blaming each other doesn't get us anywhere.

Instead, focus on resolving issues and learning from mistakes.

One essential goal of H.R. Choices, Inc. is to uphold these ethical standards in all our company activities. The purpose of our policy is to strengthen our Company's ethical climate and to provide basic guidelines to all employees for many situations that may arise. However, it is impossible to provide guidelines for every situation that arises and when in doubt, discuss your ethical issues with the appropriate parties within the company.

H.R. Choices, Inc. strives to do business with others of sound business character and reputation. This company will not knowingly support any public or private organization which practices discriminatory policies or practices. All employees of H.R. Choices, Inc., are expected to perform their work with honesty, objectivity, truthfulness, and integrity.

It is also the policy of this Company to comply with all applicable laws, including, without limitation, employment, discrimination, health, safety, antitrust, securities, and environmental laws.

Our professional Code of Ethics and Professionalism Policy gives our employees guidelines on our business ethics. We will also use this policy to outline the consequences of violating our business code of ethics.

This policy applies to everyone we employ.

- Professional ethics are a set of principles that guide the behavior of people in a business context. They are essential to maintaining the legality of business and a healthy workplace.

- Having our business ethics in writing doesn't mean that we do not trust our employees. We strive to hire ethical people who have their own personal standards, so we expect that a written code will not be necessary most of the time.
- Some professional ethics also correspond to laws that you absolutely must know to do your job properly, hence, we train you and update you on rules, laws and policies when needed.
- When an employee conducts themselves in a way that is against our professional ethics, or applicable laws, we have clear guidelines on what disciplinary actions we will consider.

For these reasons, we advise you to read this document carefully and consult with your supervisor or HR, if you have doubts or questions.

First, always keep in mind H R. Choices mission: It is the intent of this agency to provide the best service available. Our mission dictates that we stress the quality of service, thus creating satisfaction for the individuals we serve, their families and/or guardians, and our employees. Staff are hired with the best interests, needs, and wants of the individuals in mind. "We strive for greatness!"

We all work together to achieve specific outcomes. We expect you to contribute to our goals.

#### **Gifts:**

Gifts, such as merchandise or products - as well as personal services or favors, may not be accepted unless approved by the individuals Guardian, and upper management. Any gifts received from Individuals on behalf of the guardians or from the individual themselves must be disclosed to the CAO upon receiving the gift. Failure to do so could lead to disciplinary actions up to and including termination. Not disclosing could also lead to an MUI investigation in a charge of Misappropriation. Gifts of any amount may never be solicited. A gift of cash may never be accepted.

#### **Interests in Other Businesses:**

Unless approved in advance by an employee's supervisor/manager, neither an employee nor his or her spouse, domestic partner, or any other member of the employee's immediate family may directly or indirectly have a financial interest (whether as an investor, lender, employee, or other service provider) in a competitor, or in a customer.

#### **Use of Individual's Property and Information:**

All employees are responsible for the proper use of the Individual's physical resources and property, as well as its proprietary and other confidential information. In an emergency, reasonable use of an individual's home phone may be permitted.

Any employee found to be engaged in, or attempting, theft of any property of the individual including documents, equipment, intellectual property, cash or any other items of value will be liable to immediate termination and possible criminal proceedings against them. All employees have a responsibility to report any theft or attempted theft to the company's management

**Company Properties and Facilities:**

Any employee found to be engaging in, or attempting, theft of any property of the company including documents, equipment, intellectual property, personal property of other employees, cash or any other items of value will be liable to immediate termination and possible criminal proceedings against them. All employees have a responsibility to report any theft or attempted theft to the company's management.

**COMPLIANCE WITH CODE OF ETHICS AND PROFESSIONALISM POLICY:**

All employees have a responsibility to understand and follow this policy. In addition, all employees are expected to perform their work with honesty and integrity in any area not specifically addressed by our policy. A violation of this policy may result in appropriate disciplinary action including the possible termination from employment with the Company, without additional warning.

The Company strongly encourages dialogue among employees, their supervisors, and the entire management team to make everyone aware of situations that give rise to ethical questions and to articulate acceptable ways of managing those situations.

Our Code of Ethics and Professionalism Policy reflects general principles to guide employees in making ethical decisions and cannot and is not intended to address every specific situation. As such, nothing in our Code of Ethics Policy prohibits or restricts the company from taking any disciplinary action on any matters pertaining to employee conduct, whether they are expressly discussed in this code. This policy is not intended to create any expressed or implied contract with any employee or third party. Nothing in this policy creates any employment contract between the company and any of its employees.

When faced with significant ethical issues, employees should always refer to these standards. However, if these standards do not resolve the ethical conflict, the following steps should be followed:

- Discuss such problems with your immediate supervisor except when it appears that your supervisor is involved, in which case the problem should be presented initially to the next higher managerial level. If a satisfactory resolution cannot be achieved when the problem is initially presented, please refer to the Chain of Command.
- **As an employee of H.R. Choices, Inc., you are responsible for compliance with our Code of Ethics and Professionalism Policy.**

## **2.2 Personal Appearance**

H.R. Choices, Inc. has established guidelines for office employees regarding appropriate dress, grooming and personal hygiene. Employees are expected to maintain an appearance that is appropriate to the work situation.

The personal appearance of office employees and staff is to be governed by the following:

- Clean, properly fitting casual attire is appropriate.
- Good personal hygiene must be maintained.
- Hemlines should be conservative
- Use of perfume, cologne, and other scented products should not be used. Strong odors that may seem natural to you may be offensive to others, causing allergic/respiratory conditions and headaches/migraines.



The following are some examples of inappropriate dress:

- Tattered clothing
- Items containing obscene, profane, discriminatory, provocative, or inflammatory words or pictures.
- Items advertising alcoholic beverages, drugs, drug paraphernalia.
- Clothing revealing bare backs or midriffs; and any revealing or provocative clothing (see through garments)
- Pool/beach attire.

Senior management is responsible for evaluating the dress and appearance of employees under his or her supervision. If deemed necessary, the employee may be sent home to change into appropriate clothing (time spent in transit will not be considered working time). Further violations may result in disciplinary action, up to and including termination.

Please be aware that guardians, family members, IC's, etc.. may come by the sites at any time announced or unannounced.

## **2.3 Disciplinary Policy**

H.R. Choices, Inc. believes that a clearly written disciplinary policy serves to promote fairness and equality, and this should minimize potential misunderstandings among employees in disciplinary matters. It is believed that certain basic principles must also be consistently applied to effectively correct unsatisfactory job performance.

- Employees shall be advised of expected job performance, what types of conduct the employer considers to be unacceptable, and the penalties for such unacceptable behavior.
- Timely attention shall be given to policy infraction.



- Discipline shall be applied uniformly and consistently. Deviations from standard procedures must be justified and documented.
- This communication serves as notice to the employee that certain actions are mandated by the Ohio Department of Developmental Disabilities and/or Ohio Job and Family Services. Such actions may result in, but not limited to removal of scheduled work hours, job responsibilities, job location, and/or employment.

Discipline shall progress as outlined in the following classifications:

#### Disciplinary Points System

Each group offense has a point amount attached to it. These points will be accumulated throughout the calendar year. As stated in the Raise Tier Program, the number of points given will be reflective of staff receiving a raise or not. Not only will wage increases be in jeopardy but also your ability to work for H.R. Choices, Inc. Please see the point system below for actions taken based upon reaching a certain amount of disciplinary points

6 points or greater – Will result in 1 days off without pay.

10 points or greater – Will result in 3 days off without pay.

14 points or greater – Will result in immediate termination.

#### GROUP 1 OFFENSES

May be defined as infractions which are relatively minor in nature, and which cause only minimal disruption to the agency and/or individual. These disruptions might be a slight, yet noticeable, decrease in organizational productivity, efficiency and/or morale. If left undisciplined by proper authority it will usually cause only a temporary and minor adverse impact against the agency unless such acts are compounded over time. These offenses may occur unintentionally (i.e., Medication errors without adverse effects; Failure to secure medications always; Excessive call-offs).

#### GROUP 2 OFFENSES

May be defined as those infractions which are of a more serious nature than Group 1 offenses and which, in turn, cause a more serious and longer-lasting disruption to the agency in terms of decreased productivity, efficiency, and/or morale. If left undisciplined by proper authority it can cause a serious and longer-lasting adverse impact against the agency

than Group 1 Offense. Violations of Group 2 Offenses are normally committed knowingly by the employee, but without malice.

### **GROUP 3 OFFENSES**

May be defined as those infractions which are of a very serious or possibly criminal nature, and which causes a critical disruption to the agency in terms of decreased productivity, efficiency, and/or morale. If left undisciplined by proper authority it may cause a long-lasting and critically serious adverse impact against the agency. These occur knowingly, deliberately, and often with malice or harm intended.

### **GROUP 1 OFFENSES:**

- Each Group 1 Offense will result in a write up and 2 disciplinary points.

Examples of GROUP 1 OFFENSES, but not all inclusive:

1. Failure to attend scheduled meetings.
2. Stopping work before specified time, without authorization.
3. Distracting employees who are on the clock during work hours while not being on the clock yourself (loitering).
4. Creating or contributing to unsanitary or unsafe working conditions.
5. Malicious mischief, horseplay, wrestling, or other undesirable conduct, including the use of profane language or gestures.
6. Interfering with other employees in the performance of their work.
7. Unsatisfactory work or failure to maintain the required standard of performance.
8. Violation of safety rules yet causing no harm.
9. Unexcused absences – 4 or more in a consecutive 30-day period.
10. Failure to *write* an Unusual Incident Report/Major Unusual Incident Report that you have reported.
11. Medication error without causing adverse reactions.

### **GROUP 2 OFFENSES:**

- Each Group 2 Offense will result in a write up and 4 disciplinary points.

Examples of GROUP 2 OFFENSES, but not all inclusive:

1. Sleeping during working hours, other than overnight shifts, yet causing no harm to the individuals with whom scheduled.
2. Unauthorized use of agency or client property or equipment yet causing no harm.

3. Disregarding job duties by neglect of work, pursuing pleasure, reading, private pursuits during work hours.
4. Unauthorized use of the telephone or usage for purposes other than emergency or business purposes.
5. Failure to report and call off for an assigned shift (No Call No Show).
6. Performing private work on agency time.
7. Showing up to work late without notifying management
8. Failure to disclose the loss of driving privileges or loss of operator's license.
9. Insubordination.
10. Refusal to accept any reasonable work assignment and/or if a DSP has a lack of willingness to work at another home, if needed.
11. Negligent failure to observe any rules, regulations, policy, or directive of the agency while causing no harm.
12. Multiple medication errors without causing adverse reactions within the same calendar year.

### **GROUP 3 OFFENSES:**

- Any Group 3 Offense will result in immediate termination.

Examples of GROUP 3 OFFENSES, but not all inclusive:

1. Making false claims or misrepresentation to obtain any benefit.
2. Gross neglect of duty.
3. Willful or grossly negligent destruction of individual property.
4. Refusing to provide testimony or providing false testimony during any personnel investigation or providing false testimony at any time during and in application for employment.
5. Gambling during work hours.
6. Theft of any property.
7. Use of any alcoholic beverage or non-prescribed narcotics during work hours (Prescribed narcotics **MUST** be reported to management).
8. Failure to notify management of any prescribed narcotics, or any other medication that may affect your ability to work.
9. Reporting for work under the influence of any alcoholic beverage or illegal narcotic.
10. Threats, coercion, fighting, or attempts to inflict injury upon individuals, fellow employees, supervisors.
11. Failure to report accidents, injury, or other occurrence that could affect the well-being of the individuals or this agency.
12. Use of abusive or threatening language toward anyone when representing H. R. Choices.
13. Leaving the assigned site during work hours.

14. Violation of safety rules and resulting in potential harm to individuals with whom providing care to, or to this agency.
15. Unauthorized use of agency property or equipment.
16. Improperly discussing, disclosing, or removing any records or information without prior approval.
17. Conduct violating morality or common decency, e.g., sexual harassment policy or workplace violence policy. (Please see these policies in the handbook.)
18. Conviction of any crime which reflects upon the employee's honesty, integrity and/or ability to perform their job, as outlined in DODD rules and regulations.
19. Abuse or neglect of any individual.
20. Malicious mischief, horseplay, or other undesirable conduct, including use of profane language resulting in physical or mental harm.
21. Making or reporting false, vicious, malicious, or intentionally misleading statements concerning employees, supervisors, the agency or its operations, or clients.
22. Negligent failure to observe any rules, regulations, policy or directive of the agency while causing harm.
23. Failure to report and call off for an assigned shift two times in a calendar year (No Call No Show)
24. Making or using falsified records, time sheets, mileage sheets, etc..
25. Medication error with major adverse reaction.

## **2.4 Non-Harassment Policy**

H.R. Choices, Inc. is committed to providing a work environment free of unlawful harassment. This includes sexual harassment, as well as harassment based on such factors such as race, color, creed, religion, national origin or ancestry, age, gender identity, medical condition, marital status, physical or mental disability, sexual orientation, or any other basis protected by federal, state, or local law. All such harassment is unlawful. H.R. Choices, Inc. will not tolerate harassment of our employees by anyone, including any supervisor, co-worker, or associate. Harassment Defined: Harassment refers to behavior that is unwelcome, is personally offensive, debilitates morale, and interferes with the work performance and effectiveness of an employee. It includes inappropriate and disrespectful conduct and communication. Prohibited harassment includes, but is not limited to, the following behaviors:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, or comments.
- Visual conduct such as derogatory and/or sexual-oriented posters, photography, e-mails, cartoons, drawings, or gestures.

- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race, or any other protected basis.
- Threats and/or demands to submit to sexual requests for an employee to keep their job, or to avoid some other loss and offers of employment benefits in return for sexual favors.
- Retaliation for having reported or threatened to report harassment.

Violations: Violations of this policy will not be tolerated. Anyone engaging in such activity is acting beyond the scope of any authority they may have from the company. Any supervisor who is made aware of a complaint of harassment and fails to act will be subject to corrective action, which may include termination.

Complaint Procedure: If you feel that you have experienced or witnessed harassment, you are encouraged to first confront the individual (if you are comfortable doing so) and ask him or her to stop. The next step is to notify Senior Management, verbally or in writing. H.R. Choices, Inc. encourages all employees to report any incidents of harassment immediately so that complaints can be quickly resolved.

No employee should feel they must tolerate an inappropriate or uncomfortable situation. We will take your concerns seriously. Every complaint of harassment that is reported will be investigated thoroughly, promptly, and in as confidential a manner as possible. If a harassment investigation determines that inappropriate and/or unlawful harassment has occurred, H.R. Choices, Inc. will take specific action that is in line with the severity of the offense. Any employee determined by H.R. Choices, Inc. to be responsible for harassment will be subject to appropriate corrective action, up to and including terminations of employment. In addition, appropriate action will be taken to prevent future harassment.

H.R. Choices, Inc. will not retaliate against any employee for filing a complaint and will not knowingly permit retaliation by any representative of the organization. If we become aware of any retaliatory activity, appropriate corrective action will be taken.

Your Right: H.R. Choices, Inc. encourages all employees to report any incidents of harassment immediately, using the complaint procedures described above. You should also be aware that you have the right to contact the Federal Equal Employment Opportunity Commission (EEOC) and the Ohio Department of Fair Employment & Housing (DFEH). The nearest offices are listed on the Internet and/or telephone directory.

## **2.5 Complaint Procedure**

An employee may express a verbal grievance to his or her immediate supervisor. If the concern is not resolved to the employee's satisfaction within one week, the employee may put in writing the details of his or her grievance and submit the grievance to Senior Management.

The HR Manager, who will receive the matter, will review the written statement. The employee and his or her supervisor/manager request a meeting with the appointed person for resolution of the problem. The problem will be discussed in the presence of the employee and supervisor. Final resolution of the grievance will be made by the appointed person and discussed with the employee and supervisor.

## **2.6 Drug & Alcohol Policy**

H.R. Choices, Inc. is committed to providing a safe work environment and promoting the well-being and health of its employees. That commitment is jeopardized when any H.R. Choices, Inc. employee illegally uses drugs and/or alcohol on the job, comes to work under the influence, or possesses, distributes, or sells drugs in the workplace. These activities may adversely affect an employee's work performance, efficiency, safety, and health and therefore seriously impair his/her value as an employee. In addition, these activities constitute a potential danger to the welfare and safety to other employees, individuals and the public and expose H.R. Choices, Inc. to risks of property loss or damage. Management will be trained to identify reasonable signs and suspicion of substance abuse.

### **Drug and Alcohol Testing**

Drug and alcohol testing will be performed under the following circumstances:

- Reasonable Suspicion Testing
- Random (per legal restrictions) and Post Accident Testing

If an existing employee's test results are positive, the employee shall be removed from duty and be subject to immediate disciplinary action, up to termination.

Any employee refusing to submit to drug and alcohol testing will be automatically terminated.

H.R. Choices, Inc. encourages any employee with an alcohol or drug problem to ask for help. Matters of this nature are treated in a confidential manner.

Only designated individuals of H.R. Choices, Inc. will receive testing results. He or she will notify other managers of H.R. Choices, Inc. strictly on a need-to-know basis.

### **Substance Abuse Guidelines**

H.R. Choices, Inc. has established the following guidelines:

1. The company will not tolerate or condone substance abuse. It is the policy of H.R. Choices, Inc. to maintain a workplace free from alcohol and other forms of drug abuse and its effects.
2. It is a violation of company policy for any employee to possess, use, buy, trade, or offer for sale of illegal drugs or alcohol, or otherwise engage in the illegal use of drugs or alcohol on the job.
3. It is a violation of company policy for anyone to report to work under the influence of illegal drugs or alcohol.
4. It is a violation of company policy for anyone to use prescription drugs illegally. However, nothing in this policy precludes the appropriate use of legally prescribed medications, unless doing so hinders the performance of essential job functions and/or creates identified safety hazards. Employees who believe, or have been informed, that their use of any prescription drug may present a safety risk are to report such drug use to their supervisor or management to ensure the safety of themselves, other employees, the public, and employer property. It is a violation of this policy to utilize prescribed medications, during employment, which impair performance.
5. Violations of this policy are subject to disciplinary action up to and including immediate termination. Employees found to be engaged in the sale or purchase of illegal drugs during working hours shall be reported to the appropriate law enforcement agency and be subject to immediate termination and shall not be eligible for rehire.

H.R. Choices, Inc. expects full support of this policy from all employees and all persons doing business with the company.

### **Employee Voluntary Referrals**

Employees who seek voluntary assistance for alcohol and/or substance abuse may not be disciplined for seeking such assistance. H.R. Choices, Inc. reserves the right to approve a reasonable time for a leave of absence under this policy. The leave of absence will be handled confidentially. Voluntary assistance obtained independently, or under condition of an informal referral, will be considered confidential. No information can be released to H.R. Choices, Inc. without the employee's written consent.

### **Employer/Company Responsibility**

To provide a drug and alcohol-free working environment, H.R. Choices, Inc. will:

1. Establish definitive rules and regulations.

2. Administer a program that takes into consideration an employee's rights and is within legal boundaries.
3. Inspect an employee and their property when doing business with the company within legal boundaries.
4. Maintain consistent enforcement of the company substance abuse policy. Any supervisor who knowingly permits violation of this policy by employees under his/her direct supervision shall be subject to disciplinary action.
5. Cooperate with outside law enforcement agencies.
6. Conduct post-accident, and post-injury, drug, and alcohol testing (within legal restrictions) immediately following any at fault accident that results in bodily injury or property damage, whether a citation is issued or not. Post-accident testing includes any accident that occurs during work. This includes accidents in personal vehicles while performing job tasks.

### **Employee Responsibility**

H.R. Choices, Inc. believes that each employee has the responsibility to:

1. Report to work always free of alcohol or other drugs and their effects.
2. Not possess or use or have the odor of alcohol or drugs on his/her breath.
3. Seek and accept assistance for alcohol and drug abuse.
4. Support efforts to eliminate alcohol and other drug abuse among employees where it exists.
5. Not engage in any work-related activity when taking medications or drugs (prescription or non-prescription), and/or alcohol that may create an unsafe or dangerous situation for the employee, the public, the employee's co-workers, or individuals.
6. Immediately report any incident involving property damage or bodily injury that would require post-accident/post injury drug testing to the supervisor or management.
7. Testing must be performed by a designated facility immediately after the occurrence of an incident where the employee appears to be the cause of, or contribute to, an accident involving bodily injury or property damage. For on-site testing, the employee must remain at the work site location. If circumstances require off-site testing, the employee must be accompanied to a designated testing facility by a company-representative immediately but not exceed 4 hours after occurrence.

Work Able is contracted to provide this service to our employees. They are located at 1750 West Fourth St., Mansfield, Ohio. They can be reached by 419-526-8444.





## **Confidentiality**

Every effort will be made to ensure that all employees' substance abuse problems will be discussed in private, and actions taken will not be made known to anyone other than those directly involved in coordinating the testing and obtaining the results, or who are required to be involved in the disciplinary procedures.

Only designated company individuals will receive testing results. He/She will notify other H.R. Choices Inc. managers strictly on a need-to-know basis.

Responsibilities for interpretation of the company's substance abuse policy fall to the human resources department staff.

## **2.7 Workplace Violence**

H.R. Choices, Inc. has adopted a Zero Tolerance Policy to reduce workplace violence among employees because the safety and security of our individuals and employees are of vital importance. The costs of workplace violence are great, both in human and financial terms, and has been recognized as a growing problem nationwide.

Workplace violence is considered any act of physical violence, attempts to act or threats of physical violence, acts with the intent to cause harmful or offensive contact, harassment, intimidation, or other threatening, disruptive behavior that occurs at the job site. Workplace violence can affect or involve employees and individuals including but not limited to the public.

Many different actions in the work environment can trigger or cause workplace violence. Whatever the cause or whoever the perpetrator, workplace violence is not accepted or tolerated at H.R. Choices, Inc.

General examples of prohibited conduct include, but are not limited to, the following:

- All threats or acts of violence occurring on H.R. Choices, Inc. property or job sites, regardless of the relationship between the parties involved in the incident.
- All threats or acts of violence not occurring on H.R. Choices, Inc. property or job site, but that involves an employee who is acting in the capacity of the representative of H.R. Choices, Inc.
- All threats or acts of violence not occurring on H.R. Choices, Inc. property or job site, but that involves an individual whose threats or acts of violence affect the legitimate interests of H.R. Choices, Inc.
  - Any threats or acts resulting in the conviction of an employee of H.R. Choices, Inc., or of an individual performing services on H.R. Choices, Inc. behalf on a contract or temporary basis, under a criminal code provision related to

threats or acts of violence that adversely affect the legitimate interests and goals of H.R. Choices, Inc. will result in immediate termination.

Specific Examples of prohibited conduct include, but are not limited to:

- Hitting, shoving or any offensive or harmful contact with an individual (any physical assault).
- Threatening to harm an individual or his/her family, friends, associates, or their property.
- Making harassing or threatening telephone calls, letters, or other forms of written or electronic communications.
- Intimidating or attempting to coerce an employee to do wrongful acts that would affect the business interests of H.R. Choices, Inc.
- Harassing surveillance, also known as “stalking: the willful, malicious and repeated following of another person and making a credible threat with intent to place the other person in reasonable fear of his or her safety.”
- Possession or inappropriate use of firearms, weapons, or any other dangerous device on H.R. Choices, Inc. property or job site.

Violations: Violation by an employee of H.R. Choices, Inc., of this policy will lead to appropriate disciplinary action (up to and including termination). Non-employees engaged in violent acts on H.R. Choices, Inc., property or job sites will be reported to proper authorities and H.R. Choices, Inc. will cooperate with prosecution fully possible by law.

To make deliberate false accusations of workplace violence will also be considered a violation of the H.R. Choices, Inc. Workplace Violence Policy. In such instances, the complainant will be subject to disciplinary action. However, failure to prove a claim of workplace violence does not constitute proof of a false and/or malicious accusation.

Any individual that is aware, or a victim, of workplace violence is required to report the incident immediately to Senior Management. Part of your job duties as an employee is to participate in making H.R. Choices, Inc. free of workplace violence. Your failure to timely report known instances of workplace violence is a violation of our policy and may have serious consequences for the victim and to other employees later.

Employees who, in good faith, report what they believe to be workplace violence or who cooperate in any investigation will not be subjected to retaliation. Any employee who believes he/she has been the victim of retaliation for reporting workplace violence or cooperating in an investigation should immediately contact Senior Management.

## **2.8 Concealed Weapon Policy**

No employee of this agency shall be permitted to enter a residence, office, or company property with a concealed firearm on their person.

No employee of this agency shall be permitted to transport an individual with a concealed firearm on their person or in their vehicle.

Employees of H.R. Choices, Inc. are not permitted to take an individual to any residence where the occupant has a concealed firearm on their person if this fact is known to the employee.

If at any time employees have our individuals at a location and become aware that there is a firearm, employees are required to immediately remove the individual from that location. Failure to follow any of the rules stated above will result in immediate termination.



## **3. WORKPLACE COMMITMENT**

### **3.1 Equal Employment Opportunity**

It is the policy of H.R. Choices, Inc. to provide equal employment opportunity for all applicants and employees. H.R. Choices, Inc. will not allow discrimination based on race, color, creed, sex, gender identity, national origin or ancestry, age, religion, marital status, sexual orientation, mental or physical disability, medical condition, or any other factor rendered unlawful by federal, state, or local law. H.R. Choices, Inc. also prohibits discrimination based on the perception that an individual possesses any of these characteristics. All such discrimination is unlawful.

This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, and transfers. Further, it is our policy that employees do not discriminate against each other, or non-employees based upon these factors. In addition, H.R. Choices, Inc. prohibits the harassment of any individual. (See non-harassment policy)

To comply with applicable laws ensuring equal employment opportunities for qualified individuals with a disability, H.R. Choices, Inc. will make reasonable accommodation for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee, unless undue hardship will result. Any applicant or employee who requires accommodation to perform the essential functions of their position should contact the human resources department staff and request such accommodation.

H.R. Choices Inc. will then investigate and identify possible accommodation, if any. If the accommodation is reasonable and will not impose an undue hardship, H.R. Choices, Inc. will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, provide a verbal or written complaint to Senior Management. H.R. Choices, Inc., will undertake a thorough investigation and attempt to resolve the situation. If H.R. Choices, Inc. determines that unlawful discrimination has occurred, appropriate action will be taken. H.R. Choices, Inc., will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management or your co-workers.

### **3.2 Open Door Policy**

Communication and teamwork lead us to achieve our business goals. However, every work group can experience conflict. Our goal is to quickly resolve issues while maximizing our work relationships. Open, honest communication is the key to achieving this goal. If you have a problem, suggestion, or question regarding your job or working conditions, we encourage you to voice your concerns openly and directly to your supervisor. Experience has shown that when employees deal directly with their supervisors, communication can be clear, and overall morale can be positive. However, if you feel it is not appropriate to contact your supervisor, or you feel that the situation has not been resolved, you may wish to bring the issue to Senior Management (Owner, COO and CAO). This procedure, which we believe is important for both you and H.R. Choices, Inc., cannot result in every problem being resolved to your satisfaction. However, H.R. Choices, Inc. values your input, and you should feel free to raise issues of concern, in good faith, without fear of retaliation.

H.R. Choices, Inc. does require that staff retain an open line of communication with management. We require that staff keep us updated if their phone number changes; or if their phone is out of service, provide management with an alternative way to contact you efficiently. Failure to be able to be contacted could result in as minimal disciplinary action as loss of shift leading up to termination if unreachable for extended periods.

### **3.3 New Employment Training**

1. All new staff shall complete the reading of and sign off on all Policies and Procedures prior to independently working with the individuals.
2. All new staff shall complete the reading of any Individual's Person-Centered Plans prior to working with that individual. After reading the PCP, staff will sign off stating that they understand it. Once reviewed, the staff is then responsible for following the guidelines and services identified in the plan.

3. All new staff that will be administering medications are required to successfully complete the Delegated Nursing training course. This course is routinely offered and paid for at no cost to the staff. New employees that will be administering medication must be willing to take this class at the first opportunity. No medications can be administered until evidence of successful certification is provided to the office. Upon completion of this training, you are required to meet with a management staff to complete the “skills checklist”. This also must be completed prior to independently administering medication to an individual. (DHTs are exempt as their skill checklists are overseen by a RN per the Delegation Rule). Failure to complete this state-mandated training or failure to attend a scheduled class can result in termination. All employees must be certified to enable them to perform their job.
4. All new staff must complete training related to incidents adversely affecting health and safety.
5. All new staff are required to take a CPR/First Aid class that is set up by H.R. Choices, Inc. at no cost to the staff. Staff are not permitted to work independently with individuals without current certification. Failure of staff to maintain a current CPR/First Aid certification may result in immediate termination.
6. All DSPs will have a time scheduled to meet with the Care Coordinator at the home(s) you will be working in before training in the home begins.
7. All new staff must train on the following via My DODD Learning before being able to work with any individuals independently, along with any other training of our choosing:

- Introduction to Supporting People with Developmental Disabilities This module includes topics such as the role of language, defining developmental disability, descriptions of common developmental disabilities, Ohio's support system, and an overview of service planning.
- The Bill of Rights for People with Developmental Disabilities and the NADSP Code of Ethics This module includes topics such as the Bill of Rights for People with Developmental Disabilities and the NADSP Code of Ethics.
- Trauma-Informed Care and Restrictive Measures This module includes topics such as the definition and effects of trauma, behavioral support strategies, and restrictive measures.
- Health and Safety This module includes topics such as universal precautions, understanding unusual incidents (UIs) and major unusual incidents (MUIs), and types of UIs and MUIs.
- Valued Roles This module includes topics such as valued social roles, self-determination and self-advocacy, and community employment.
- Introduction to Empathy-Based Care This module discusses how to communicate more effectively, better manage conflict, and have more respect and care for each other.
- Vagus Nerve Simulator (VNS) Some of our individuals have a stimulator device implanted under the skin in the chest. A wire from the device is wound around the vagus nerve in the neck. Vagus nerve stimulation, in the form of a handheld magnet by the staff, helps to prevent seizures by sending regular, mild pulses of electrical energy to the brain via the vagus nerve. Even if you do not work in a home where someone has a VNS, this training is required.



### **3.4 Continued Trainings**

After the first year of hire and each year thereafter, all employees must take Annual 8 Hour Training per DODD. Two of these hours are taken in the fall under the instruction of the County Board MUI Investigation Team. The other six hours will be a combination of on-line and in-person training. Annually, many of these offerings will be changed to stay consistent with specific training needs of our team to continue to serve our individuals in the best possible way.

The Office Manager will schedule these training courses with you.

### **3.5 Performance Evaluations**

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted to provide both supervisors and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths and discuss positive, purposeful approaches for meeting goals. A positive performance evaluation does not guarantee an increase in wages or a promotion. Pay increases and promotions are based on many factors in addition to performance and are solely within the discretion of H.R. Choices, Inc.

Staff monitoring and evaluation are on-going. Management will continuously monitor the staff's performance, and any concerns will be discussed privately. Individuals, guardians, and/or advocates are consulted regarding the quality of services, and this feedback is discussed with the staff. Meetings are scheduled individually and as a group to provide training and the opportunity to discuss any problems or questions. New employees are evaluated during the first 90-day period. Informal evaluations are completed semi-annually, and formal evaluations are annually for all employees. You will be given the opportunity to sign up for these prior to the evaluations. Staff are given the opportunity to anonymously assess management at least once a year.

## 4. WORKPLACE EXPECTATIONS

### 4.1 Safety Rules

Your safety, and that of those who work with you, is one of our greatest concerns. H.R. Choices, Inc. will endeavor to provide a clean, healthy, and safe place to work. With an alert safety attitude, you can help eliminate painful and costly accidents.

The following is an outline of H.R. Choices, Inc. safety practices and procedures established for administrative employees. All H.R. Choices, Inc. personnel are required to read and observe these safety rules. For employees exposed to job site hazards, refer to the H.R. Choices, Inc. Code of Safe Practices for additional rules and regulations. Failure to comply with established safety rules can be cause for disciplinary action. H.R. Choices, Inc. firmly believes in preventive safety measures and encourages all employees to participate in the further development of our safety program by making safety suggestions and/or recommendations.

Any employee who is injured while working must immediately report the injury to the office Monday-Friday 8am-4pm or notify on call after hours. A written report must be submitted within 24 hours of injury.

OhioHealth and Workable are our contracted provider of health-care services.

Employees are to immediately identify and communicate to management any repair or hazard that is a concern at My Choice Activity Center, the Clubhouse, office, any residential site or with any H.R. Choices, Inc. transportation vehicle.

Buildings and residential sites have smoke and CO2 detectors. Batteries are changed two times a year when time changes. Both Adult Day Supports have smoke and CO2 detectors, and batteries are changed two times a year when time changes.

Fire drills are required to be conducted monthly. Tornado drills are conducted at least once a month from April through September. Staff should encourage ALL individuals to participate in safety drills for their own safety and well-being.

#### **Safety Tips:**

- Report any injuries immediately to your supervisor or management.
- Report to work rested, and mentally and physically fit to perform your work.
- All employees shall drive safely and obey all traffic laws.
- Report any unsafe conditions to your supervisor or management.
- Keep “horseplay” and roughhousing away from workplace. Practical jokes often become painful injuries.
- Keep your mind on your job – temper under control, always.
- Never perform a task that you feel is unsafe. Report to your supervisor immediately.





- Give your whole-hearted support to safety activities.

### **Good Housekeeping Practices:**

Many office/work accidents are caused by poor housekeeping practices. By keeping the office floor/homes both neat and clean, you can eliminate most slipping, tripping, and falling hazards. Additional safe housekeeping practices include:

- Making sure electrical cords and phone cords do not cross walkways.
- Cleaning spills and picking up debris immediately.
- Storing items in approved areas only.
- Do not stack boxed or other items too high.
- Make sure boxes are clearly labeled with their contents.
- Report tripping hazards (i.e., defective floor tiles, boards, or carpet) immediately.
- Use the right tool for the job. (i.e., use a ladder, not a chair)
- Arrange office furnishings in a manner that provides unobstructed paths for movement
- Keep stairs and steps clear of objects.
- Do not place wastebaskets or other objects in walkways.

### **Electrical Considerations:**

- Do not overload circuits. Notify your supervisor if additional power outlets are needed.
- Power strips may be used where necessary but must not overload circuits.
- Do not use electrical cords that are frayed or otherwise defective. Electrical equipment with defective cords should be taken out of service immediately and reported to your supervisor.

### **Preventing Cuts and Punctures:**

Cuts and punctures happen when people use everyday office supplies and objects in the homes, without exercising care. Tips for avoiding cuts and punctures include:

- Using a liquid dispenser, not your tongue, to seal envelopes.
- Be careful when using kitchen knives, scissors, staplers, letter openers, and box openers. Use the proper tools to perform these tasks.
- Identify objects that expose sharp points or edges. Report exposures to your supervisor immediately.

**Lifting:**

Poor lifting habits are a typical cause of strains and other muscular/skeletal injuries. So is overextending your arms and back attempting to grab or pull something just out of reach. The following are safety tips to avoid unnecessary strains:

- Never attempt to lift or move an object that may be too heavy or awkward for you.
- Never twist your body while you are holding heavy objects.
- Never lift objects over your head.
- Use good sitting and standing posture.
- Exercise to help strengthen the stomach and back muscles.

**4.2 Children in the Workplace**

The presence of children with the employee parent/guardian during *any* company training in the office, adult day service centers and residential settings is inappropriate and is unacceptable and will not be tolerated. This policy is established to avoid disruptions in the training of the employee and co-workers, reduce property liability, and help maintain the company's professional work environment. Exceptions can only be made by management, and it is your responsibility to get approval beforehand.

**4.3 Emergency Procedures**

During normal business hours (8:00am-4:00pm), all emergencies should be reported immediately to the office. After hours, the on-call coordinator should be contacted about emergency situations only. All emergencies should be stabilized first, then contact to the coordinator should be made as soon as possible where advisement on how to move forward will be made. Information that is to be shared is the nature of the emergency, the time and location of the occurrence, the status of the situation, and the steps taken thus far to stabilize the emergency.

**4.4 MUI/UI Reporting**

Reportable incidents must be reported directly to management. Minor scrapes, bruises, pain, injury, illness, and medication issues are among reportable instances. All MUI/UI occurrences identified in staff training **MUST ALSO** be reported. The Incident Report **MUST** be turned into office within one business day and the office will submit it to the individuals team members by fax, email, or mail within 24 hours after the incident occurs. Please note that the Witness statement is to be additionally filled out IF there is additional information to be reported regarding the incident and/or is a witness or witnesses to the incident other

than yourself. Timely reporting to the County Board is mandatory, so it is also at times necessary to contact staff for additional clarification.

- If a MUI/UI occurs during attendance by an individual at My Choice Activity Center or The Clubhouse, then the Adult Day Service Director (MCAC) or Coordinator (Clubhouse) needs to be notified.
- If a MUI/UI occurred in a residential setting or during hours scheduled with an individual outside of a residential setting, the on-call coordinator is to be contacted.

All MUI/UI reports are reviewed upon receipt by management. A summary of the incident(s) is entered into the MUI/UI log and an internal investigation is performed by our Compliance Officer. This record is submitted to the MUI Department for their review upon request. It is mandatory that you return any texts and/or phone calls from the Compliance Officer in a timely manner.

Substantiated MUI reports are reviewed, analyzed, and summarized monthly, semi-annually, and annually; the review will identify and summarize any pattern of event(s), if present. Semi-annual and Annual reports will be forwarded to the County Board MUI Department within mandated timeframes. Monthly reviews, should anything become concerning, will be shared with the individuals team.

MUI's must be reported within four (4) hours of the incident.

H.R. Choices, Inc. adheres to all reporting guidelines, timeframes, and reporting responsibilities, as outlined by the Ohio Department of Developmental Disabilities.

**We are all mandated reporters.**



#### **4.5 Medication Administration Policy**

Before administering medication or treatment to a person, the certified staff member must also receive individual specific training (IST). A H. R. Choices Medication Administration Certified staff member or delegating nurse (for ADS of 17 individuals or more) supervises to ensure safe, accurate medication, and treatment administration. All initial certifications are taught by DODD-certified Registered Nurse (RN) Trainers using the [DODD-approved curriculum](#).

- Category 1 certification allows staff members to administer oral, topical, and inhaled medications, as well as 13 health-related activities if they have been prescribed for a person.

- Category 2 certification allows staff members to administer medications through a Gastrostomy or Jejunostomy (G/J) tube if the DSP has been delegated to do so by a nurse. This certification is in addition to Category 1.
- Category 3 certification allows staff members to administer insulin and injectable treatments for metabolic glycemic disorders if the DSP has been delegated to do so by a nurse. This certification is in addition to Category 1.

There are three treatments or actions that DSPs can perform with only DODD annual training. These stand-alone training sessions are not included or related to Medication Administration Certification. The [DODD-approved curriculum](#) for this training can be taught by nurses or Category 1 certified DSPs. The three treatments or actions are:

- use of an epinephrine auto-injector for allergic reactions,
- use of a VNS magnet for seizures,
- and use of over-the-counter topical medications for cleansing, comfort, and protection of intact skin (including hair, nails, teeth, and oral surfaces).

#### Category 1 - Medication Administration Certification

The initial Category 1 certification training includes a minimum of 14 hours of classroom instruction taught by a DODD-certified registered nurse trainer, or RN trainer, using the [DODD-approved curriculum](#).

Routes of medications and health-related activities include:

- prescribed medications taken by mouth, or applied to skin, ears, eyes, nose, vaginally or rectally.
- prescribed medications that are inhaled, including oxygen and metered-dose inhalers and nebulizers.
- over the counter (OTC) topical medications for musculoskeletal comfort,
- and 13 health-related activities (or tasks):
  - taking vital signs,
  - application of clean dressings that do not require health assessment,
  - basic measurement of bodily intake and output,
  - oral suctioning,
  - use of glucometers,
  - external urinary catheter care,
  - emptying and replacing ostomy bags,
  - pulse oximetry reading,
  - use of continuous positive airway pressure machines, including biphasic positive airway machines,
  - application of percussion vests,
  - use of cough assist devices and insufflators,
  - application of prescribed compression hosiery,



- and collection of specimens by noninvasive means.

## **About Training**

To attend training, DSPs must be at least 18 years old, have a high school diploma (or GED), and have background check results completed by a developmental disabilities agency (or by being a DODD-certified independent provider). This information is submitted to the RN Trainer on the Medication Administrative Certification Course Application by H. R. Choices Management.

Initial training must be no less than 14 hours of classroom instruction, including demonstration of all skills, and must be taught by a DODD-certified RN Trainer. The DODD-approved curriculum will be used for the training.

Classes are arranged by H. R. Choices, Inc. Office Manager and staff members are notified of date/time/location.

After training and before administering medications, the H. R. Choices Office Manager will verify that the certification is currently registered with DODD. A member of the H. R. Choices Management team will ensure the staff member has individual specific training for everyone before the first pass of medication(s).

This certification is renewed every year and requires:

- an application form for renewal signed by employer verifying background check requirements,
- Medication Recertification class.
- demonstration of skills verifying that the DSP continues to perform each action safely and accurately.
- and a certified RN Trainer to verify renewal requirements and enter them into DODD's Medication Administration Information System App.

**If renewal is not completed by the certification expiration date, a staff member may not continue to administer medications or treatments. DSPs have up to 60 days after expiration to complete renewal requirements. After that time, the entire initial training must be repeated for recertification.**

## **Procedures:**

### **SELF-ADMINISTERING**

1. An individual who can safely self-administer medication or receive assistance with self-administration of medication has the right to self-administer medication or receive assistance with the self-administration of medication.
2. Based on an assessment prescribed or approved by DODD, the individual's person-centered plan shall be documented when the individual cannot safely self-

administer prescribed medication or receive assistance with self-administration of prescribed medication. A new self-administration assessment shall be completed at least once every three years or more often when there is a change that affects the individual's medication routine such as a change in medication route, service setting, service provider, or health status.

3. H. R. CHOICES, INC. staff members who are not specifically authorized by other provisions of the Revised Code to help in the self-administration of prescribed medication may, under section 5123.651 of the Revised Code and this rule, provide that assistance as part of the services they provide to individuals. To provide assistance with self-administration of prescribed medication, H. R. CHOICES, INC. staff members are not required to be trained or certified in accordance with section 5123.42 of the Revised Code and rules 5123:2-6-05 and 5123:2-6-06 of the Administrative Code.
1. When assisting in the self-administration of prescribed medication, H. R. CHOICES, INC. staff members will take only the following actions:
  - a. Remind an individual when to take the medication and observe the individual to ensure that the individual follows the directions on the container.
  - b. Assist an individual by taking the medication in its container from the area where it is stored, handing the container with the medication in it to the individual, and opening the container, if the individual is physically unable to open the container.
2. Assist, on request by or with the consent of, a physically impaired but mentally alert individual, with removal of oral or topical medication from the container and with the individual's taking or applying of the medication. If an individual is physically unable to place a dose of oral medication to the individual's mouth without spilling or dropping it, H. R. CHOICES, INC. staff member may place the dose in another container and place that container to the individual's mouth.
3. Individuals who are Self-administrating do not need to document on a MAR.

## **ADMINISTERING MEDICATION**

1. Each individual's record shall include a record of medications (prescribed and over-the counter) received by the individual. Documentation will include the medication given, the time given, the dosage, and the name of the person administering the medication. Medication logs are to be turned in monthly to the Care Coordinator. The Medical Coordinator reviews MARS weekly at the residential sites. The ADS Director reviews MARS weekly.
2. Refusal to take any medications or missed doses of prescribed medications will be documented on the medication log, reported to Supervisor and incident report with the med error will be written by the staff member. A member of the management team will notify the Individual's Team of the incident. Any pattern or trend of

refusals or missed meds will be communicated to the individual's physician by the individual's Care Coordinator.

3. Changes, additions, or discontinuation of medications will be documented on the medication log.
4. All H. R. CHOICES, INC. staff will comply with DODD 5123:2-6-03 Rules-in Effect concerning delegated nursing.
5. Prescribed medications will be disposed of in a safe manner when the prescription is no longer current. The H. R. CHOICES Medical Coordinator will contact a pharmacist, state health official, or physician regarding the proper method of destruction or disposal of medications. The information to be documented on the individual's medication log after destruction/disposal includes the name and dosage of the medication, number/amount of the medication, the physician's name, expiration date, reason for destruction/ disposal, and date and method of disposal.
6. Infection control procedures will be used when handling or disposing of syringes and other sharp objects.
7. Quality Assurance Reviews by DODD are done randomly throughout the Residential sites annually.
8. Any known allergies to medications, food, or other substances will be documented on the individual's medication log.

**ADDITIONALLY,**

- All H. R. CHOICES, INC. staff members have access to information regarding possible side effects from the prescribing physician. Any side effects of medications will be reported immediately to the physician (by management) and documented on medication log by the staff member.
- All prescription medications will be kept in a separate container labeled with the individual's name.
- Medications will be stored in a locked cupboard, box or cabinet or other location accessible only to authorized staff members. Any medications that must be refrigerated will be stored in a locked metal box in the refrigerator to prevent tampering, accidental ingestion, and/or overdose of any medications.
- When an individual receives a prescription medication, the Medical Coordinator:
  - Documents on the In-office Medication Record regarding Medication name, amount, date on bottle, count and date counted, prescribing physician, date left the H. R. Choices office, who took and what site it went to.
  - If new medication, Document and Transcribe medication onto MAR at site and set up a side effects sheet for staff to review and sign off on.
  - Place the medication in the appropriate locked container and store in refrigerator or locked medicine chest.
  - No medication will be administered past the expiration date.



#### 4.6 Attendance

Employees are responsible for being at their work sites at the beginning of their scheduled shift. If you are relieving another staff, please arrive early so that staff may give their report and still leave in a timely manner. If you are coming from another site, please call the next site you are going to ahead of time and let staff know.

If an employee cannot report for work, or cannot be there at the starting time, he/she must notify their supervisor BEFORE the beginning of his/her shift. Employees should NOT call off to parents/guardians (in the cases of level ones). All employees are required to give at least 4 hours' notice on a call off. If you can find coverage for your shift, it is your responsibility to notify management by phone call who will be covering your shift. **Texting is not a permissible form of calling off.** If you are unable to find coverage and call off, you may be subject to disciplinary actions.

If contact is not made by you to management within three (3) consecutive days, it will be assumed resignation of employment. H.R. Choices, Inc. reserves the right to require a verification of illness and medical release to return to work from any employee absent for three (3) or more workdays. Failure to follow these procedures may result in disciplinary action. Excessive absence or tardiness will result in disciplinary action, up to and including termination.

Employees wishing to request time off may submit a written request off form to the Office Manager no later than 4 weeks of the dates requesting off. If staff turns in a request off form after the schedule for that time frame has been put out, it is the responsibility of the scheduled staff to find coverage. Staff requesting time off will be notified within 48 hours of the Office Manager receiving the request *only* if it is unapproved. Requested time off is not guaranteed, and may be unapproved if sufficient coverage cannot be found. Approved time off will be written by the H.R. Manager on a calendar located in the conference room at H.R. Choices Inc. main office. No more than two staff may request the same day off at a time.

Staff requesting to change their availability must give adequate written notice of the change to the Office Manager. Staff will be expected to work out their current schedule(s), with the change taking effect on the next schedule generated. If staff are unable to work out their current schedule(s), they will be expected to find coverage for their shifts.

If you are unable to attend scheduled house meetings, it is your responsibility to contact the COO or the coordinator of that home to be excused from the meeting. In this event, you must still contact the COO to review the topics discussed at the meeting. **Failure to follow up with the COO or the home coordinator within 7 days of the missed meeting will result in disciplinary action.**



#### **4.7 Weather Policy**

H.R. Choices Inc. operates on a 24/7/365 basis. This means that no matter what the weather conditions, staff must be in the homes. If weather conditions prevent or restrict the next staff from coming in, it is the responsibility of the current staff to stay until relief can be brought in. That means that if the weather is calling for storms or snow, for example, scheduled staff need to be prepared to stay past their scheduled time. Under no circumstance is a staff to leave the home without relief arriving. If this happens to occur, the staff leaving the home will be immediately terminated and other legal actions may be taken.

- Winter weather emergency alert levels – be aware of storms and emergency alert levels.
  - Level 1 – Roadways are hazardous due to accumulated, blowing and drifting snow and roads may be very icy. Motorists are urged to drive very cautiously. No roadways are closed, but unnecessary travel is discouraged.
    - If we are at a level 1 – staff should not have individuals out of the house unless necessary. Please make your best judgement on what would be deemed necessary. If it is not something they need right away, it can wait. Call the office or on-call for approval.
  - Level 2 – Roadways are hazardous due to accumulated, blowing and drifting snow and roads may be very icy. Only drive if it is necessary to do so. Employees should contact their employer to see if they should report to work
    - If we are at a level 2 – no staff should have any individual out of the house under any circumstances. If something emergent is needed, contact on call and we can attempt to make arrangements. Appointments can be rescheduled for the safety of the individuals.
    - We are considered essential employees, so we would still need to report for work. Be prepared for shift holdovers!
  - Level 3 – Ice, blowing and drifting snow have created extremely hazardous road conditions. Low visibility, extremely low temperatures and worsening road conditions are also factors. Some or all county roads have been closed to all but emergency and essential persons. No one should be on the roadways unless necessary and violators could be subject to arrest. All

employees should contact their employer to see if they should report to work.

- It's very unlikely that we will hit a level 3, but if we do – No staff is to have any individual out of the house for any reason at all!! If emergency medical attention is needed, 911 can be called. If staff is found to have individuals out at a level 3, disciplinary actions will occur.
- Contact on-call to see about reporting to work. In the event of a level 3 emergency alert, we will likely hold staff over

#### **4.8 Use of Electronic Media (Cell Phones, Tablets, etc.)**

H.R. Choices, Inc. computers, phones (including cell phone), fax machines, Sandata devices, and electronic voice mail systems are company property, and are to be used for conducting company business only. The use of this equipment for private purposes should be limited as described below.

Employees may not access a computer file, or retrieve or store communication, other than where authorized, unless there has been prior clearance by an authorized H.R. Choices Inc. representative. To protect the integrity of the system, employees wishing to download programs or files, and/or to load personal or other external software onto H.R. Choices, Inc. equipment should first check with Senior Management.

Our phone system should generally be used for job-related purposes only. To maintain the efficiency of our operation, please limit your cellular personal calls to a few occasions and as short a conversation as possible. Personal long-distance calls should generally be limited to emergency situations and should be made on your cellular phone. Staff are expected to reimburse H.R. Choices, Inc. for any personal calls that may be inadvertently charged to the Company. Please report any such calls to your supervisor.

Personal use of electronic mail and other computer systems should be limited and should generally occur only during break and meal periods in the office as well as in the homes. **Excessive personal use of a cell phone will not be tolerated.** The use of the internet, whether for business or personal use, should not include the accessing of offensive or otherwise inappropriate sites.

Electronic media (including the internet) may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose which is illegal, against

company policy or not in the best interest of H.R. Choices, Inc. Voice or e-mail messages may not contain content that may reasonably be considered offensive or disruptive to any employee. Offensive content would include, but would not be limited to, sexual comments or images, racial slurs, gender-specific comments or any comment that would offend someone based on their age, sexual orientation, religious or political beliefs, national origin, disability, or any other basis protected by law.

H.R. Choices, Inc. reserves and will exercise the right to review, audit, intercept, access and disclose matters with the company's e-mail system at any time, with or without employee notice. This access may occur during or after working hours. The use of a company provided password, or code does not restrict H.R. Choices, Inc.'s right to access electronic communications.

Violations of this policy may lead to disciplinary action, up to and including termination. Employees needing additional information regarding this policy should speak to Senior Management.

#### **4.9 H. R. Choices, Inc. Private Facebook Groups**

- “Staff Information” Private Group Page: Memos, FYI's, etc. from Management Team, coverage(s) needed, etc.
- “Staff Corner” Private Group Page: to share pictures of our staff and/or individuals – being out in the community, activities, Birthdays ...Fun Stuff!

All postings are *pre-approved* by a designated Management Team before the actual posting.

You will be invited to join these groups if you have Facebook.

#### **4.10 Media Contact**

All media contact is to be referred to management. No employee is authorized to provide information to the media. If it is found out that an employee of H.R. Choices, Inc. is in contact with the media disciplinary actions may be taken.

#### **4.11 Visitors**

##### **a. Visitors**

Visitors to our facilities, whether Adult Day Services, office or the individual's homes, are discouraged. Remember, as well, that with regards to bringing visitors into an individual's

home, this is THEIR home. If you want to bring a visitor to any of these premises, you MUST check in with your supervisor. This will ensure safety, security, productivity, and confidentiality. Bringing visitors to any of our sites or individual homes without management approval may result in immediate termination.

#### **b. Visitors on Outings**

H. R. Choices, Inc. understands that there are occasions for special activities, events, or holiday meals where staff's friends and/or family wish to visit on outings during working hours. We understand that these times can also be beneficial to the people we serve. Therefore, staff guests may be included in group activities under the following circumstances:

- Prior approval from Home Coordinator is **mandated** - without management approval may result in immediate termination.
- Visitors must provide their own transportation to and from the event.
- Visitors may not distract you from doing your job duties efficiently.
- Visitors on group outings may NOT assist with hygiene activities, such as toileting, etc., daily living skills or assisting in any way with individuals' mobility.

**The health and safety of the individuals we serve is our top priority and responsibility at all times.**

#### **4.12 Smoking**

All our individuals' homes (except one) are smoke-free homes. We ask that you be respectful of this and not smoke inside these homes. All homes should have some form of an ashtray outside for smokers. Per PDC, we are not permitted to smoke in any outdoor enclosed area of the homes (i.e. garages, sunrooms, enclosed porches, etc..)

#### **4.13 Guardian/SSA Contact**

Employees are not permitted to give personal or company information to a Service and Support Administrator (SSA) of Richland Newhope County Board or Guardian. If inquiries are made, it is the responsibility of the employee to refer them either to the coordinator or the office. If it is found that an employee of H.R. Choices, Inc. is in contact with an SSA or a guardian without proper authorization then disciplinary action may be taken.



#### **4.14 HIPAA Policy**

[HIPAA](#) stands for “Health Information Portability and Accountability Act”, a federal law that governs health information privacy and security. The HIPAA Privacy Rule establishes national standards to protect individuals' medical records and other individually identifiable health and personal information (collectively defined as “protected health information”). The Rule requires appropriate safeguards to protect the privacy of protected health information and sets limits and conditions on the uses and disclosures that may be made of such information without an individual’s authorization. The Rule also gives individuals rights over their protected health information. This policy applies to everyone.

As a H. R. Choices employee, you will receive annual training on HIPAA. It is very important not to share pictures and names of our individuals on *any* social media unless you receive management approval prior.

In the event of behaviors arising or escalating, family, spouses, or significant others should not be repeatedly calling management phones requesting information. This is a HIPAA violation to discuss situations within the homes to anyone not employed by the agency. This also disrupts or prevents management from helping to diffuse the situation effectively.

Each home has a folder for errors or no longer needed documentation that needs to be shredded for HIPAA compliance. This documentation would include anything with identifiable information on it relating to our individuals (i.e., Individual’s name, Social Security Number, Medicare/Medicaid Number, address, etc.).

Failure to work within the guidelines of this section and any other training regarding HIPAA will result in immediate termination.

#### **4.15 Confidentiality of Company Information**

Employees may be privy to or have access to confidential information during work. None of this information should be discussed, revealed, or provided to any person, employee, or non-employee unless specifically authorized or required during daily business. An employee who discloses confidential information, as provided above, is subject to disciplinary action, up to and including termination, and to other civil and equitable remedies that H.R. Choices, Inc. may have. Confidential information includes but is not limited to, personnel records of others, payroll and financial information of others, property locations, business plans and strategies, policy and personnel manuals, and any information prudent to our individuals.

## 5. PAY & BENEFITS

### 5.1 Starting Pay (As Of March 2025)

1. <b><u>DSP</u></b>	Behavioral Home <b>A</b> \$17.00/ <b>S</b> \$13.00
	Non-Behavioral Home <b>A</b> \$16.00/ <b>S</b> \$12.00
2. <b><u>DHT (Adult Day Services)</u></b>	\$15.75
3. <b><u>LEVELS</u></b>	\$15.50
4. <b><u>Non-Medical Transportation</u></b>	\$15.50 (Driver) \$14.25 (Bus Aide)

## 5.2 Raise Program

# DSP TIERED BONUS PROGRAM

<b>YEAR</b>	
<b>5+</b>	<b><u>TIER 3</u></b>
<ul style="list-style-type: none"><li>- Call in End of Shift - (Must call in at least 90% of the time) Double staffing shifts also!</li><li>- Call Off's - (Must not call off more than 6 times per year) *If you cover your own shift that does not count as a call off*</li><li>- Attend Mandatory House and Agency Meetings - (Cannot miss more than 1 meeting per year)</li><li>- Write Ups - (Not to exceed 6 points or more per year)</li><li>- Conduct a Fire Drill AND a Tornado Drill one time in the year <u>for each</u> individual you are providing services for.</li></ul>	
<b>YEAR 1-5</b>	
<b><u>TIER 2</u></b>	
<ul style="list-style-type: none"><li>- Call in End of Shift - (Must call in at least 90% of the time) Double staffing shifts also!</li><li>- Call Off's - (Must not call off more than 6 times per year) *If you cover your own shift that does not count as a call off*</li><li>- Attend Mandatory House and Agency Meetings - (Cannot miss more than 1 meeting per year)</li><li>- Write Ups - (Not to exceed 4 Write Ups per year)</li><li>-Conduct a Fire Drill AND a Tornado Drill one time in the year <u>for each</u> individual you are providing services for.</li></ul>	
<b>NEW HIRE</b>	<b><u>TIER 1</u></b>
<b>No Bonus</b>	

## ADS / Levels TIERED BONUS PROGRAM

<b>YEAR</b> <b>5+</b>	<b><u>TIER 4</u></b>
<ul style="list-style-type: none"><li>- Call Off's - (Must not call off more than 6 times per year)</li><li>- Write Ups - (Not to exceed 2 Write Ups per year)</li><li>- Running Activities (Part time 1 and Full Time 2 per week.)</li></ul> Must accomplish 90% of required activities.	

<b>YEAR 1-2</b>	<b><u>TIER 2</u></b>
<ul style="list-style-type: none"><li>- Call Off's - (Must not call off more than 6 times per year)</li><li>- Write Ups - (Not to exceed 4 Write Ups per year)</li><li>- Running Activities (Part time 1 and Full Time 2 per week.)</li></ul> Must accomplish 90% of required activities.	

<b>NEW HIRE</b>	<b><u>TIER 1</u></b>	<b>No Bonus</b>
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# TRANSPORTATION TIERED BONUS PROGRAM

<div> <div>YEAR 5+ <u>TIER 4</u></div> <div>           - Call Off's - (Must not call off more than 6 times per year)            - Write Ups - (Not to exceed 2 Write Ups per year)            - Accidents - (no accidents where you are cited and/or cause damage to company vehicle that cost the company money to repair.         </div> </div>		
<div> <div>YEAR 1-2 <u>TIER 2</u></div> <div>           - Call Off's - (Must not call off more than 6 times per year)            - Write Ups - (Not to exceed 4 Write Ups per year)            - Accidents - (no accidents where you are cited and/or cause damage to company vehicle that cost the company money to repair.         </div> </div>		
NEW HIRE	<u>TIER 1</u>	No Bonus

## 5.3 Wage Ceiling

A wage ceiling is the maximum amount H.R. Choices pays for all positions excluding Management, overnight hours and longevity add on. The wage ceiling is currently \$22 an hour.

Until you reach this wage, each category in your specific tier that you successfully achieve annually will be compensated with a \$50 dollar bonus per category. If you successfully complete all categories in the tier, you will receive a raise specified in the tier section of this handbook instead of a bonus.

Once you have reached a wage of \$22 an hour, each category in your specific tier that you successfully achieve annually will be compensated with a \$100 dollar bonus.

#### 5.4 Overtime

All overtime for non-exempt personnel must be authorized in advance by your supervisor. Overtime for non-exempt personnel will be paid at the rate established by state or federal law, whichever is applicable. The work week is considered Sunday through Saturday. Only actual hours worked are counted toward overtime eligibility.

Federal wage and hour law requires that overtime is paid to non-exempt employees for all hours worked over 40 in a workweek. The key word here is “worked.” **Holiday pay and vacation pay is not considered hours worked so it does not go into an overtime calculation.**



#### 5.5 Payroll Deductions

The law requires that the company make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. The company also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." The company matches the amount of Social Security taxes paid by each employee.

H.R. Choices, Inc. would garnish the cost accrued from training if a staff chose to leave the company within their first year.

If you have questions concerning why deductions were made from your paycheck or how they were calculated contact the CFO.

#### 5.6 Garnishment of Wages

Garnishment of wages results when an unpaid creditor has taken the matter to court. A garnishment is legal permission for creditors to collect part of an employee's pay directly from the company. Although H.R. Choices, Inc., does not wish to become involved in an employee's private matters, we are compelled by law to administer the court's orders.

When this situation arises, the payroll administrator will contact the employee to explain the details of garnishment and how it affects the employee's wages. Employees are encouraged to resolve these matters privately to avoid the company's involvement in this mutually unpleasant situation.

## 5.7 Timesheets

It is each staff person's responsibility to ensure their time sheet is submitted to the Abbeyfeale site by 8am Monday, at the conclusion of the pay period. If unable to make it to Abbeyfeale before 8am Monday, then timesheets must be turned into the office by 3pm Monday. It can also be faxed to 419-884-0647. Payroll is submitted by 9am Tuesday morning. **Failure to submit by this time will result in the delay of that employee's pay until the next payday.**

Hours of service on the individuals' documentation sheets and employees' timesheets should correlate. If there are discrepancies, the documentation sheets will determine the employees' reimbursable work hours. Documentation must be completed and accurate before reimbursement is made to the employee.

Any corrections to the timesheets must be made immediately. If timesheets are not properly filled out, they will be returned to the staff. The staff will have until 4pm the same day to correct and resubmit timesheets, or a delay in receiving their paycheck may occur. **Any delay in pay due to failure to properly fill out your time sheet is not the fault of H.R. Choices, Inc., but that of the staff in question.** Paychecks that are found to be in error should not be cashed but instead submitted for correction. There will be no immediate correction for those instances when work hours were not recorded or were recorded incorrectly, or the writing is not legible. Any additional hours not reimbursed due to employee error will be paid on the next pay. Any other corrections that are not addressed to the HR Manager within two days of the issuance of the paycheck will be made on the next pay period.

No time sheets, or change to an already-submitted timesheet, will be honored 30 days after the actual date of work.

Timesheets must be filled out properly when they are submitted. Name, date(s), start/end times, and site worked **MUST** be filled out completely. If you are unsure if the shift falls during awake or sleep hours, that can be left blank to be figured out by the payroll department. Timesheets are double sided! Mixing two weeks of hours on one side of the timesheet will not be acceptable. Improper times will also not be acceptable (i.e., recording a 3-10:30 shift at 8 hours)

Timesheets will be paid based on State reimbursement.

- Awake Time 6:30am-10:30pm
- Sleep Time 10:30pm-6:30am
- Adult Day Services – hours to be determined.



**TIMESHEETS ARE NEVER TO BE FILLED OUT IN ADVANCE OF TIME WORKED.**

## **5.8 Mileage Reimbursement**

All transportation mileage incurred by staff while working for this agency must be documented and submitted for reimbursement. There will be no exceptions.

Mileage must be documented on the employee's mileage reimbursement form. Mileage to each destination is to be listed separately; the individual being transported, odometer readings from start of trip to end of trip, the purpose of the trip, time spent driving, and the destination must all be identified.

Employee mileage documentation forms are to be submitted by the 2<sup>nd</sup> of each month for the previous month. Reimbursement checks will then be issued on the first pay period of the second month. Untimely submission of this documentation or not completing the documentation form will result in a delay in reimbursement. If submission is delayed over thirty days, reimbursement will be forfeited.

Reimbursement is in the amount of \$.60 per mile.

Transportation that is incurred in the following manner meets the guidelines for reimbursement:

- Only approved staff may transport individuals.
- When staff are actively working with, or providing for the needs of, individuals, or business.
- When an illness/emergency arises, and the staff person is requested to travel to the hospital or medical facility.

Pursuing private matters while transporting our individuals could result in immediate termination unless management has approved prior.

## **5.9 Paydays**

Paychecks are issued every two weeks on Thursday between 9:00am-5:00pm and will be at the office, 322 East Main Street, Lexington, OH 44904. If requesting that it be mailed, the staff must provide a self-addressed stamped envelope. If requesting that another person pick up the paycheck, the employee must write and sign a statement identifying this request. The statement should also indicate how long the employee will designate this occurrence. Corrections for any paperwork will be arranged by Management.

### 5.10 Holidays

Employees who have completed all employment requirements and have completed their 90-day probationary employment period receive hourly reimbursement at the rate of 1 ½ of their typical hourly rate for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day Thanksgiving, and Christmas. Overnight shifts pay is not affected by these holidays. Management staff will receive 8 hours of holiday pay for any of the holidays below, that are Monday through Friday.

Employees are permitted to request off up to 1 holiday per year. Time off requests will be honored on a first come first served basis. A maximum of two employees may request the same holiday off at a time.

January 1	New Year's Day
May (Last Monday of the month)	Memorial Day
July 4	Independence Day
September (First Monday of the Month)	Labor Day
November (Second to last Thursday of the month)	Thanksgiving Day
December 25	Christmas

### 5.11 Vacation

1. AFTER 1<sup>ST</sup> YEAR
  - i. FULL-TIME – 40 HRS
  - ii. PART-TIME – 20 HRS
2. AFTER 3<sup>RD</sup> YEAR
  - i. FULL-TIME – 80 HRS
  - ii. PART-TIME – 40 HRS
3. AFTER 5<sup>TH</sup> YEAR
  - i. FULL-TIME – 120 HRS
  - ii. PART-TIME – 60 HRS

**\*\*\*ONLY UP TO 40 HRS MAY BE CASHED OUT PER YEAR\*\*\***

FULL-TIME: More than 30 hours per week    PART-TIME: Less than 30 hours per week

### 5.12 Employee of the Month

H.R. Choices, Inc. understands that our employees are what makes this company run. In an effort to reward those employees that go beyond, the company has started the “Employee of the Month” program. This gives the company an opportunity to monetarily thank one employee every month for the hard work they put in day in and day out. Our management staff will choose one employee every month that has shown excellence in the categories below:

- Attendance
- Accuracy of paperwork
- Picking up extra shifts
- Work performance

### 5.13 Employee of the Year

H.R. Choices, Inc. understands that our employees are what makes this company run. In an effort to reward those employees that go beyond, the company has started the “Employee of the Year” program. This gives the company an opportunity to monetarily thank one employee for their dedication, commitment, and hard work throughout the year. Our management staff will choose one employee every year that has shown excellence in the below categories:

- Attendance
- Accuracy of paperwork
- Picking up extra shifts
- Work performance

### 5.14 Recruitment

H.R. Choices, Inc. provides equal employment opportunity to all applicants based on demonstrated ability, experience, and training.

As positions become available within the company, prior to outside recruitment, the hiring manager shall determine the availability of qualified candidates within the company. Recruitment may be conducted through schools, employment agencies, and company advertising.

We appreciate any help from our staff in regard to referring people to apply with H.R. Choices, Inc. Any new hire that states, ***at time of applying and indicates on the application***, that they were referred to by a current staff, the referring staff member will receive a referral bonus. The referring staff will get \$100 after one month and \$300 after three

months. This does not go into effect until the employee has completed training and is working on their own.

### **5.15 Longevity Add-On**

An add-on rate is an amount added to the regular rate of reimbursement available for certain services.

The Competency-Based Training and Longevity Add-On adds \$0.39 per 15-minute unit to the regular reimbursement rate for routine Homemaker/Personal Care, or HPC services.

Direct support professionals interested in obtaining the add-on rate must meet the following conditions to be eligible:

- two years of paid full-time or equivalent experience providing support to people with developmental disabilities,
- and completion of 60 hours of applicable training.

The department has made more than 170 hours of applicable online training available through Direct Course. DODD has developed a process to enable DSPs to take more training that can be counted toward the competency-based add-on.

## **6. COMPANY POLICY & PROCEDURES**

### **6.1 Employee Privacy**

H.R. Choices, Inc. recognizes our employees' rights to privacy. In achieving this goal, the company adopts these basic principles:

1. The collection of employee information will be limited to that which the company needs for business and legal purposes.
2. The confidentiality of all personal information in our records will be protected.
3. All in-house employees involved in record keeping will be required to adhere to these policies and practices. Violations of this policy will result in disciplinary action.
4. Internal access to employee records will be limited to those employees who have an authorized, business-related need-to-know. Access may also be given to third parties, including government agencies, pursuant to court order or subpoena.
5. The company will refuse to release personal information to outside sources without the employee's written approval, unless legally required to do so.

Employees are permitted to see the personal information maintained about them in the company records. They may correct inaccurate information or submit written comments in disagreement with any material contained in their company records.

## **6.2 Personnel Files**

H.R. Choices, Inc. maintains a personnel file for each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals, and wage increases, request off forms, Social Security number, birth certificate, and other employment records.

Personnel files are the property of H.R. Choices, Inc., and access to the information they contain is strictly restricted. Employees who wish to review their own file should contact their supervisor or management. With reasonable notice, employees may review the contents of their own personnel files in H.R. Choices, Inc. office and in the presence of management personnel appointed by H.R. Choices, Inc. to maintain the files.

## **6.3 Consent to Release Information**

I authorize H.R. Choices, Inc. to release information to prospective employers of mine who identify themselves with you as such. This authorization is unconditional and permits the disclosure of the complete content of my personnel file.

I hereby release and agree to hold harmless H.R. Choices, Inc., its directors, officers, shareholders, employees, successors, and assigns from any and all claims, cost, liability, or expense, of any kind or nature whatsoever, including, without limitation, reasonable legal costs, arising out of or resulting from the release of information respecting the undersigned by.

This authorization shall permit the release and disclosure of information for the length of employment. The release and hold harmless shall remain in full force and effect with respect to all disclosures made within this time period.

## **6.4 Consent to Provide Information**

I authorize H.R. Choices, Inc. to conduct a complete background investigation in order to assess my eligibility for a position requiring a high level of reliability and trustworthiness. I authorize all persons who may have information relevant to this investigation including, without limitation, prior employers, doctors, landlords, creditors, and others to disclose it [including photocopies where requested] to H.R. Choices, Inc., or their agents. I hereby release and hold harmless from liability all persons on account of such disclosure. I understand that the investigation may



include verification of past employment, review of personnel records maintained by any prior employer, education, and opinions of references.

This authorization shall be valid for the length of employment. The release and hold harmless contained herein shall remain in full force and effect with respect to all disclosures provided within this time period.

I authorize that a photocopy of my signature below may be used to obtain information regarding the investigation.

## **6.5 Property**

- **Company Property**

Desks, computers and related equipment, vehicles, and all other work-related equipment are company property and must be maintained according to company rules and regulations. They must be kept clean and are generally used only for work-related purposes. The company reserves the right to inspect all company property to ensure compliance with its rules and regulations, without notice to the employee and/or in the employee's absence. Please get authorization from H.R. Choices, Inc. before any personal use of company property, or before any company property is removed from the premises. Any loaned property must be kept in good working order.

Keys needed will be provided to the employee at the end of their orientation and logged on a key tracking chart, signed by the employee and Office Manager or HR Manager. Any additional keys will be given as needed. It is your responsibility to keep track of your keys. If you lose any keys, please let the office know immediately. If more than 2 keys are lost, it will be a \$5 charge for each key. If you lose more than 8 keys, additional disciplinary action may be taken.

- **Individual's Property**

The homes that our individuals live in are rented with their own money. All the belongings in these houses have been purchased by them - for them. H.R. Choices, Inc. asks that you please respect their personal property. This means treat it as if it were your own. When using wheelchairs or walkers do not throw them around or manhandle them. These may be their only means of getting around. If it breaks, they may not have the ability to replace it. If something should happen to break, it is required that you report it to the office or on call (after hours). H.R. Choices, Inc. does not allow its employees to use individual's property for personal use.

- **Staff's Property**

There is no stand-alone legal obligation on H. R. Choices to bear the cost of replacing or repairing employees' personal property which has been lost, stolen, or damaged at work. Although there is no legal requirement for employers to provide secure facilities for employees to store their belongings, we do offer locked cabinets in residential office and both adult day centers. Bringing your personal items into the work setting is at your discretion. The best practice is to keep your personal items locked in your vehicle.

## **6.6 Rehires**

H.R. Choices, Inc. will consider former employees for re-employment. Former employees are subject to the same hiring procedures as other applicants. To be considered, an applicant must have been in good standing at the time of resignation from their previous employment with the company.

## **6.7 Workers' Compensation Insurance**

H.R. Choices, Inc. insures all employees against accidental injuries occurring on the job, in accordance with Ohio State Workers' Compensation Law. Coverage begins on the date of employment and covers, injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Employees must report all accidents immediately to their supervisor or department manager, and the supervisor/manager must notify the CAO within 24 hours. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This procedure will enable employees to qualify for coverage, in a timely manner.

## **6.8 Right to Change or Discontinue**

Policies will be reviewed on an as needed basis to ensure the policies maintain the Agency's mission and vision for supporting individuals with developmental disabilities and to also ensure compliance to Federal, State and Local regulations. All policies must be reviewed by the CEO, COO, CAO and HR Manager with final approval made by CEO and COO. The HR Manager will then implement any new or revised policies into our Employee Handbook and have these policies notifications available to go out with the next payday. Any policies that are rescinded will also be available.

## Review and Revision Process:

1. Formal review and revisions to the Policy Manual will occur as needed to ensure policies meet Federal, State and Local regulations.
2. All policy changes will be available for review to the County Board of Developmental Disabilities upon request.
3. H.R. Choices, Inc. shall retain such documentation of policy changes, as well as outdated policies, for six years or as otherwise mandated by applicable requirements.
4. Copies of any new, revised, or rescinded policies will be shared with Management at time notifications are made.



## 7. LEAVE POLICIES

### 7.1 Medical Leave

It is in the best interests of an employee who is ill or injured not to go to or remain at work. It is the management's responsibility to send the employee home if the employee is incapacitated.

Employees are encouraged to make personal appointments, such as Doctor and Dentist, before arriving for work or after leaving work for the day, if possible. If time off is required for such appointments, arrangements should be made in advance with the employee's supervisor/manager.

An employee is expected to notify his or her supervisor/manager at the beginning of each workday during illness or injury. Exceptions to this include a serious accidental injury, hospitalization, and when it is known in advance that the employee will be absent for a certain period of time.

A Medical Release Statement is to be submitted to the employee's supervisor/manager for review before the employee returns to work in the following situations:

- Three or more consecutive workdays of absence due to illness or injury.
- In all cases of work-related injury when the employee has been unable to work after the time of the injury.



- When returning from medical leaves of absence.

## **7.2 Family and Medical Leave Act (FMLA)**

FMLA is designed to help employees balance their work and family responsibilities by allowing them to take reasonable unpaid leave for certain family and medical reasons. It also seeks to accommodate the legitimate interests of employers and promote equal employment opportunity for men and women.

H R Choices requires an employment reapplication process if an employee takes a leave over 12 consecutive weeks.

**The following page is for your reference regarding FMLA.**

## **7.3 Jury Duty**

Time off for mandatory jury duty or court appearances required as a result of a valid subpoena or court order is excused but unpaid.

It is the employee's responsibility to keep his or her supervisor/manager periodically informed about the amount of time required for jury duty or court appearances.

## **7.4 Military**

H.R. Choices, Inc. follows the standards set forth by the Uniformed Services Employment and Reemployment Rights Act (USERRA). If you have any questions regarding this please contact Bryan McBride.

## **7.5 Bereavement (Management Only)**

The company will pay for time off in the event of death of the following immediate family members:

<b>Spouse</b>	<b>Grandparent</b>	<b>Father-in-law</b>
<b>Parent</b>	<b>Brother</b>	<b>Sister</b>
<b>Child or Stepchild</b>	<b>Grandchild</b>	<b>Mother-in-law</b>

The management personnel will determine the amount of time he or she will be absent from work. The maximum paid leave is three 8-hour days, in addition to all other paid leave. Leave for attendance at the funeral of a non-immediate family member or person with an

especially close relationship may be granted without pay. This determination must be approved by the CEO. A person who is not considered immediate family will require taking a vacation day to be compensated for.

## **7.6 Personal Leave**

Personal leave of absence covers anything that is not of a medical nature and does not require paperwork from a medical professional. This allows staff to step away from the company for no more than 90 days and guarantees employment when they return. However, while they will continue to receive the hours they were getting when they left it may come on a different shift or different work site. If staff does not return in the 90 days, then it will be considered a resignation and returning would require staff to start from the beginning of the hiring process. They will lose all vacation time they had earned as well as any seniority

## **7.7 PRN**

PRN allows staff to continue to stay on the payroll and pick up shifts as they need. However, there are requirements to stay active as a PRN within the company.

- They must pick up at least one shift per schedule
- They must staff current on all DODD trainings
- They must stay current on all necessary certificates

Failure to comply with any of the requirements will be considered a voluntary resignation.

# **8. END OF EMPLOYMENT**

## **8.1 Termination Categories**

Terminations are to be treated in a confidential, professional manner by all concerned. The supervisor, COO AND/OR CEO, CFO, and HR Manager must ensure thorough, consistent, and evenhanded termination procedures. This policy and its administration will be implemented in accordance with the company equal opportunity statement.

Terminated employees are entitled to receive all earned pay, including unused vacation.

Employment with the company is normally terminated through one of the following actions:

**Resignation** - voluntary termination by the employee.

**Dismissal** - involuntary termination for substandard performance or misconduct.

## **8.2 Resignation**

An employee who wants to terminate employment, regardless of employee classification, is expected to give a proper two-week notice. An employee who resigns with less than a 2-week notice will be paid at minimum wage and forfeit any vacation time available. If an employee resigns to join a competitor, if there is any other conflict of interest, or if the employee refuses to reveal the circumstances of his or her resignation and the future employer, the manager may require the employee to leave the company immediately rather than work during the notice period. This is not to be construed as a reflection upon the employee's integrity but an action in the best interests of business practice. When immediate voluntary termination occurs for the above reasons, the employee will receive pay "in lieu of notice," the maximum being two weeks of pay based upon a 40-hour workweek at the employee's straight-time rate or salary. **If any employee resigns in the first year of employment, they will be responsible for repayment of any trainings during that time.**

## **8.3 Dismissal**

- **Substandard Performance** - An employee may be discharged if his or her performance is unacceptable. The supervisor/manager shall have counseled the employee concerning performance deficiencies, provided direction for improvement, and warned the employee of possible termination if performance did not improve within a defined period of time. The supervisor/manager is expected to be alert to any underlying reasons for performance deficiencies such as personal problems or substance abuse. The HR Director must concur in advance of advising the employee of discharge action. Documentation to be prepared by the supervisor/manager shall include reason for separation, performance history, corrective efforts taken, alternatives explored, and any additional pertinent information.

- **Misconduct** - An employee found to be engaged in activities such as, but not limited to, theft of company property, conflict of interest, or any other activities showing willful disregard of company interests or policies, will be terminated as soon as the supervisor/manager and personnel director have concurred with the action.

#### **8.4 Termination Processing Procedures**

The supervisor/manager must immediately notify the HR Manager of the termination so that a termination checklist can be initiated. The HR Manager will direct and coordinate the termination procedure.

On the final day of employment, the Office Manager must receive all keys and company property from the employee. If there are any outstanding paperwork corrections needed, these must be corrected prior to the last paycheck.

If keys are not returned to the office upon the final day of employment, \$5 per key will be deducted from the employee's final pay.

The employee will receive his or her final payroll check on the next payday. The final check shall include all earned pay and any expenses due to the employee.

Upon dismissal, H.R. Choices, Inc. will provide staff with a document stating the reason for termination, with a copy of said document going in the staff's permanent file.

#### **8.5 Two Week Notice & Final Pay**

If the Company terminates an individual's employment, all wages and vacation earned but unpaid will be paid on the next pay period. An employee who resigns and provides at least a 2-week notice to the Company will be paid all wages and vacation on next payday. An employee who resigns with less than a 2-week notice will be paid at minimum wage and forfeit any vacation time available. **If any employee is terminated or resigns in the first year of employment, they will be responsible for repayment of any trainings during that time.**

## **9. Human Rights of Individuals**

### **9.1 Policy**

The provisions of this policy shall be applicable to all individuals, employees, and visitors to H.R. Choices, Inc. It is our policy to safeguard the rights of all individuals. We shall avoid discrimination in the provision of the services to individuals under their care and significant others who have contact with individuals through an attempt to comply with existing federal and state laws consistent with a concern for human dignity, constitutional rights, respect, and quality of care. All programmatic actions shall be based on the needs of people and services shall not be denied on the basis of the individual's race, color, sex, religion, age, national origin, handicapping condition or sexual preference or orientation.

### **9.2 Human Rights**

We shall attempt to safeguard the rights of individuals.

- H.R. Choices, Inc. shall ensure that a summary of rights and description of how to exercise those rights is received by all individuals and/or guardians. It is the responsibility of the Individual Consultant (IC) to provide this information, typically during their annual meeting. If questions arise during and after such a meeting, this agency and its staff will provide clarification and information as requested.
- This agency will encourage the individuals and families they serve to contact their IC for clarification and information if we are unable to answer questions or concerns. We will provide them with name(s) of whom to contact, contact telephone number, and support as needed/requested.

### **9.3 Investigative Process**

The Ohio Legal Rights Service and the Ohio Civil Rights Commission shall have the power to conduct periodic reviews and, on their own initiative, assure that the rights of the individuals services are being observed and implemented.

H.R. Choices, Inc. shall document all internal investigations of alleged violations of individuals' rights and the actions taken to intervene in such situations. All rights violations will be reported as outlined.

All complaints of rights violations will be documented and reported to the MUI Department, following the reporting guidelines as set forth by the county.



Full cooperation will be given during the investigation of such violations, and recommendations and/or requirements by the MUI Department will be followed.

This agency will provide ongoing monitoring regarding honoring all individual's rights through observation, ongoing reviews of documentation and logging, conversations with individuals/family members/ guardians, and feedback from employees.

Any individual, parent, guardian, advocate, employee, or other interested person may initiate a grievance for an alleged rights violation; this agency will report all grievances as outlined in the MUI/UI rules. We assure that no punishment, financial or otherwise, will be initiated if such reporting occurs.

### **Personal Funds of Individuals and Payee Policies and Procedures**

Our Personal Funds of Individuals and Payee Policies and Procedures are designed to provide a consistent process to manage the money entrusted to H.R. Choices, Inc. for the individuals we serve. This includes those individuals H.R. Choices, Inc. is payee for and those who have another payee, but H.R. Choices, Inc. receives money for needed purchases.

#### **Procedure:**

- I. Petty Cash for Individuals living in waiver homes:
  1. The individuals that H.R. Choices, Inc. is payee for have their funds in secure accounts at Mechanics Bank or Richland bank.
  2. Every week, or as contracted in their plan, the Payeeship Manager (PM) conducts rounds which include the following activities:
    - a. Collect receipts and check them against the money log kept in the home.
    - b. Put money into each person's book.
    - c. Bring the receipts back to the office.
  3. The PM records money spent in each individual personal register book.
    - a. The PM will file the receipts reflecting the individuals purchase.
  4. When requested by the Adult Day Service (ADS) Director, the PM will replenish the accounts used for lunches/outings for the individuals that attend the ADS Program. The director will sign and date a receipt accepting the cash. If bank account funds are allowed, \$ 40.00 will be deposited into their ADS Account. The ADS director will notify the PM when the balance gets low. Receipts and ADS account balances will be returned to the PM to be filed in their master books at the end of each month.

- II. Petty Cash for individuals H.R. Choices, Inc. is payee for but do not live in a waiver home:
  - 1. Once every two weeks or as contracted in the plan, the PM conducts rounds which include the following activities:
    - a. Collect receipts, bills, etc.
    - b. Write checks out of the individuals personal checking account for their spending money.
- III. Paying monthly rent, utilities, and other bills:
  - a. For individuals H.R. Choices, Inc. is payee for, the PM will pay all the bills out of the individual checking account and record the check number on the bill which will be filed in the individuals house master file.
  - b. If the individual shares utilities with roommates whom H.R. Choices, Inc. is also payee for, then the PM will equally divide the bill and write separate checks for each individual out of their individual accounts. The bill is filed in the house book.
  - c. If the individual shares the utilities with a roommate whom H.R. Choices, Inc. Inc is not a payee for, the PM will equally divide the bill, pay the portion of the bill H.R. Choices, Inc. is payee for (noting check number on the bill), make a copy of the bill and give the bill stub/copy/check(s)/addressed envelope to the payee for the other individual to submit and send.

Individuals Petty Cash in the homes are to be counted at the beginning of every shift by the staff working that shift and documented. **It is expected and mandatory.** It is also mandatory should the same staff member be working the consecutive shift, that they again recount the money at the beginning of this shift. Never assume the previous amount entered for the account is correct. **ALWAYS COUNT.**



## 10. Company Personal Inventory Procedure

Our purpose in our Company Personal Inventory Procedure is to provide a consistent process of identifying and tracking assets (values at \$50 or more) of the individuals served in H.R. Choices, Inc. waiver homes. Also, to provide a tracking system for disposal, sale, or donation of assets valued at \$50 or more.

Procedure:

#### 1. Initial Inventory

- a. Within 30 days of the implementation of this procedure, the fiscal coordinator shall coordinate the completion of an inventory of all items currently in the possession of the individuals valued at \$150 or more. This shall be completed on the Personal Inventory Form.
- b. Upon accepting a new individual for H.R. Choices, Inc. residential services, a personal inventory form shall be completed by the care coordinator prior to commencement of services or no later than fourteen (14) calendar days after the initiation of services.
- c. The personal inventory form shall be maintained in the financial section of the individuals master file, as well as their permanent file.

#### 2. Updating Personal Inventory

- a. When an individual purchase or otherwise acquires a new asset that could be resold for \$150 or more, the asset needs to be recorded on the personal inventory form.
- b. Staff shall notify the fiscal coordinator when an individual purchase or otherwise acquires a new asset that could be resold for \$150 or more.
- c. The fiscal coordinator shall ensure all transactions are documented on the personal inventory form.

#### 3. Disposal, Sale, Donation

- a. When it is determined that an item listed on the personal inventory form is no longer needed and/or wanted by the individual, the care coordinator shall initiate the disposal process.
- b. This process will include the following steps:
  - i. Notifying the Individual, the IC, and guardian (if applicable) of the need to dispose of an item.
  - ii. Seek direction as to how the individual, IC and guardian (if applicable) wants the item to be disposed of (i.e., putting in garbage, donation or sell item)
  - iii. If an item(s) is to be sold, the item(s) will be pro-rated according to age and condition of item(s).
  - iv. Once direction is obtained, then the care coordinator shall arrange for such disposal. Once arrangements have been identified, the support coordinator shall present the arrangements to the individual, IC, and guardian for final approval.
  - v. Once final approval is obtained the Care Coordinator shall complete the disposal, complete the removal of item form, and provide the information to the fiscal coordinator. The fiscal coordinator will update the personal inventory form.

#### 4. Periodically Review

- a. The personal inventory form shall be reviewed and updated as directed by the individual service plan, as needed, but no less than annually.

## **11. Non-Medical Transportation**

### **11.1 Procedures**

H. R. Choices, Inc. will provide a back-up plan for providing non-medical transportation when a driver or vehicle is unavailable.

Non-Medical Transportation (NMT) staff shall read each individual's PCP. Staff should provide the level of care identified in the PCP to ensure that all safety support is being met for each individual who receives non-medical transportation. NMT staff will also be trained in any individuals revisions/addendums.

H.R. Choices, Inc. provides non-medical transportation for individuals that are approved for Level One Waiver, individual Options Waiver, or self-funded life empowering waivers: to allow individuals to get to and/ or between the individual's place of residence to/from Adult Day Services program, integrated employment, vocational rehabilitation.

Billing and Budgets will be in accordance with the Administrative Code; Rule 5123: 2-9-18 and will not exceed the budget limitations.

### **11.2 NMT Driver & Aide Qualifications**

A driver must be at least 18 years of age, have a high school diploma/GED, and have a valid driver's license.

All non-medical transportation drivers must have a driver's abstract done by the BMV no earlier than 14 days prior to employment and at least once every three years thereafter. A person with six (6) or more points on his/her driving record will not be able to provide non-medical transportation.

The driver will immediately notify H.R. Choices, Inc., in writing, if they accumulate six or more points on his/her driving record or if his/her driver's license is suspended or revoked.

Comply with local, State, and Federal laws.

All drivers/attendants must be able to read, write and understand English and be able to effectively communicate with the Individual receiving services.

Checks of the following registries/databases must be completed prior to employment: Abuser registry, Nurse's Aide registry, list of excluded persons and entities, award management database, incarcerated and supervised offender's database, and the sex offender/child-victim offender registry.

BCI check (FBI check to be done if not living in Ohio for the past 5 years).

BCI check repeated at least once every 5 years.

Pass a training course in First Aid/CPR. Must hold a current valid certification in First Aid/CPR before providing IO/L1 transportation and Non-Medical Transportation.

Maintain the ability to understand written and oral instructions.

Maintain the ability to comply with the “Pre-Trip Vehicle Inspection” requirement under state regulations and DODD rules and laws.

Maintain the ability to comply with the service-verification requirements under state regulations and DODD rules and laws.

### **11.3      Driver & Aide Training Requirements**



Training on the Individual’s Person-Centered Plan and, if applicable, the individual’s Behavior Support Plan, that the NMT staff is responsible for.

H.R. Choices Inc. company-specific NMT Driver and/or Bus-Aide Training - trained by the H. R. Choices Transportation Coordinator.

### **11.4      Vehicle Inspections**

H. R. Choices, Inc. has a written plan for preventive maintenance and inspection of each vehicle and wheelchair lift used for this service which shall include the recommended preventive-maintenance schedule of the vehicle or wheelchair lift and the:

#### **Annual Vehicle Inspection**

NMT Transits and buses owned by H.R. Choices will only be used for service if the vehicle has been inspected and approved by a certified mechanic.

#### **Pre-Trip Vehicle Inspection Form**

The provider shall only use a vehicle if before providing the first service of the day, the driver has inspected the vehicle and answers to all questions on form are yes.

The provider shall deem that a vehicle has a current, valid license plate and tag.

Vehicle light check, head lights, taillights, hazards, high and low beams front and rear turn signals brakes (working properly without any noise, pulling, or grabbing), emergency brake, windshield washer and wiper system, mirrors adjusted for proper viewing, horn, tire check, all seat belts, wheelchair ramps and hold downs. First Aid kit and fire extinguisher check.

The provider shall retain records to verify that it complies with current rules, laws, and regulations.

### **11.5      Paperwork**

Documentation for transportation will be completed on a daily basis including Master Logs and Inspection Reports

There must be a record of the following information for each trip:

1. Date of service.
2. Vehicle license plate number (#) used to provide service.
3. Name of Individual receiving service.
4. Medicaid number (#) of Individual receiving service.
5. Name of Provider.
6. Provider identifier/contract numbers.
7. Signature and initials of the driver. (Signature/Initials list on file)
8. Type of non-medical transportation service (per trip or per mile)
9. Number of miles in each trip/commute as indicated by recording the beginning and ending odometer readings.
10. Names of all passenger/riders, including paid staff and volunteers who were in the vehicle during any portion of the trip/commute.
11. Beginning and ending times of the trip/commute.



Agency provider shall retain the required records and provide access to those records for monitoring according to Ohio DODD rules.

### **11.6      Insurance/Registration**

All H.R. Choices, Inc. vehicles will carry valid insurance cards and registration. It is the responsibility of the Transportation Coordinator to make sure all paperwork is current

H. R. Choices, Inc. will have and ensure that each driver has valid liability insurance as specified by Ohio laws.

### **11.7 Accident Procedures - NMT and Residential Homes/Levels Transportation**

If a driver is involved in an accident while providing Non-Medical Transportation, Levels and Residential transportation for individuals in the community, he/she shall complete testing for controlled substances by a laboratory that is certified to provide the testing. The testing must be completed within thirty-two (32) hours, and he/she must complete testing for blood alcohol level by an entity that is certified for such testing within eight (8) hours of a motor vehicle accident that involves the driver while he/she was providing Non-Medical Transportation when the accident involves:

- The loss of human life.
- The driver receives a citation under state or local law for a moving traffic violation arising from the accident.
- If the accident involved bodily injury to any person who as a result of the injury immediately receives medical treatment away from the scene of the accident.
- One or more motor vehicles incurred disabling damage as a result of the accident requiring the motor vehicle to be transported away from the scene by a tow truck or other motor vehicle.

Failure to comply with this policy will result in immediate termination with this agency.

### **YOU ARE AN ESSENTIAL EMPLOYEE!** 😊

As an employee of H. R. Choices Inc., you provide critical services to individuals with Developmental Disabilities. The provision of these services was even more critical during the pandemic, and any future emergencies.

The Department of Labor (DOL) guidance states that “a health care provider is anyone employed at any doctor’s office, hospital, health care center, clinic, post-secondary educational institution offering health care instruction, medical school, local health department or agency, nursing facility, retirement facility, nursing home, home health care provider, any facility that performs laboratory or medical testing, pharmacy, or any similar institution, employer, or entity.” This definition includes “any individual employed by an entity that contracts with any of the above institutions, employers, or entities institutions to provide services or to maintain the operation of the facility.”

**Thank You**

**Management Team**

# **ACKNOWLEDGEMENT RECIEPT OF H R. CHOICES, INC. POLICY & PROCEDURE EMPLOYEE HANDBOOK**

I have received my copy of the H.R. Choices, Inc. Policy Manual that outlines the policies, practices, and benefit guidelines of the company, and I have read, and I understand the information contained in the manual.

Since the information in this manual is necessarily subject to change as situations warrant, it is understood that changes in the manual may supersede, revise, or eliminate one or more of the policies in this manual. These changes will be communicated to me by my supervisor/manager or through official notices. I accept responsibility for keeping informed of these changes.

I further acknowledge my understanding that my employment with H.R. Choices, Inc. may be terminated at any time with or without cause.

---

Employee's Signature

Date

---

Name [Please Print]



# RETURN TO WORK AFTER SERIOUS INJURY OR ILLNESS

As joint protection to the employee and the company, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than two consecutive weeks or one which may limit the employee's future performance of regular duties or assignments.

H.R. Choices, Inc. management shall ensure that employees who return to work after a serious injury or illness are physically capable of performing their duties or assignments without risk of re-injury or relapse.

If the cause of the employee's illness or injury was job-related, the employee's supervisor/manager will make every reasonable effort to assign the returning employee to assignments consistent with the instructions of the employee's doctor until the employee is fully recovered. A doctor's written release is required before recovery can be assumed.

I have read and understand this policy and procedure.

---

Employee's Signature

Date

# CONFIDENTIALITY OF COMPANY INFORMATION

All employees are asked to sign the following statement at the time of employment:

“In consideration of my employment with H.R. Choices, Inc., I will be exposed to information and materials which are confidential and proprietary and of vital importance to the economic well-being of H.R. Choices, Inc. I will not at any time disclose or use, either during or subsequent to my employment, any information, knowledge, or data which I receive or develop during my employment which is considered proprietary by H.R. Choices, Inc. or which relates to the trade secrets of H.R. Choices, Inc. Such information, knowledge, or data includes the following which is by example only: billing procedures, processes, know-how, designs, drawings, diagrams, formulas, test data, accounting or financial data, pricing or salary data, marketing data, business plans and strategies, negotiations and contracts, research, customer or vendor lists, inventions, and discoveries [‘trade secrets’].

I further agree that upon termination of my employment with H.R. Choices, Inc., I shall promptly return any and all documents containing the above information, knowledge, or data, or relating thereto, to H.R. Choices, Inc. This agreement shall be binding upon my successors, heirs, assigns, and personal representatives and shall be for the benefit of the successors and assigns of H.R. Choices, Inc. In the event that a dispute arises concerning this agreement and a lawsuit is filed, the prevailing party shall be entitled to reasonable legal fees and costs from the other party.

I acknowledge that the proprietary information and trade secrets are created at substantial cost and expense to H.R. Choices, Inc. and that unauthorized use or disclosure would cause irreparable injury to H.R. Choices, Inc. I hereby consent to the order of an immediate injunction, without bond, from any court of competent jurisdiction, enjoining and restraining me from violating or threatening to violate this provision.

I understand that my continued employment with H.R. Choices, Inc. is contingent upon my compliance with this agreement.”

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Employee's Signature

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Date

## CONSENT TO RELEASE INFORMATION

I authorize H.R. Choices, Inc. to release information to prospective employers of mine who identify themselves to you as such. This authorization is unconditional and permits disclosure of the complete content of my personnel file.

I hereby release and agree to hold harmless H.R. Choices, Inc., its directors, officers, shareholders, employees, successors, and assigns from any and all claims, cost, liability, or expense, of any kind or nature whatsoever, including, without limitation, reasonable legal costs, arising out of or resulting from the release of information respecting the undersigned by.

This authorization shall permit the release and disclosure of information for the length of employment following the date indicated below. The release and hold harmless shall remain in full force and effect with respect to all disclosures made within this time period.

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Employee's Signature

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Date

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Social Security Number

## CONSENT TO PROVIDE INFORMATION

I authorize H.R. Choices, Inc. to conduct a complete background investigation in order to assess my eligibility for a position requiring a high level of reliability and trustworthiness. I authorize all persons who may have information relevant to this investigation including, without limitation, prior employers, doctors, landlords, creditors, and others to disclose it [including photocopies where requested] to H.R. Choices, Inc., or their agents. I hereby release and hold harmless from liability all persons on account of such disclosure. I understand that the investigation may include verification of past employment, review of personnel records maintained by any prior employer, education, and opinions of references.

This authorization shall be valid for length of employment. The release and hold harmless contained herein shall remain in full force and effect with respect to all disclosures provided within this time period.

I authorize that a photocopy of my signature below may be used to obtain information regarding the investigation.

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Employee's Signature

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Date

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Social Security Number

# CODE OF ETHICS AND PROFESSIONALISM POLICY

Please indicate that you have received, read, and will abide by this statement of policy by signing your name and dating the acknowledgment. This will be kept in your record file.

I certify that I have received and read and that I will abide by the Code of Ethics and Professionalism Policy distributed to me on this:

\_\_\_\_\_ day of \_\_\_\_\_ (month), \_\_\_\_\_ (year).

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Employee's Signature

Date

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Name [Please Print]