

Pacheco ABA Service



and Behavioral Consulting

EMPLOYEE HANDBOOK



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Diversity Statement

At Pacheco Autism Center having an environment that is inclusive, diverse, and equitable for all employees, volunteers, and clients, is a goal that we as a company fully commit to. This goal includes those of all genders, race, ethnicity, age, sexual orientation, and disability. We believe having a diverse workplace helps create an environment that is enriching and meaningful to the employees and clients that we service. We understand that maintaining a workplace that encompasses these standards is a continued effort and process.

To guarantee that Pacheco Autism Center is reaching and maintaining these diversity goals we are following these steps:

- Establishing training for employees on the different topics of diversity and inclusion. Training will also include any updates to these standards related to the current social norms.
- Continue to have an open-door policy for the employees and clients to discuss any issues or frustrations they may develop related to the topic of diversity.
- Making sure that all people involved in this organization are treated with respect and empathy. Additionally, maintaining zero tolerance for discrimination.
- Conduct ongoing research on the topic of diversity and implement new findings into training and conversations with employees.
- Work with other organizations to share ideas to expand the knowledge on this topic.

Pacheco Autism Center does acknowledge that following and maintaining this diversity statement requires practice and dedication that is ongoing. As an organization we will hold ourselves to this standard for the better of the clients and employees involved.



Introductory Period

I. Purpose/Vision

The purpose of the Introductory Period policy is to establish and define a 90-day introductory period for all new employees and employees who have transferred into a new position.

II. Scope

The Introductory Period policy applies to all employees at Pacheco Autism Center

III. Policy

The introductory period is a period of time to allow a new employee to become acquainted with and adjust to their employment. Management should provide feedback to new employees during the course of the introductory period. Leaders also need to address and document concerns about performance, attendance or behaviors early in the employment relationship. This should include actions that both parties will take to improve performance. It is our goal to create an inclusive and equitable working environment for employees and communicate timely when performance expectations are not met, which will give the employees the opportunity to remediate. Additionally, the employee's leader will orient the employee to their new role as a new member of the department; setting expectations, and evaluating the employee's demonstrated ability, quality and quantity of work, attendance and other factors. This period is to allow time to evaluate whether a successful employment relationship can be established by the organization and the employee.

A competency evaluation should be conducted at the end of the 90-day introductory period. On some occasions, the introductory period can be extended after consultation with their manager.

IV. Procedure

It is recommended that an introductory period competency evaluation be completed at the end of the introductory period and that the leader and employee meet to review the evaluation to discuss performance goals and expectations.

If unsatisfactory performance, attendance or inappropriate behavior are a concern during the introductory period, a leader must communicate and document concerns with the employees within 30 to 45 days and agree upon remediation actions in accordance with the corrective action policy. It is during this period that both the leader and the employee assess the suitability of the position for the employee. In any instance where the expectations of either the leader or the employee are not being met, it may be necessary to address through a written performance improvement plan (PIP), extend the introductory period, or terminate the employee. The manager must collectively approve any extension of the introductory period or termination. In those instances when more time is needed, the introductory period may be extended for an additional 30 or 60 days.

All corrective actions must be administered in accordance with the Corrective Action policy. However, during the introductory period, to facilitate prompt resolution of a problem, the following abbreviated steps of the corrective action may be used, when appropriate:

- Final Written Warning
- Termination

Melissa Pacheco 1/15/2023



FERPA Confidentiality

As an employee of the Company, you may be granted access to student records which contain individually identifiable information which is protected by the Family Educational Rights and Privacy Act of 1974 ("FERPA"). All student records must be preserved and kept confidential in accordance with FERPA standards.

Any personally identifiable information about students obtained by employees may not be disclosed to any third party without the written consent of the student's parent/guardian and must be used only for the provision of therapy services.

Employees may have access to student records and such access is granted solely on the need to fulfill employment responsibilities. Employees will not copy, store, disclose or otherwise use such information except in the fulfillment of these responsibilities and as permitted by law.

Any intentional disclosure of information to any unauthorized person at any time in the future could result in criminal and civil penalties. Willful or unauthorized disclosure of such information also violates the Company's policy and could constitute cause for disciplinary action up to and including termination of employment regardless of whether criminal or civil penalties are imposed.

HIPAA Confidentiality Provisions

Employees will comply with the Standards for Privacy of Individually Identifiable Health Information under the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Employees are expected to uphold the following:

- Employees will treat all information furnished by the facility with confidentiality unless otherwise allowed herein.
- Disclosures of Protected Health Information ("PHI") are permitted only for purposes of treatment, payment, or healthcare operations and employee access to PHI is limited to only that information needed for performance of services.
- Employees may not copy, record or remove any PHI or confidential information from any facility except with the approval of their onsite supervisor at the facility.
- Employees may not disclose to any third party any PHI or any information regarding students.
- Employees may not sell PHI and may not use PHI for unlawful purposes.
- Employees may not disclose to any third party the identity of any physicians that have treated or are treating students or patients.



- Employees must destroy or return all PHI data received from or created on the behalf of any facility upon termination.
- Employees must report in writing to the Company any use and/or disclosure of PHI that is not permitted by this Agreement. The report required must be made within thirty (30) days of discovering such unauthorized use and/or disclosure. All unauthorized disclosures must be reported to the CEO or the President and COO.
- Employees will provide the information required for the facility to meet its obligations to provide an accounting of disclosures of PHI.

Confidential/Proprietary Information

As an employee of the Company, you cannot at any time disclose or use, either during your employment or at subsequent employers, any information, knowledge or product data which you received or developed during your employment. The Company is committed to preserving and protecting the privacy, confidentiality and security of patient and student health information. Employees are expected to act in accordance with State and Federal regulation and in compliance with the school/healthcare facility's standard policy and procedures.

Confidential information, knowledge or data may consist of the following but not limited to: Accounting or financial data, billing or salary data, client records, student records, marketing data, and business plans. Improper use or disclosure of confidential information will be subject to disciplinary action, up to and including termination of employment and legal action, even if you do not actually benefit from the disclosed information. This non-disclosure applies during and after an employee's employment. Confidential information remains the property of the Company and must be returned to the Company on demand. Upon termination of your employment, you are required to promptly return any and all documents containing the above information or data relating thereto, to the Company.

An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that (a) is made (i) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting of investigating a suspected violation of law; or (b) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.



Weather Related Emergency Procedures

- Purpose
 - This policy serves to clarify Pacheco Autism Center policy, procedures and expectations regarding attendance and compensation during Weather Related Emergencies
- Definitions
 - **Severe Weather Guidelines:** how this policy is applied at different stages of a severe weather event. It is an addendum to this policy and administer by the manager
 - **Weather Advisory Level:** Describe three separate statuses based on anticipated severity for weather-related events and detail typical processes for communications and responsibilities at each level
 - **Early Release/ Late Arrival Declaration:** When a manager initiates an Early Release or Late Arrival, employees are allowed to go home before the end of their scheduled shift or arrival late, but within reasonable limits due to the weather conditions are compensated for their scheduled shift.
- Policy
 - Pacheco Autism Center's mission of providing quality client care and service to our patients and community is dependent on staff being at work. Although coming to work during severe weather may be challenging, it is expectation that all staff report to work for scheduled shifts
 - Once the manager makes the decisions to declare a Weather Emergency and "early release or late arrival day" will communicate throughout the organization. The communication will be sent through email, phone call, social media and Company's website. We will go by Dartmouth Public school announcements i.e., if they are closed due to inclement weather, so will we
 - Any employee that is affected by early release/late arrival will not get paid their full scheduled work shift, but they are able to use their Sick Time. This time will not be considered an occurrence or an absence of their schedule



Employee Timekeeping

- Purpose
 - Pacheco Autism Center must keep an accurate record of all employee time worked under federal and state law to calculate employee pay and benefits
- Eligibility
 - All employees of Pacheco Autism Center
- Policy
 - All employees are required to keep accurate records of their working hours and their usage of any accrued benefit time and report those hours missed under this policy. Work time includes all time actually worked by an employee. Misrepresenting hours worked, falsifying signatures or information on time record, or recording time on another employee's time record will result in disciplinary action, up to and including termination.
- Employee Procedure/Responsibilities
 - All employees will electronically clock in at the beginning of their shift and at the end of each workday using Kiosk. If they work six hours or more, the employee can take a half an hour lunch. If they choose to leave the premise during lunch, then they must punch out during that time with Gusto. If they work with the client while they eat their lunch, then they stay punched in.
 - Employees that are absent, whether it is scheduled or unscheduled (i.e. vacation, sick, holiday, jury duty, bereavement) may request time in Gusto; they can only use the amount of time they were scheduled to work for that day. The employee must use their Sick time, or remain unpaid
 - Employees must correctly select their job title. For example, Training pay, Behavior Technician, versus Holiday pay. The selection must reflect your job title for what you clock in for
 - Employees must make sure that their pay stubs are correct, but mistakes can happen. When a mistake does occur, you can contact the manager's attention. Employees are expected to review their paycheck and/or voucher to ensure correct payment has been made for each pay date. An employee who believes an error has occurred should promptly report the matter to their immediate supervisor.

- Reporting Concerns

- It is a violation of our policy for anyone to instruct or encourage another employee to work "off the clock," to incorrectly report hours worked, or to alter another employee's records. An employee who is directed to incorrectly report hours worked, or to alter another employee's time record, should immediately contact their supervisor
 - Every report will be fully investigated, and every effort will be made to ensure that employees receive the pay to which they are entitled
 - The Pacheco Autism Center will not allow any form of retaliation against individuals who report in good faith reports of alleged violation of this policy.

Melissa Pacheco

1/15/2023

Melissa Pacheco

4/10/2024



Substance Abuse

- Purpose
 - Policy of Pacheco Autism Center is to maintain an environment that is free of substance abuse by any of its employees
 - Pacheco Autism Center will strive to support whenever possible the health and wellbeing of employees and staff with substance abuse problems by providing access to services or referral to services that support their efforts to deal with these problems
- Policy
 - Pacheco Autism Center expects all employees to remain free of alcohol and drugs while they are on the job and to refrain from their use, possession, or distribution.
- Definitions
 - **Under the influence**
 - The individual is affected by a drug, alcohol, or substance. That may affect or have potential to affect the safety of the employee, co-worker, client, members of the public, the employee's job performance, and the safety of the hospital. The symptoms of using or being under the influence of a substance include, but are not limited to, the smell of alcohol on the person and/or change in behavior (for example, impairment of physical or mental ability).
 - **Legal Drug**
 - Drugs prescribed for the individual and over the counter drugs that have been legally obtained and are being used for the purpose for which they were prescribed or intended and in a therapeutic dosage
 - **Illegal drug**
 - Any drug (1) that is not legally obtainable or (2) that is legally obtainable but has not been legally obtained. The term includes prescription drugs not legally obtained or been legally obtained but is not being used for the purpose it is intended.
- Procedure
 - Alcohol
 - All employees are prohibited from using, being under the influence, or in possession of alcohol while being on company paid time, on the property, at a client's home or on an outing

- Legal drugs
 - Employees are permitted to take legally prescribed and over the counter medication consistent with appropriate medical treatments while working. However, when such prescribed or over the counter drug therapies could affect job performance, safety. Or efficient operation of a manager will evaluate if the employee is fit for work or should seek professional assistance.
- Illegal drugs
 - Employees are prohibited from being under the influence or in possession of, using or being involved in the manufacture, sale, purchase distribution or transfer of an illegal drug while performing business on company time, on property, at a client's home or on an outing
 - Violation of this policy may result in disciplinary action up to and including termination.
 - Law enforcement may be contacted, and a medical evaluation may be required if the employee is suspected of being under the influence of an illegal drug
 - Employees who voluntarily admit to drug or alcohol problems before their job performance is affected may be eligible for an approved leave to aid them to services available for rehabilitation
- Procedure to be followed if an employee is suspected of being under the influence
 - IF the employee is suspected of being under the influence of alcohol or an illegal drug the employee will be sent home with transportation
 - If the employee agrees to be tested, he or she should sign a "Consent to be tested" form and participate in an evaluation. If the employee refuses to be tested the employee shall sign a refusal form
 - In both cases the employee shall be sent home with transportation and an investigation will be pending
 - IF the employee's test comes back negative, the employee will be paid for hours lost



Sexual and Workplace Harassment

- Purpose
 - Pacheco Autism Center enforces this policy prohibiting unlawful harassment, including sexual harassment and retaliation against applicants and employees. This policy is also intended to ensure that Pacheco Autism Center is a workplace where employees treat each other with respect and can thrive personally and professionally
- Scope
 - This policy applies to all individuals involved in operations, regardless of their position or employer, and prohibits harassment and retaliation by any employee (including managers, supervisors, and non-supervisory employees), trainees, students, temporary employees, volunteers, and any other individual performing services for Pacheco Autism Center. Likewise, this policy protects the individuals involved in our operations from harassment and retaliation by any individual, including third parties, such as clients, and visitors.
- Policy
 - Our success and the achievement of equal employment opportunity are dependent upon our collective commitment to treat each other, and all who work at Pacheco Autism Center with respect.
 - Pacheco Autism Center is committed to maintaining a work environment that is free of unlawful harassment and retaliation. Pacheco Autism Center strictly enforces this policy prohibiting unlawful harassment (including sexual harassment) against applicants and employees based on race, color, religion, sex (including pregnancy, lactation, childbirth, or related medical conditions), sexual orientation, gender identity, age, national origin or ancestry, citizenship status, physical or mental disability, genetic information, veteran status, uniformed services members status or any other status protected by federal or state law. It also prohibits unlawful retaliation against individuals who exercise their rights under this policy and law.
- Procedure
 - **Prohibited Conduct**
 - Sexual Harassment
 - In Massachusetts, the definition of unlawful sexual harassment is as follows: "sexual harassment" means sexual advances, requests for sexual favors, and verbal or physical conduct of sexual in nature when

- Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or,
 - Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile humiliating, or sexually offensive work environment
- Under this definition, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews or assignments, salary increases promotions increased benefits or continued employment constitutes sexual harassment.
- The definition of unlawful sexual harassment is broad and in addition to the above examples other sexually orientated conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating or humiliating to male or female workers may also constitute sexual harassment.
- While it is not possible to list all those circumstances that may constitute sexual harassment, the following are some examples of conduct which may constitute sexual harassment, the following are some examples of conduct which may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and pervasiveness.
 - Unwelcome and unwanted sexual jokes, language, epithets, advances, or propositions whether they involve physical touching or not
 - Written or verbal abuse of a sexual nature, or use of sexually degrading or vulgar words to describe an individual
 - The display of sexual suggestive objects, pictures, posters, or cartoons
 - Unwelcome or unwanted comments about an individual's body or appearance, gossip regarding one's sex life, sexual prowess, or sexual deficiencies
 - Comments or questions about sexual conduct
 - Harassment consistently targeted at only on sex, even if the content of verbal abuse is not sexual
- **Workplace Harassment**
 - Pacheco Autism Center does not tolerate harassment against applicants and employees based on race, color, religion, sex (including pregnancy, lactation, childbirth, or related medical conditions), sexual orientation, gender identity, age, national origin or ancestry, citizenship status, physical or mental disability, genetic information, veteran status,

uniformed services members status or any other status protected by federal or state law

- The following is a partial list of unwelcome behavior prohibited by this policy that may be considered unlawful workplace harassment
 - Verbal or physical conduct that shows hostility or aversion to an individual because of his/her protected status
 - Epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts that relates to one's protected status
 - Written, oral or graphic material, including emails and instant messaging, voice mails and/or text messages, and posts on social media that shows hostility or aversion toward an individual or group because of their protected status

○ Complaint procedure

- Pacheco Autism Center takes every report of harassment and retaliation seriously and will promptly conduct a thorough and objective investigation
- Employee Options
 - Often the immediate goal of someone experiencing offensive or inappropriate conduct is to stop the conduct. To that end, some individuals may prefer to respond to the offending party directly by, for example, include telling the offending party that the conduct is offensive, intimidating, or embarrassing, and explaining how the offensive behavior affects the employee, and asking that the conduct stop. Possible responses include:

“Please don’t touch me. It makes me uncomfortable”

“I don’t think jokes like that are funny. Please don’t tell jokes like that when I am in the room ”

I’d like it a lot better if you’d comment on the quality of my work rather than the way I look”

- Alternatively, an individual may prefer to send a written message to the alleged offender, indicating that the conduct is unwelcome and must stop
- Any employee who believes they have been subjected to prohibited discrimination, harassment or retaliation by a co-worker, supervisor, client, or visitor, or who believes another individual has been subjected to such conduct, should report it immediately. Complaints can be made verbally or in writing to a manager or supervisor
 - After the report is received, a thorough and objective investigation will be undertaken. Confidentiality will be maintained to the extent practical and permitted by law. Investigations will be conducted as confidentially as possible and related information will be shared with others on a need-to-know basis
 - The investigation will be completed, and determination made and communicated to the employee as soon as practical.

○ Violation Policy

- If a complaint of conduct prohibited under this policy is substantiated, regardless of whether it meets the definition of unlawful harassment, Pacheco Autism Center will take remedial action that is deemed appropriate in the circumstances, which may include disciplinary action up to and including termination of employment. If the complaint cannot be substantiated, Pacheco Autism Center may take appropriate action to reinforce its commitment to providing a work environment free from discrimination harassment and retaliation, as applicable

○ Protection Against Retaliation

- Retaliation is unlawful and is a very serious violation of this policy. Retaliation is prohibited against any person for using the complaint procedure in this policy, or otherwise reporting harassment, participating in an investigation regarding a complaint of harassment, objection to such conduct or filing, testifying assisting, or participating in any manner in any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefits
- Any retaliatory conduct should be reported using the same process described above and will process complaints of retaliation in the same manner as complaints of harassment.

○ False Accusations

- Pacheco Autism Center recognizes that false accusations of conduct violation this policy can have serious effects on innocent persons. If after investigation, the investigator believes in good faith, based on investigation, that an employee knowingly made a false accusation of conduct prohibited by this policy, management will take remedial action that is deemed appropriate in the circumstances, which include disciplinary action up to and including termination of employment



Paid Time OFF

- Purpose
 - Pacheco Autism Center provides all employees with regular accrual of paid time off hours in order to accommodate personal needs including vacation, appointments or family issues, observing special holidays, jury duty and illness or injury
- Eligibility
 - All employees will be eligible PTO at date of hire
 - PTO cannot be used until after a introductory period
- Policy Summary
 - Employees will have one bank of time for all absences in a manner that meets the needs of the employee and staffing needs
 - PTO will give a consolidated bank of categories that can be used for sick, vacation or personal time off etc.
- Policy Information
 - PTO accrual begins at the date of hire
 - Employees will not have access to their bank until after 90 days of employment
 - Employees cannot use PTO in advance of the time being accrued
 - Employees have access to accrual banks for the purpose of taking time off from work
 - Accrual rates are based on paid hours
 - One hour given for every 30-hour worked
- Using Time OFF
 - Except for instances of unscheduled absences for unanticipated illness or emergencies, time must be scheduled in advance. Employees must tell their managers to be sure that the request and approval process meets guidelines
- Scheduled Time Away
 - The employee must request time off in accordance with the request and approval method to ensure normal services are not interrupted. Considerations include:
 - Scheduling should be done two weeks prior to the date requested.
 - Efforts will be made to accommodate employees' requests depending on staffing needs.
 - The employee must request time off by filling out a sheet provided by their coordinator
 - IF the employees time off is approved it will be put in the calendar
 - There will be limits to the amount of person(s) that can request
 - One week off at a time
 - 2 weeks maximum can be requested off between Jan-June and July-Dec
 - 1 employee off a day at 449
 - 2 employees off a day at 529

- A “Black out Calendar” to be hung in the coordinator’s office. If the day has already been taken by another employee, that date will be colored in black, and the day is considered closed for any further requests.
 - It will be to the best of the employee’s ability to switch appointments/vacations to “open” days on the calendar to ensure their time to be approved.
- An employee can find another employee to switch schedules with for that week. If neither apply, the employee can speak with the manager for special approval
- Unscheduled Absences
 - The employee must call out to a manager by 6:30am prior to their shift
 - If the employee accrues an absorbent unscheduled absence, disciplinary action could take place
 -
- Designated Holidays
 - New Year’s Day
 - Martin Luther King Day
 - President’s Day
 - Memorial Day
 - Juneteenth
 - Independence Day
 - Labor Day
 - Indigenous Peoples Day/Columbus Day
 - Veteran’s Day
 - Thanksgiving Day
 - Black Friday
 - Christmas Day
 - When a holiday falls on a Sunday, the following Monday is observed.
 - When such holidays fall on a Saturday, the preceding Friday is observed.
 - The remaining holidays are observed on the calendar as established by the Commonwealth of Massachusetts.
 - All Departments will be closed on listed holidays and services will not be provided unless prior arrangements have been made and authorized by management
 - Full time (32+ hour) employees will **only** be paid for Christmas and Thanksgiving holidays, if above 90-day introductory period
 - 8 hours for each day totaling 16 hours
 - Employees will not get paid for unworked holidays
 - Employees that work on scheduled open holidays can clock in gusto under “holiday” job title which will be five dollars above their regular behavior technician rate
- Bereavement Time and Jury Duty
 - Time off from work for bereavement and jury duty is not deducted from unless requested by employee
 - Jury Duty time must be requested with as much advanced notice as possible
 - If the Jury Duty is cancelled and the employee still wishes to work, the employee can contact their manager to see if the time is still available to work
- Military Leave

- Employees that are members of the Uniformed Services of the United States are entitled to military leave to participate in active or inactive duty, training, or fitness examinations.
 - This excused time will be unpaid unless the employees wish to have it removed from their bank
- Workers Compensation
 - If the employee is unable to work due to a work-related injury or illness, please contact your manager for information regarding the leave and benefits in accordance with state law.

Melissa Pacheco 4/10/2024

Melissa Pacheco 4/10/2024



Professional Image Policy

- Purpose

- All employees of Pacheco Autism Center will portray a respectful and professional image of staff. First appearances are important, and Pacheco Autism Center strives to represent a positive, professional image. The personal appearance of each employee is essential in every interaction with clients, families, and visitors.

- Policy

- All employees are to follow standards of dress that are always in effect during employees' working hours.
- Any employee whose appearance, image or hygiene is inconsistent with this policy will be counseled and may be sent home to change clothes/remediate the situation. Continued disregard of the policy will result in progressive disciplinary action up to and including termination
 - Professional attire is clean, neat, moderate in style and appropriate for the type of work being performed. Generally clothing that is tight fitting leading to revealing is not professional and therefore inappropriate. Clothing is to be clean, not wrinkled, torn, faded, or frayed.
 - Shoes must provide safe, secure footing. Sandals, slingback, open toed, high heels, and flip flops are unacceptable for providing proper care for our clients. Crocs are fine
 - No exposed midriffs, or cleavage
 - No off the shoulder or spaghetti strap tops
 - No clothing that is mesh, sheer, see through torn or otherwise revealing
 - No skirts or dresses unless shorts are worn underneath
 - Shorts and skorts must not be too short. How to measure is relax your arms to the sides of your body, and shorts must be longer than your fingertips.
 - Comfortable clothing such as Jogging outfit, Yoga pants, sweatshirts are encouraged
 - No pajamas (unless noted as special day) still must abide by appropriate coverage and length requirements
 - Employees are responsible for maintaining appropriate levels of personal hygiene including oral hygiene
 - Use of deodorant/antiperspirant is encouraged to minimize body odor

- Perfume, aftershave, cologne should be appropriate and not overdone. Fragrance is discouraged in consideration of our clients, employees, and visitors. Pacheco Autism Center is a smoke free campus. Employees are encouraged not to smoke in work clothes.
 - Hair is to be clean and neatly combed. Men are to be clean shaven or neatly trimmed mustache or beard
 - Piercings including jewelry in the earlobes greater than ½" are discouraged since they are easily able to be pulled out when working with a client. No hoop rings unless breakable. Plugs are at your own risk
 - Nails are to be clean and trimmed to a professional length and not interfere with employee's work or client safety
 - Employees will avoid wearing accessories on their clothing or people that could be offensive or embarrassing to clients, visitors, or other employees such as religious or political messages
 - The company issued badge is considered part of the uniform and all staff should always wear it while in a client's home, or during an outing. The badge cannot be altered or changed. Lanyards that breakaway are to be used with badges that are hung around the neck.
- Procedure
 - General Guidelines
 - Take pride in your appearance. You reflect our commitment to outstanding service.
 - Be respectful and take into consideration people that may have allergies, migraines, or respiratory difficulties due to perfumes, colognes etc.
 - All clothing should be cleaned and in good condition

Melissa Pacheco 1/15/2023

Melissa Pacheco 09/05/2022



Verification of Employee Licensure/Certification

- Purpose
 - This policy describes the process by which Pacheco Autism Center obtains and maintains accurate records concerning the licensure and certification status of employees
- Eligibility
 - All employees in positions requiring licensure or certification. Licensure and certification requirements are included in each job description where performance of the position requires licensure and/or certification
- Policy
 - Consistent with the requirements of several boards, agencies and bodies that govern employee licensure and/or certification; it is the responsibility of the manager to request and obtain proof of licensure/certification from the candidate prior to hire. This includes recertification of active licensure status prior to each effective renewal date
- Procedure
 - Prior to extending a job offer, Pacheco Autism Center will request proof of licensure/certification from candidate.
 - Upon hire, a copy of the verified licensure/certification will be placed in the employee's personal file as evidence that the appropriate primary source of verification has taken place prior to the employee's hire date.
 - The manager will re-verify the ongoing validity of the certification and/or licensure of employees prior to the date of renewal
 - In instances where online verification is not available, the employee must provide evidence of the status of his/her licensure or certification.
 - No employee is permitted to work following the expiration of his/her current licensure or certification period unless the proper re-verification has taken place
 - Any employee that provides false documentation of active licensure or certification, will be subject to disciplinary action up to and including termination of employment



Criminal Offender Record Inquiry

- Purpose
 - To ensure that a process of accessing criminal offender records is maintained to promote a safe environment for all individuals entering Pacheco Autism Center, working at client's home.
- Eligibility
 - This policy applies to all employment/volunteers
- Policy
 - It is the policy that all employees are fully competent to perform their job duties. As such, a background check has been completed for all individuals who have been offered employment
 - Yearly checks will be conducted on all employees about the anniversary of their hired date
 - Definitions
 - **Candidate:** an individual who has been offered employment, or seeking to become a volunteer
 - **CORI:** Criminal Offender Records Information
 - **Exceptions:** none\
 - Identification of the candidate must include
 - Passport
 - A State ID and Social Security Card
- Procedure
 - A background checking procedure as defined by the commonwealth of Massachusetts, consists of minimum of obtaining criminal court conviction information from Clerk of Courts offices in all counties of Massachusetts in which a candidate has resided in the past 10 years. In the case of prospective employees who have lived and/or worked outside of Massachusetts within the past 10 years, the appropriate State(s) and jurisdiction(s) may also have the CORI checked
 - Candidates for employment and/or volunteering are informed that a background check will be conducted. During the employment interview process, an authorization form will be completed and signed by the candidate for the purposes of conducting the CORI check.

- Pacheco Autism Center will not determine a hire date until the CORI check is completed and the offer is contingent upon the receipt of satisfactory report
- If a record of (a previous) conviction is discovered which the candidate did not indicate on his or her CORI request form, any employment offers previously made may be rescinded. Exceptions may be considered based on the nature of the offense and the time elapsed between the offense and the job offer. If a criminal record is received from the DCJIS, the information is compared with the information on the CORI acknowledgement form identification information provided by the applicant. If the information in the CORI record does not exactly match the identification information provided, a determination is to be made by an individual authorized to make such determinations based on a comparison of the CORI record and documents provided by the applicant. Only records result of "No Record" is accepted for consideration as a volunteer at Pacheco Autism Center.
- In situations where a candidate does indicate that he or she has been convicted of a misdemeanor or felony, a manager will evaluate the situation on an individual basis. The length of time since the conviction and the nature of the crime will be considered in relation to the job for which he or she is applying. Prior convictions will not necessarily prohibit employment. Employees have the right to dispute the accuracy of the CORI record.
- Convictions for crimes of violent nature (e.g. murder, assault, sexual assault, armed robber) will be excluded as a candidate for employment.
- A candidate who is found to falsify their prospective employee information CORI Request form will not be considered for employment and will be terminated upon discovery if already employed.
- Responsibility
 - Managers
- Forms
 - CORI request Form/Perspective Employee Notice

Melissa Pacheco 1/15/2023



Behavior Expectations that Promote a Culture of Safety

- Purpose

- Pacheco Autism Center is dedicated to a culture of safety and highly reliable work environment that provides a positive patient experience. This policy establishes behavior expectation and guidelines for managing behavior that promotes a culture of safety and demonstrates our commitment to providing high quality client care and workplace environment that is comfortable and safe for all employees, clients, volunteers, and visitors.
- Behavior that interferes with culture of safety decreases staff morale, has a negative effect on an individual's feelings of safety in the environment and undermines the collaborative relationships essential to safe and high-quality client care and is unacceptable in this work environment

- Policy

- Pacheco Autism Center is committed to supporting a workplace environment where only professional, courteous, and respectful persons are valued and allowed.
- Behavior which deviates from these values, and which interferes with professional and respectful relationships threatens the satisfaction and safety of employees, clients, and visitors and thus has the potential for being disruptive in the Pacheco Autism Center operation and delivery of high-quality care. Pacheco Autism Center is committed to a positive and professional environment and will not tolerate conduct that does not support our mission and will undertake a corrective action approach regarding such behavior.
- All employees are committed to supporting a positive workplace and environment. The following are examples of behavior/conduct that may have the effect of undermining a culture of safety
 - Angry, condescending, blaming/name-calling, threatening, noticeably loud or silent (refusal to communicate)
 - Bullying behavior
 - Abusive or threatening language
 - Degrading or demeaning comments regarding clients, families, and employees
 - Inappropriate physical behavior

- Threatening or intimidating physical conduct
- Inappropriate expressions of anger such as destruction of property or throwing items
- Intimidation of staff, clients, or families whether verbal or physical
- Public derogatory comments about the quality of care being provided by PACD personnel
- Conduct which is inconsistent with PACD policy on sexual harassment
- Pejorative and/or judgmental entries in client records or in quality and error reports
- Reporting and Investigation
 - Any employee, volunteer, client who observes or experiences behavior that undermines a culture of safety should report the incident to your direct supervisor
 - All reports of such behavior shall be promptly and fully investigated by the supervisor of the person in question.
 - IF the behavior presents an immediate risk to your safety or the safety of others, contact Dartmouth police station or dial 911
- Corrective Action
 - Failure to maintain the required standards of conduct will be subject to corrective action, up to termination.
 - When it is determined that any employee has engaged in behavior that undermines a culture of safety, the person's supervisor shall meet with him/her
 - Plans for remediating behaviors that undermine a culture of safety may, after the first occurrence, be limited to counseling and warning by a supervisor. However, when there is reason to believe that the person in question lacks the ability to adequately control his/her behavior, either for the health-related reasons, the supervisor may mandate appropriate professional evaluations
 - Recurrent episodes of alleged disruptive/abusive behavior shall be reported and investigated by the same protocol
 - Confidentiality shall be maintained throughout the process, consistent with Pacheco Autism Center obligations to report to federal and state agencies
- Violet Behavior
 - Any person who engages in a threat or violent action on center property shall be removed from the premises as guilty as safety permits it. The immediate goal of action by Pacheco Autism Center is to prevent threats being carried out, Violent acts from occurring and life threatening situations developing.
 - Once a threat has been sustained it is company policy to put the threat maker on notice that he/she will be held accountable for his/her actions and follow through with implementation of an appropriate response.
 - It will be determined what actions are appropriate regarding that person, including possible medical evaluation, corrective action or filing criminal charges.



Attendance Expectations

- Purpose
 - This policy sets forth the expectations and requirements for attendance and punctuality to ensure quality care without interruption of operation
- Eligibility
 - All Pacheco Autism Center and Daycare Employees (PACDE) are covered by this policy as a collective bargaining agreement
- Policy
 - The PACDE's mission for providing quality care and service is dependent on regular and consistent attendance from employees. Regular attendance and punctuality are integral components of job performance. Absences and tardiness can detract from productivity and quality of service to our clients and causes undue hardships on co-workers. Employees are expected to report to work on time and be ready for work at their scheduled starting time. Employees are expected to return from breaks on time.
 - Excessive absences (both planned and unplanned), and tardiness are grounds for disciplinary action under the terms of PACDE.
- Definitions
 - **Tardiness:** Employees will be considered tardy if they are not at their assigned workstation ready to work at their scheduled start time. Tardy occurrences will also be charged if they do not return from their breaks at required time.
 - Employees are expected to be at work no later than 6 minutes of their start time
 - **Unscheduled Absence:** When an Employee misses their work scheduled workday without prior approval of paid or unpaid PTO, or if the employee leaves early without prior approval
 - **Scheduled Absence:** the following types of absences or tardiness do not count as incidences of unscheduled absences
 - Pre-approved vacation, holiday, and personal days
 - Absences for jury duty
 - Authorized absences due to work-related injury or illness
 - Approved time off for bereavement
 - Authorized "early release days" and "late arrivals" due to inclement weather

- **Occurrences:**
 - An occurrence is any unscheduled absence/tardiness or planned use of sick time not part of an approved leave of absence
 - An absence of one or more days due to the same illness, injury or other incident will require a doctor's note to return.
- **Year:** The period of measurement in determining when absences and tardiness are excessive will be rolling back 12-month period beginning with the most recent absence or tardiness.
- **Procedure**
 - **Reporting of Absence and Tardiness**
 - Employees must notify their manager if they will be absent or late for a scheduled work shift. Typically, notification for unplanned absences must be made as soon as possible, but no later than two (2) hours prior to the start of a scheduled shift. In case of tardiness, notification should be made as soon as practical prior to the start of employees scheduled shift. Every effort should be made to contact the supervisor directly as opposed to leaving a voicemail which may delay notification for coverage. If employees are unable to call personally because of their medical condition, a designee of employee should make the call. Employees must notify their manager on each day of the absence unless the duration of the absence has already been communicated.
 - Employees must communicate any changes to the reported absence and expected to return to work
 - **No Call/No Show**
 - Employees who fail to notify their supervisor of their expected absence as required, shall receive a final written warning on first offence
 - **Guidelines**
 - Having more than five (5) occurrences within 1 year is excessive and will be addressed as independent issues. Disciplinary action including termination is under the managers discretion
 - New employees in their first 90 days are expected to have no occurrences
 - Employees who provide documentation from their physician justifying the time off are not necessarily exempt attendance standards
- **Responsibility**
 - Employees experiencing difficulty with schedule dependability are encouraged to openly discuss any barriers to maintain attendance expectations and to work with their manager to identify any solutions proactively to avoid future disciplinary actions
 - Managers will keep accurate timekeeping records and will address any attendance concerns when expectations are not being met. Disciplinary action will be taken when attendance policy has not been followed.



We Are Mandated Reporters

All educators, medical practitioners, counselors, day care workers, police and all professionals who work with children are mandated reporters, which includes all staff at PACHECO ABA, LLC. Massachusetts General Law (Chapter 119, Section 51A) requires that all suspicions of child abuse or neglect of children under age 18 must be reported to the Department of Social Services. An oral report must be made within 24 hours of suspicion, and a signed, written report must be made within 48 hours (about 2 days). Failure on the part of any mandated individual to report a suspected case of abuse or neglect can result in a criminal fine.

When We Have to Call

As mandated reporters, we must call when we have reasonable cause to believe that child is suffering serious physical or emotional injury resulting from abuse, including sexual abuse, or neglect, including malnutrition.

Abuse means the non-accidental commission of any act against a child which causes or creates a substantial risk of physical injury or emotional injury; serious physical injury to a child or the commission of any offense against child as defined by the criminal laws of the Commonwealth, or any sexual contact between child and caretaker. Neglect includes failure by a caretaker either deliberately, through negligence or inability, to take actions necessary to provide child with minimally adequate food, clothing, shelter, medical care, supervision, emotional stability and growth, or other essential care.

If there is suspicion of this, please contact the supervisor immediately and staff and supervisor will work together to report properly. If you would like to remain anonymous, contact of supervisor is not required but it is encouraged so we can support, you along the way.

After a report is filed, the Child Protective Service (CPS) unit of the local department of social services is required to begin an investigation within 24 hours. This investigation will include an evaluation of the safety of the child named in the report and any other children in the home, and determination of the risk to the children if they continue to remain in the home.

Melissa 4/10/2024