



Dynamic Support Management, LLC

Policy and Procedure Manual

Dynamic Support Management, LLC

Policies and Procedures

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MISSION STATEMENT

At Dynamic Support Management, our mission is to foster independence, promote inclusion and enhance the well-being of individuals of diverse abilities.

OUR VISION

At Dynamic Support Management, we envision a world where all individuals we serve have the opportunity to live safe, healthy and enjoyable lives where they are included, valued and represented.

Dynamic Support Management, LLC
Policies and Procedures

ORGANIZATIONAL STRUCTURE/ADMINISTRATIVE STAFF

Kelly M. Moore, Owner of DSM
Chief Executive Officer (CEO)
Director of Operations (DOO)
(330) 936-7941

DESCRIPTION OF WAIVER SERVICES

SUPPORTED LIVING

Supported living law was passed in Ohio in 1990 which immediately provided an alternative way of providing support to individuals from the more traditional “group home” model. The supported living model was intended to provide greater control to individuals over who they live with, where they live, and who their provider(s) of service will be. In other words, supported living is a way to assist individuals with intellectual and developmental disabilities to live as independently as possible in their own communities. Services may be provided in the home of the individual, who lives on his/her own, or in the family home in which the individual resides. An individual may share supported living with up to three other individuals in a supported living arrangement. Service provider(s) chosen by the individual(s) sharing services may be dismissed at any time if the individual does not believe that the quality of support has been provided at the level intended.

ADULT DAY SUPPORT

Adult Day Support are non-vocational day services provided in a non-residential setting which include assessment, personal care, skill reinforcement, self-determination training, recreation and leisure, medication and health related activities.

VOCATIONAL HABILITATION

Vocational Habilitation are services designed to teach and reinforce habilitation concepts related to work including responsibility, attendance, task completion, problem solving, social interaction, motor skill development, and safety.

LEVEL ONE AND I/O WAIVER SERVICES

The Level One and I/O Waivers are methods of paying for those services provided within the Supported Living system. Both waivers are approved by the Federal Medicaid department and administered through the Ohio Department of Developmental Disabilities.

HOMEMAKER/PERSONAL CARE (HPC) is a primary category of services within the IO Waiver which is defined as a variety of services, supports and supervision necessary for the health and welfare of an individual which enables the individual to live in the community. These are tasks directed at increasing the independence of the individual within his/her home or community. The service includes tasks directed at the individual's immediate environment that are necessitated by his or her physical or mental condition (includes emotional and/ or behavioral) and is of a supportive or maintenance type. This service does not include tasks supporting the individual provided through center-based day habilitation.

The homemaker/ personal care provider performs such tasks as assisting the individual with activities of daily living, personal hygiene, dressing, mealtime activities, transfer, and ambulatory needs or working on outcomes. An outcome is something that is important to the individual in accomplishing. It may require a number of action steps to complete to meet that outcome. The provider may also perform homemaking

tasks for the individual. These tasks may include cooking, cleaning, laundry, and shopping, among others.

SELF WAIVER

The Self-Empowered Life Funding Waiver is called the SELF Waiver for short. The SELF Waiver is a good fit for people who want to be in charge of some of their services. If an individual has a SELF Waiver, they can be in charge of hiring and training the people who provide their services. They can manage the budget for the services they want.

RESPIRE CARE

Respite care is defined as those services provided by a provider to individuals unable to care for themselves, furnished on a short term basis because of the absence or need for relief of those persons normally providing the care. This can take place in an individual's home for an approved community location.

NMT

Non-Medical Transportation assists a person with transportation to their day services, employment services, or places of employment.

POSITION DESCRIPTIONS

PURPOSE

Because the support provided to individuals by DSM employees are tailored to individual preferences and needs, the daily tasks provided by DSM employees may vary significantly from day to day and from one individual to another. Although tasks may vary, there are broad areas of responsibility that all employees are expected to follow and are generally included in position descriptions.

POLICY

As an employee (part time, full time, PRN, volunteer) or independent contractor, the essential elements of the position description are to be adhered to and periodic evaluations, retention and/ or separation may be based in part or full based upon the employee's fulfillment of the responsibilities included in the position description.

DYNAMIC SUPPORT MANAGEMENT SUPERVISION OF STAFF POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), a written supervision of staff policy that addresses agency provider's management practices and adheres to the requirements of this rule shall be developed.

III. POLICY

Dynamic Support Management has a table of organization that determines employee responsible for supervision of other employees. Employees will also have their immediate supervisor listed in their job description.

IV. APPLICATION

Dynamic Support Management's supervisory employees will:

- a. Provide day-to-day supervision of assigned employees
- b. Conduct, at least annually, performance evaluations
- c. Ensure employees follow policies and procedures established by DODD and Dynamic Support Management and issue disciplinary actions, as appropriate
- d. Monitor implementation of individual service plans
- e. Provide training and technical assistance to ensure compliance and to improve the quality of care of the individuals receiving services
- f. Communicate with the individual's service and support administrator to ensure individual's personal preference and desired outcomes are accurately reflected in the individual service plan
- g. Ensure all measures are taken to maintain the health, safety, and welfare of the individuals who receive services
- h. Keep open communication with higher level supervisors and, when appropriate, Dynamic Support Management Director of Operations

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT STAFF TRAINING PLAN POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123-2-08(D)(1)(e), a written training plan that is consistent with the needs of the individual(s) served, encompasses best practices, and adheres to the requirements of this rule shall be developed.

III. POLICY

The written training plan shall be updated at least once every twelve months. The plan shall identify who is responsible for arranging or providing the training and the projected timelines for completion of the training. Dynamic Support Management shall maintain a written record of the training that includes a description of the training completed, the date of the training, the duration of the training, and when applicable, the name of the instructor.

IV. APPLICATION

Prior to providing direct services (5123-2-8, Appendix C) each **direct support professional** will successfully complete:

1. Training provided or arranged by the agency provider in:

- 1.1 Mission, vision, values, and organizational structure of the agency provider
- 1.2 Policies, procedures, and work rules of the agency provider
- 1.3 Overview of specific services provided by the agency provider
- 1.4 Service documentation that supports billing for services provided

2. Training provided by DODD or entity using DODD-provided curriculum in:

- 2.1 Empathy-based care,
- 2.2 Role of DSP including:

- 2.3 National Alliance for DSP Code of Ethics,
- 2.4 Rights of Individuals,
- 2.5 Implementation of Service plans and service outcomes,
- 2.6 Recognizing and reporting MUI/UI
- 2.7 Universal Precautions for infection control

3. Individual Specific Training or Service Specific Training

- 3.1 CPR
- 3.2 First Aid
- 3.3 Handling Individual's Funds Written
- 3.4 Agency Specific Policies / Procedures, Mission / Vision/Values, Organizational Structure, Service documentation that supports billing
- 3.5 Medication Administration, if applicable
- 3.6 Training specific to the individual service plan of each individual the direct support professional will support regarding what is important to the individual and what is important for the individual (examples include but are not limited to: health and safety; community integration; employment goals; behavioral support strategy, etc.)

Within 30 Days of Hire:

- (1) Person-centered planning and provision of services
- (2) Facilitating community participation and integration for individuals served
- (3) Provisions of rule 5123-17-02 of the Administrative Code relevant to the direct support professional's duties including a review of health and welfare alerts issued by the department
- (4) Empathy-based care

Annually:

On an annual basis, each direct support professional will successfully complete:

- (1) Two hours of training provided by the department or by an entity using department-provided curriculum in topics relevant to the direct support professional's duties including:
 - (a) "National Alliance for Direct Support Professionals" code of ethics
 - (b) Rights of individuals set forth in section 5123.62 of the Revised Code
 - (c) Empathy-based care 5123-2-08
- (2) Six hours of training provided or arranged by the agency provider in:

- (a) Recognizing and reporting major unusual incidents and unusual incidents, agency-specific data regarding major unusual incidents, and strategies for preventing major unusual incidents
- (b) Review of health and welfare alerts issued by the department since previous year's training
- (c) Topics selected from the following list that are relevant to services provided and people served by the agency provider:
 - (i) Components of quality care (examples include but are not limited to: interpersonal relationships and trust; cultural competency; effective communication; person-centered philosophy, planning, and practice; implementing individual service plans; trauma-informed care; or empathy-based care)
 - (ii) Health and safety (examples include but are not limited to: signs and symptoms of illness or injury and procedure for response; or transportation safety)
 - (iii) Positive behavioral support (examples include but are not limited to: creating positive culture; general requirements for intervention and behavioral support strategies and role of the direct support professional including documentation; or crisis intervention techniques)

Any employee who supervises DSP's as well as the DOO (Director of Operations) within 90 days of becoming a supervisor, will complete training regarding all relevant duties and responsibilities of being a supervisor for Dynamic Support Management.

Volunteers who provide more than 40 hours of service working directly with individuals served by Dynamic Support Management during a calendar year will undergo background investigations and will complete training in:

1. Role of volunteer including National Alliance for Direct Support Professionals Code of Ethics and rights of individual.
2. Recognizing and reporting MUIs and UIs
3. Overview of emergency procedures.

Training will be conducted through various on-line and in-person means. Dynamic Support Management has identified the following acceptable training sources:

1. DODD My Learning
2. Academy for DSP
3. County Board or COG sponsored training
4. DirectCourse
5. Relias
6. In-person staff meetings

7. Self-directed online or continuing education courses through local resources

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT NON-MEDICAL TRANSPORTATION POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-9-18(C)(5)(f), Dynamic Support Management will ensure development and implementation of written policy and procedures regarding vehicle accessibility, vehicle maintenance and requirements for vehicle drivers.

III. POLICY

Dynamic Support Management recognizes the importance of having accessible and safe vehicles for the transportation of people supported. They also recognize that certain qualifications that are necessary for drivers that are safe.

IV. APPLICATION

Vehicle Accessibility and Maintenance

Dynamic Support Management will follow the following guidelines for vehicle accessibility and maintenance:

1. Be inspected, on each day the vehicle is used to provide non-medical transportation, by the first driver of the vehicle and prior to transporting an individual, to ensure the lights, windshield washer/wipers, emergency equipment, mirrors, horn, tires, and brakes are working. The inspection shall be documented by the driver that conducts the inspection.
2. Documentation will be maintained by the driver that conducts the inspection.

There are a few requirements, in addition to those listed above, if a modified vehicle or a vehicle equipped to transport five or more passengers is used for non-medical transportation at the per-trip rate or non-medical transportation at the per mile rate. These additional requirements are:

- Secure storage for removable equipment and passenger property
- A communication system, which may include cellular communication, capable of two-way communication
- A fire extinguisher and an emergency first-aid kit that are safely secured within the vehicle

- Be inspected and determined to be in good working condition at a frequency of at least once every twelve months by the Ohio State Patrol Safety Inspection Unit or by a mechanic certified by an automotive dealership or the National Institute for Automotive Service Excellence

Vehicle Driver Requirements

Dynamic Support Management will follow the following guidelines for vehicle driver requirements:

1. Ensure each driver holds a valid driver's license as specified by Ohio law
2. Ensure each driver is covered by valid liability insurance as specified by Ohio law
3. Obtain, for each driver, a driving record prepared by the bureau of motor vehicles no earlier than fourteen calendar days prior to the date of initial employment as a driver and at least once every three years thereafter. A person having six or more points on his or her driving record is prohibited from providing non-medical transportation.
4. Require each driver to immediately notify the agency provider, in writing, if the driver accumulates six or more points on his or her driving record or if his or her driver's license is suspended or revoked. If the provider is an independent provider, the notification is made to the department.
5. Ensure each driver completes testing for controlled substances by a laboratory certified for such testing within thirty-two hours and completes testing for blood alcohol level by an entity certified for such testing within eight hours of a motor vehicle accident involving the driver while he or she was providing non- medical transportation when:
 - a. The accident involves loss of human life
 - b. The driver receives a citation under state or local law for a moving traffic violation from the accident, if the accident involved:
 - c. Bodily injury to any person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident
 - d. 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

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT PERSON-CENTERED PLANNING & SELF DETERMINATION POLICY

I. Subject

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), an agency provider shall have written policies and procedures that address the agency provider's management practices regarding Person-centered planning and self-determination.

III. POLICY

Dynamic Support Management is committed to provide training and support to all individuals served to support each person's self-determination and person-centered plan. All Dynamic Support Management employees will receive yearly competency-based training on Rights of Persons Served, Self-determination, and Person-Centered Planning.

IV. APPLICATION

Person Centered Planning is several key principles working toward outcomes developed from individuals' interests, strengths, cultures and abilities.

Principles to follow include but are not limited to:

- a. A comprehensive understanding of the person
- b. Empowerment of informed choices to increase independence
- c. Involvement of trusted supports
- d. Enhancing community memberships to build relationships and support
- e. Ensuring planning is individually driven as what is important to individuals and what is important for individuals.

Self-Determination is defined as "a decision according to one's own mind." It is free will, reflected in the rights and opportunities to make choices.

Self-Determination is:

- a. Living a life that is always growing and changing
- b. Controlling service decisions and the money that buys those services
- c. Honoring and respecting me, my choices, my ways of expressing myself
- d. Having the freedom to make choices and taking responsibility for the choices I make
- e. Support-planning that is person-centered and involves me, my friends, my family and my valued support staff

V. DEVELOPMENT OF PROCEDURES

The agency and/or board of directors authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT INDIVIDUALS' SATISFACTION WITH SERVICES DELIVERED POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), Dynamic Support Management will ensure individuals have the opportunity to provide feedback concerning the support services delivered by the agency.

III. POLICY

Dynamic Support Management recognizes the importance of involving those individuals receiving services and their families in the planning process and believes that every opportunity should be given for individuals being served to have impact on the service delivery system. The intent is to encourage personal involvement in the development of supports that promote the integration and growth of each person in the environment of their choice.

IV. APPLICATION

Dynamic Support Management will, at least once every twelve months, conduct an anonymous satisfaction survey with the individuals who receive services from Dynamic Support Management. Individuals and families will also have the option to fill out a satisfaction survey at any time upon request. The data compiled from the survey will be reviewed by the DOO or designee and the leadership team and will be used to enhance services. A year to year comparison will be analyzed to ensure agency mission is being achieved.

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT INTERNAL MONITORING AND EVALUATION PROCEDURES TO IMPROVE SERVICES DELIVERED POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), a written policy for internal monitoring and evaluation procedures that improve the services delivered will be developed. The policy will address Dynamic Support Management's management practices and will adhere to the requirements of this rule.

III. POLICY

Dynamic Support Management will use various formats for gathering satisfaction feedback in order to improve programs and services offered, enhance quality of supports, and develop or modify Dynamic Support Management's strategic plan.

IV. APPLICATION

Dynamic Support Management will utilize a variety of formats to gather satisfaction feedback from the following people on an annual basis:

- a. Individuals supported
- b. Guardians of individuals supported
- c. Family members of individuals supported
- d. Dynamic Support Management employees
- e. Support and service administrator

Feedback formats can include, but not limited to:

- 1. Written surveys
- 2. Verbal comments
- 3. Individual service plan data

Satisfaction indicators will include, but not limited to:

- a. Community membership
- b. Individual choice and respect for individuality
- c. Satisfaction with supports received
- d. Satisfaction with opportunities offered
- e. Satisfaction with ability to voice concerns or recommend changes
- f. Satisfaction with direct support professionals (DSP)
- g. Satisfaction with DSP's knowledge of support needs
- h. Efficiency of Dynamic Support Management processes
- i. Access to supports needed and/or access to appropriate support staff
- j. Overall satisfaction of Dynamic Support Management services

The administration of Dynamic Support Management will review the feedback gathered from the satisfaction surveys at least annually. The information will be analyzed for trends that may identify training needs and areas for improvement.

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT SERVICE DELIVERY POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), a written service delivery policy that is consistent with the needs of the individual(s) served, encompasses best practices, and adheres to the requirements of this rule shall be developed.

III. POLICY

Dynamic Support Management will abide by the standards established by DODD, Administrative Code and the Ohio Revised Code to provide services to individuals with Developmental Disabilities in a manner that is in alignment with their personal preference.

IV. APPLICATION

Dynamic Support Management will:

1. Provide services only to individuals whose needs the agency can meet.
2. Communicate effectively with each individual served by the agency.
3. Ensure that direct support professionals are knowledgeable in the individual service plan for each individual served prior to providing services to the individual.
4. Ensure services are provided in accordance with the individual service plan and in a person-centered manner.
5. Comply with the requirements of rule 5231:2-2-06 (Behavioral Support Strategies) of the Administrative Code.
6. Take all reasonable steps necessary to prevent the occurrence or recurrence of major unusual incidents and unusual incidents.

If Dynamic Support Management determines we can no longer effectively provide services to an individual, we will:

1. Immediately engage the individual and the individual's service and support administrator to consider alternative strategies for serving the individual that ensure the health and safety of the individual.

2. Notify, in writing, the individual and the individual's support service administrator that we intend to cease providing services to the individual no less than thirty calendar days prior to termination of services.
3. Covey documents and records to the individual's service and support administration as requested.

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

Dynamic Support Management Background Investigations Policy

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), Dynamic Support Management will ensure development and implementation of written policy and procedures regarding background investigations for employment.

III. POLICY

Dynamic Support Management recognizes the importance of compliance regarding having background investigations completed for its employees. Dynamic Support Management will complete background investigations and take appropriate actions in accordance with rule 5123-2-02 of the Administrative Code for its director of operations, supervisors of direct support professionals, direct support professionals, and when applicable, volunteers.

IV. APPLICATION

Background Investigation

The provider will complete a background investigation on any applicant that is being considered for employment prior to employing them. The background investigation shall include the following:

1. An employment application and the names and addresses of present and former employers
2. Dynamic Support Management will attempt to obtain references from the applicant's present and former employers and maintain written evidence that reference checks were attempted and/or completed
3. Prior to employing an applicant, the following databases shall be checked to determine if the applicant is included. If an applicant is on one or more of these databases, Dynamic Support Management shall not employ the applicant or continue to employ an employee. These shall be checked at a frequency of no less than once every five years.
 - a. List of excluded persons and entities maintained by the office of inspector general in the United States Department of Health and Human Services
 - b. The Abuser Registry

- c. The Nurse aide registry
- d. The Sex Offender and Child-Victim Offender database
- e. The United States General Services Administration System for Award Management database
- f. The Ohio Department of Medicaid Provider Exclusion and Suspension list
- g. The database of incarcerated and supervised offenders
- h. Dynamic Support Management will request a Bureau of Criminal Identification and Investigation to perform a criminal record check of the applicant.

If the applicant does not have proof that they have lived in Ohio for the five-year period immediately prior to the date upon which the criminal records check is requested, then it must be requested that the Bureau of Criminal Identification and Investigation also obtain information from the Federal Bureau of Investigation as part of the criminal records check.

If the applicant has proof of five-years of residency in Ohio prior to the date the criminal records check is requested, then the Bureau of Criminal Identification and Investigation is needed.

· **Proof of Ohio residency can be any of the following:**

1. Notarized statement asserting that he or she has been a resident of Ohio for that five-year period
2. Valid driver's license
3. Notification of registration as an elector
4. Copy of an officially filed federal or state tax form identifying the applicant's permanent residence
5. Any other document that the provider considers acceptable

Driving License, Record and Transporting Individuals

Dynamic Support Management will require anyone who will be involved in transporting individuals or operating the provider's vehicles for any purpose to have:

- a valid motor vehicles operator's license
- obtain a driving record prepared by the bureau of motor vehicles.
- If the applicant has six or more points on his or her driving record, they are prohibited from transporting individuals.

Conditional Employment

An applicant can be conditionally employed for a period not to exceed sixty calendar days, pending receipt of information concerning the applicant's criminal records check once the applicant submits to Dynamic Support Management the statement that includes their signature attesting that he or she has not been convicted of, pleaded guilty to, or been found eligible for intervention in lieu of conviction for a disqualifying offense.

Dynamic Support Management shall terminate the applicant's employment if it is informed that the applicant has been convicted of or plead guilty to a disqualifying offense.

Dynamic Support Management shall complete the following for each employee:

- Enroll each employee in a direct service position in the retained applicant fingerprint database (Rapback) within fourteen calendar days of receiving the employee's criminal records check from the bureau of criminal identification and investigation or within fourteen calendar days of the employee's date of hire, whichever is later.
- Maintain enrollment in the retained applicant fingerprint database (Rapback) for each employee in a direct services position throughout the employee's tenure.
- If Dynamic Support Management is notified by the bureau of criminal identification and investigation that an employee in a direct services position cannot be enrolled in Rapback then Dynamic Support Management must:

Complete the following at a frequency of no less than once every 5 years;

1. Check the databases that were reviewed upon initial employment
2. Request the Bureau of criminal identification and investigation to obtain a federal bureau of investigation criminal records check of each employee in a direct services position who does not present proof that he or she has been a resident of Ohio for the five-year period immediately prior

Disqualifying Offenses -

Dynamic Support Management will require each applicant to:

1. Submit a statement that includes their signature attesting that he or she has not been convicted of, pleaded guilty to, or been found eligible for intervention in lieu of conviction for a disqualifying offense. The applicant must also disclose a conviction for any offense that has been sealed.

2. Applicant must sign an agreement to notify the provider within fourteen days if, while employed by the provider, he or she is formally charged with, is convicted of, pleads guilty to or is found eligible for intervention in lieu of conviction for a disqualifying event. Failure to make the notification may result in termination of employment.

There are five tiers of disqualifying offenses with corresponding time periods that preclude an applicant from being employed or continue to be an employee. If the applicant or employee has been convicted of, plead guilty to, or has been found eligible for intervention in lieu of conviction for any of the following:

Tier One - Permanent Exclusion

1. Aggravated Murder
2. Murder
3. Voluntary Manslaughter
4. Felonious Assault
5. Permitting Child Abuse
6. Failing to Provide for a Functionally Impaired Person
7. Patient Abuse and Neglect
8. Patient Endangerment
9. Kidnapping
10. Abduction
11. Human Trafficking
12. Unlawful Conduct with Respect to Documents
13. Rape
14. Sexual Battery
15. Unlawful Sexual Conduct with a Minor (Formally Corruption of a minor)
16. Gross sexual imposition
17. Sexual imposition
18. Importuning
19. Voyeurism
20. Felonious sexual penetration
21. Disseminating matter harmful to juveniles
22. Pandering obscenity
23. Pandering obscenity involving a minor
24. Pandering sexually oriented matter involving a minor
25. Illegal use of minor in nudity-oriented material or performance
26. Soliciting/providing support for act of terrorism
27. Making terrorist threat
28. Terrorism
29. Medical fraud
30. Conspiracy, attempt, or complicity when the underlying offense is any of the offenses or violations listed above

Tier two - (Ten-year exclusion)

1. Involuntary manslaughter
1. Reckless homicide
2. Child stealing as it existed prior to July 1, 1996
3. Criminal child enticement
4. Extortion
5. Compelling prostitution
6. Promoting prostitution
7. Enticement or solicitation to patronize a prostitute, Procurement of a prostitute for another
8. Aggravated arson
9. Arson
10. Aggravated robbery
11. Aggravated burglary
12. Illegal use of supplemental nutrition assistance program or women, infants, and children program benefits

13. Workers' compensation fraud
14. Identity fraud
15. Aggravated riot
16. Carrying concealed weapon
17. Illegal conveyance or possession of deadly weapon or dangerous ordnance in a school safety zone, illegal possession of an object indistinguishable from a firearm in a school safety zone
18. Illegal conveyance, possession, or control of deadly weapon or dangerous ordnance into courthouse
19. Having weapons while under disability
20. Improperly discharging a firearm at or into habitation or school
21. Discharge of firearm on or near prohibited premises
22. Improperly furnishing firearms to minor
23. Engaging in pattern of corrupt activity
24. Participating in criminal gang
25. Corrupting another with drugs
26. Trafficking in drugs
27. Illegal manufacture of drugs or cultivation of marihuana
28. Illegal assembly or possession of chemicals for the manufacture of drugs
29. Placing harmful objects in food or confection
30. Conspiracy, attempt, or complicity when the underlying offense is any of the offenses listed above

Tier three- (Seven Year Exclusion)

1. Cruelty to animals
2. Prohibitions concerning companion animals
3. Aggravated assault
4. Aggravated menacing
5. Menacing by stalking
6. Coercion
7. Disrupting public services
8. Robbery
9. Burglary
10. Insurance fraud
11. Inciting to violence
12. Riot
13. Inducing panic
14. Endangering children
15. Domestic violence
16. Intimidation
17. Perjury
18. Falsification, falsification in theft offense, falsification to purchase firearm, or falsification to obtain a concealed handgun license
19. Escape
20. Aiding escape or resistance to lawful authority
21. Illegal conveyance of weapons, drugs, or other prohibited items onto grounds of detention facility or institution
22. Funding of drug or marijuana trafficking
23. Illegal administration or distribution of anabolic steroids
24. Tampering with drugs

25. Ethnic intimidation
26. Conspiracy, attempt, complicity when the underlying offense is any of the offenses or violations described above

Tier four - (Five-year exclusion)

1. Assault
2. Menacing
3. Public indecency
4. Soliciting after positive human immunodeficiency virus test
5. Prostitution
6. Deception to obtain matter harmful to juveniles
7. Breaking and entering
8. Theft
9. Unauthorized use of a vehicle
10. Unauthorized use of property, computer, cable, or telecommunication property
11. Telecommunications fraud
12. Passing bad checks
13. Misuse of credit cards
14. Forgery or forging identification cards
15. Criminal simulation
16. Defrauding a rental agency or hostelry
17. Tampering with records
18. Securing writings by deception
19. Personating an officer
20. Unlawful display of law enforcement emblem
21. Defrauding creditors
22. Receiving stolen property
23. Unlawful abortion
24. Unlawful abortion upon minor
25. Unlawful distribution of an abortion-inducing drug
26. Interference with custody
27. Contributing to unruliness or delinquency of child
28. Tampering with evidence
29. Compounding a crime
30. Disclosure of confidential information
31. Obstructing justice
32. Assaulting/harassing police dog or horse/service animal
33. Impersonation of peace officer
34. Illegal administration, dispensing, distribution, manufacture, possession, selling or using any dangerous veterinary drug
35. Drug possession other than a minor drug possession offense
36. Permitting drug abuse
37. Deception to obtain dangerous drugs
38. Illegal processing of drug documents
39. Illegal dispensing of drug samples
40. Unlawful purchase of pseudoephedrine product
41. Unlawful sale of pseudoephedrine product
42. Conspiracy, attempt, or complicity when the underlying offense is any of the offenses listed above

Tier Five - (No exclusion)

1. Drug possession that is minor drug possession offense
2. Illegal use or possession of drug paraphernalia
3. Illegal use or possession of marihuana drug paraphernalia
4. A violation of an existing or former municipal ordinance of this state, any other state, or the United States that is substantially equivalent to any of the above listed offenses

Multiple disqualifying offenses

If an applicant, employee or candidate has been convicted of, pleaded guilty to, or has been found eligible for intervention in lieu of conviction for multiple disqualifying offenses listed as Tiers two, three or four then they are subject to a fifteen-year exclusion period beginning on the date they were fully discharged from imprisonment, probation or parole for the most recent offense.

If an applicant, employee or candidate has been convicted of, pleaded guilty to, or has been found eligible for intervention in lieu of conviction for multiple disqualifying offenses listed as Tiers three or four then they are subject to a ten-year exclusion period beginning on the date they were fully discharged from imprisonment, probation or parole for the most recent offense.

If an applicant, employee or candidate has been convicted of, pleaded guilty to, or has been found eligible for intervention in lieu of conviction for multiple disqualifying offenses listed as Tier four then they are subject to a seven-year exclusion period beginning on the date they were fully discharged from imprisonment, probation, or parole for the most recent offense. · Volunteers

Dynamic Support Management shall require all volunteers shall undergo a background investigation that includes the following:

1. Requiring a volunteer to submit a statement to the agency provider with the volunteer's signature attesting that he or she has not been convicted of, plead guilty to, or been found eligible for intervention in lieu of conviction for any of the offenses listed or described in the disqualifying offenses section.
2. Requiring the volunteer to sign an agreement under which the volunteer agrees to notify the agency provider within fourteen calendar days if the volunteer is formally charged with, is convicted of, pleads guilty to, or is found eligible for intervention in lieu of conviction for any of the offenses listed in Tier One of the disqualifying offenses. The agreement shall provide that failure to make the notification may result in termination of the volunteer's services.
3. Checking each of the following databases to determine if the volunteer is included.
 - a. List of excluded persons and entities maintained by the office of inspector general in the United States Department of Health and Human Services
 - b. The Abuser Registry
 - c. The Nurse aide registry
 - d. The Sex Offender and Child-Victim Offender database

- e. The United States General Services Administration System for Award Management database
- f. The Ohio Department of Medicaid Provider Exclusion and Suspension list
- g. The database of incarcerated and supervised offenders

4. Obtaining a criminal records check conducted by the Ohio Bureau of Criminal Identification and Investigation. If the volunteer does not present proof that he or she has been a resident of Ohio for five-year period immediately prior to the date upon which the criminal records check is requested, the criminal records check shall include information from the federal bureau of investigations.

The provider shall, at a frequency of no less than once every five years, conduct a background investigation for each volunteer.

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the CEO to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT VOLUNTEER POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), a written volunteer policy that is consistent with the needs of the individual(s) served, encompasses best practices, and adheres to the requirements of this rule shall be developed.

III. POLICY

Dynamic Support Management may engage volunteers to provide supplementary services. Dynamic Support Management shall not bill for services provided by volunteers. Dynamic Support Management will maintain a log of all volunteers which will include their name, last four numbers of social security, date of birth, and total number of hours spent providing direct support services for each day they volunteer. Volunteers will be required to sign an agreement that outlines the stipulations of the support they can provide.

IV. APPLICATION

Volunteers who provide more than 40 hours of service working directly with individuals served by agency provider during a calendar year will undergo background investigations and will complete training in:

- a. Role of volunteer including National Alliance for Direct Support Professionals Code of Ethics and rights of individual.
- b. Recognizing and reporting MUIs and UIs
- c. Overview of emergency procedures.

Background investigations must include:

1. Requiring a volunteer to submit a statement to the agency provider with the volunteer's signature attesting that he or she has not been convicted of, plead guilty to, or been

- found eligible for intervention in lieu of conviction for any of the offenses listed or described in divisions (A)(3)(a) to (A)(3)(e) of section 109.572 of the Revised Code.
2. Requiring the volunteer to sign an agreement under which the volunteer agrees to notify the agency provider within fourteen calendar days if the volunteer is formally charged with, is convicted of, pleads guilty to, or is found eligible for intervention in lieu of conviction for any of the offenses listed or described in divisions (A)(#)(a) to (A)(3)(a) of section 109.572 of the revised code. The agreement shall provide that failure to make the notification may result in termination of the volunteer's services.
 3. Checking each of the databases described in paragraph (C)(2) of rule 5123-2-02 of the Administrative Code to determine if the volunteer is included.
 4. Obtaining a criminal records check conducted by the Ohio Bureau of Criminal Identification and Investigation. If the volunteer does not present proof that he or she has been a resident of Ohio for a five-year period immediately prior to the date upon which the criminal records check is requested, the criminal records check shall include information from the federal bureau of investigations.
 5. The provider shall, at a frequency of no less than once every five years, conduct a background investigation in accordance with paragraph (I)(4)(b)(i) of this rule for each volunteer.

Dynamic Support Management not engage or continue to engage a volunteer who:

- Is included in one or more of the databases described in paragraphs (C)(2)(a) to (C)(2)(f) of rule 5123-2-02 of the Administrative Code; or
- Has a conviction for, pleads guilty to, or is found eligible for intervention in lieu of conviction for any of the offenses listed or described in divisions (A)(3)(a) to (A)(3)(e) of section 109.572 of the Revised Code if the corresponding exclusionary period as specified in paragraph (E) of rule 5123-2-02 of the Administrative Code has not elapsed.

Training will be conducted through various on-line and in-person means. Dynamic Support Management has identified the following acceptable training sources:

1. DODD My Learning
2. Academy for DSP
3. County Board or COG sponsored training
4. In-person or virtual staff meetings
5. Self-directed online or continuing education courses through local resources

Volunteers should not be under the influence of alcohol, illegal drugs, illegal chemical substances, or controlled substances that adversely affect abilities to support agencies services.

Volunteers should not perform the following tasks:

- a. Medication Administration or health related tasks
- b. Transportation

c. Unsupervised direct support; volunteers must be under the supervision of paid supervisory agency staff at all times

d. Intimate hygiene care

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the CEO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

Dynamic Support Management Confidentiality Policy

(Includes: Protected Health Information and Records Retention/Destruction)

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08 (M) (1) (i) (i), a written confidentiality of individuals records policy that addresses agency provider's management practices and adheres to the requirements of this rule shall be developed.

III. POLICY

Dynamic Support Management's employees have access to confidential information/"**Protected Health Information**" (PHI) and are prohibited from disclosing or sharing it with unauthorized persons. Release of unauthorized information is subject to disciplinary actions. All employees must adhere to the "**Minimum Necessary Standard**" that states that protected health information should not be used or disclosed when it is not necessary to satisfy a particular purpose or carry out a function.

IV. APPLICATION

Dynamic Support Management requires a signed release of information in order to share confidential documents. Each release of Information is required to have an end date.

Dynamic Support Management defines confidential information as, but not limited to:

- a. All information designated as confidential, restricted access, or internal use only.
- b. All individual's information: Name, address, telephone number, diagnosis, treatment, financial information, photos, videos, support needs, or any documentation concerning individuals.
- c. Medical information
- d. Agency or sub-contracting agency information, including agency-specific access codes

Retention of documents may be in electronic or hard copy format but will have limited internal agency access and will only be shared upon request and with current release of information.

GUIDELINES FOR PROTECTING HIPAA PRIVACY POLICY WITH PAPER DOCUMENTATION

1. Documents containing PHI should never be placed into a recycle bin. They should always be shredded.
2. Unless absolutely necessary - do not print or copy anything that contains PHI.
3. Do not remove any paper records from the premises without your supervisor's permission.
4. Ensure documents that contain PHI remain locked away when not in use.

ADDITIONAL GUIDELINES FOR PROTECTING HIPAA PRIVACY POLICY WITH ELECTRONIC DOCUMENTATION

1. Do not send any documents electronically without your supervisor's prior approval.
2. If provided an employee computer/laptop/tablet - do not share your password with anyone except for your supervisor.

DATA DESTRUCTION POLICY

All Client and personnel records must be retained for a **minimum of 7 years** from the date of separation from Dynamic Support Management. Staff members are not permitted to destroy any records without the consent of the Director of Operations (DOO).

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the CEO to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT ANNUAL ABUSER REGISTRY NOTICE POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), an abuser registry notice policy will be created to ensure compliance with this rule.

III. POLICY

Dynamic Support Management will annually notify each employee, contractor, or contractor's employee who is engaged in a direct service position of reasons employees or contractor may be placed on the abuser registry and indicates employee requirements to report to the agency.

APPLICATION

Dynamic Support Management will:

Provide a written notice upon hire and annually, by January 31st, that includes:

- a. Offenses listed or described in divisions (A)(3)(a) to (A)(3)(e) of 109.572 Revised Code
- b. Requires employees, contractors, and employee of contractors who engage in direct service position to report, in writing, to Dynamic Support Management if he or she is formally charged with, convicted of, or plead guilty to any of the offenses listed in (a) above within 14 days of charge, conviction, or guilty plea.

IV. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the Director of Operations or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT REPORTING AND INVESTIGATION OF MAJOR UNUSUAL INCIDENTS AND UNUSUAL INCIDENTS POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08 (M) (1) (i) (iii), a written reporting and investigation of major unusual incidents and unusual incident policy that addresses agency provider's management practices and adheres to the requirements of this rule shall be developed.

III. POLICY

Dynamic Support Management's employees will adhere to ORC 5123-17-02 by ensuring the health and safety of the individuals and by continually improving processes that prevent or reduce the risk of harm to individuals. Every Dynamic Support Management employee will be trained on this policy at time of hire and annually thereafter.

IV. APPLICATION

The first priority in handling major unusual incidents and unusual incidents is to take actions that will ensure the health and safety of the individual.

MAJOR UNUSUAL INCIDENTS (MUI)

Dynamic Support Management requires all employees to report:

- a. All major unusual incidents (MUI) involving an individual who resides in an intermediate care facility for individuals with intellectual disabilities or who receive round-the-clock waiver services shall be filed and the requirements of 5123-17-02 rule followed regardless of where the incident occurred.
- b. Reports regarding the following MUI's shall be filed and the requirements of 5123-17-02 rule followed regardless of where the incident occurred:
 - i. Accidental or suspicious death
 - ii. Attempted suicide

iii. Death other than accidental or suspicious death

iv. Exploitation

v. Failure to report

vi. Law enforcement

vii. Misappropriation

viii. Missing individual

ix. Neglect

x. Peer-to-peer act

xi. Physical Abuse

xii. Prohibited sexual relations

xiii. Sexual abuse

xiv. Verbal abuse

c. Reports regarding MUI's shall be filed and the requirements of 5123-17-02 rule followed only when the incident occurs in a program operated by a county board or when the individual is being served by a licensed or certified provider:

i. Medical emergencies

ii. Rights code violations

iii. Significant injury

iv. Unanticipated hospitalization

v. Unapproved behavioral support

d. Immediately upon identification or notification of a MUI, (Dynamic Support Management) shall take all reasonable measures to ensure the health and welfare of at-risk individuals. These measures include, but are not limited to:

i. Immediate and on-going medical attention

ii. Removal of employee from direct contact with any individual when the employee is alleged to have been involved in physical abuse or sexual abuse until such time as (Dynamic Support Management) has reasonably determined that such removal is no longer necessary

iii. Any other necessary measure to protect the health and welfare of at-risk individuals.

e. Dynamic Support Management shall immediately, but no later than four hours after discovery of MUI, notify the county board of developmental disabilities of the following incidents:

i. Accidental or suspicious death

ii. Exploitation

iii. Misappropriation

iv. Neglect

v. Peer-to-peer act

vi. Physical abuse

vii. Prohibited sexual relations

viii. Sexual abuse

ix. Verbal Abuse

x. Inquires from media concerning MUI

f. Written reports of all MUI's shall be submitted to the county board of developmental disabilities by three p.m on the first working day following the day Dynamic Support Management becomes aware of a potential or determined MUI.

Dynamic Support Management shall immediately report to the law enforcement entity having jurisdiction of the location where the incident occurred, any allegation of a criminal act. (Dynamic Support Management) will document the time, date, and name of person notified of the alleged criminal act.

Dynamic Support Management will immediately report all allegations or abuse or neglect of an individual who is under the age of twenty-one to the local public children's services agency.

Dynamic Support Management will notify the following entities of all MUI's on the same day the MUI occurs or is discovered and will include immediate actions taken. Dynamic Support Management will document notifications made and/or attempted.

a. Guardian or other person the individual has identified

b. Service and support administrator serving the individual

c. Other providers of service as necessary to ensure continuity of care and support of the individual

d. Staff or family living at the individual's residence who have responsibility for the individual's care

e. Senior management of Dynamic Support Management within two days of alleged misappropriation, neglect, physical abuse, or sexual abuse

Notification shall not be made if the person to be notified is the primary person involved, the spouse of the primary person involved, or the significant other of the primary person involved or if the notification could jeopardize the health and welfare of an individual involved.

Dynamic Support Management employees and contractors will fully cooperate with all investigative processes and will abide by written plan of corrections. If Dynamic Support Management conducts an internal review of an incident for which a MUI has been filed, Dynamic Support Management will submit review documentation to the county board within fourteen calendar days.

By January thirty-first of each year, Dynamic Support Management will conduct an in-depth review and analysis of trends and patterns of MUI's occurring during the preceding calendar year and compile an annual report which contains:

a. Date of review

b. Name of person completing review

c. Time period of review

d. Comparison of data for previous three years

e. Explanation of data

f. Data for review by MUI category type

g. Specific individuals involved in established trends and patterns

h. Specific trends by residence, region, or program

i. Action plans and preventive measures implemented to addresses noted trends and patterns.

Analysis reports will be submitted to the county board by February twenty-eighth of each year.

UNUSUAL INCIDENTS (UI)

Dynamic Support Management requires all employees to report as follows, any event or occurrence involving an individual that is not consistent with routine operations, policies and procedures, or the individual's care or individual service plan, but is not a major unusual incident. This includes, but is not limited to:

- a. Dental injuries
- b. Falls
- c. Injury that is not significant
- d. Medication errors without likely risk to health and welfare
- e. Overnight relocation due to fire, natural disaster, or mechanical failure
- f. Incident involving two individuals served that is not a peer-to-peer act MUI
- g. Rights code violations
- h. Unapproved behavioral supports without like risk to health and welfare
- i. Emergency room or urgent care treatment center visits
- j. Program implementation incidents

Written report of UI will be submitted to Dynamic Support Management's CEO/DOO no later than twenty-four hours after the occurrence of the unusual incident.

Dynamic Support Management will:

- a. Investigate UI to identify the causing and contributing factors
- b. Develop preventive measures to protect the health and welfare of any at-risk individuals
- c. Notify the following:
 - ii. Guardian or other person the individual has identified
 - iii. Service and support administrator serving the individual
 - iv. Other providers of service as necessary to ensure continuity of care and support of the individual
 - v. Staff or family living at the individual's residence who have responsibility for the individual's care

d. No less than monthly, review all UI's to identify trends and patterns and implement appropriate preventive measures.

e. Maintain a log of UI's that contains:

- i. Name of individual
- ii. Brief description of incident
- iii. Any injuries
- iv. Time
- v. Date
- vi. Location of incident
- vii. Cause and contributing factors
- viii. Preventive measures

f. Provide copy of reviews and logs to county board upon request

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the CEO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

Dynamic Support Management Personal Funds of Individual Policy

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08 (M) (1) (i) (ii) and 5123-2-07, a written policy that establishes standards of accountability for a provider who is responsible for managing an individual's personal funds shall be developed.

III. POLICY

When Dynamic Support Management is identified as needing to manage individual's funds in their individual service plan, a standard of accountability will be followed by all Dynamic Support Management's employees.

IV. APPLICATION

Prior to providing direct support services, agency employees will be trained on procedures for handling individual's personal funds. Training will be conducted through various on-line and in-person means. Dynamic Support Management has identified the following acceptable training sources:

- a. DODD My Learning
- b. Academy for DSP
- c. County Board or COG sponsored training
- d. Relias
- e. DirectCourse
- f. In-person staff meetings
- g. Self-directed online or continuing education courses through local resources

To ensure accuracy, documentation of cash accounts should be completed by the employee that completed the transaction prior to the end of their shift and should include receipts for all

transactions. The Direct support professionals shall check cash accounts documentation and funds on hand at shift change.

Documentation reconciliation will be completed monthly by a member of the administrative staff at Dynamic Support Management. Corrections will be made as soon as possible, but no longer than 24-hours of finding. The Dynamic Support Management administrative staff member will ensure the individual has access to personal funds upon request, but no later than three calendar days from date of request. The Dynamic Support Management administrative staff members will date and sign document at the time the reconciliation is completed.

Unusual Incident form will be completed for all financial documentation discrepancies and appropriate authorities will be notified.

Dynamic Support Management direct support employees will adhere to the specific support needs outlined in the individual support plan, such as: name of person or entity responsible for assisting the individual and the specific personal funds to which the person or entity will have access to, type of support to be provided, the dollar amount anticipated to be available to the individual upon request for personal spending, maximum dollar amount that the individual may independently manage at any one time, the maximum dollar amount that Dynamic Support Management may send on behalf of the individual for any one expenditure without guardian, payee, and/or team approval, and the name of the person or entity responsible for providing payee services.

Dynamic Support Management will not deny access to personal funds and understands that individuals shall have access to his or her personal funds to use as he or she chooses to purchase items, goods, and services of his or her preference.

Dynamic Support Management will ensure the individual has access to their personal funds, upon request but no later than three calendar days from the date of request.

Dynamic Support Management will not require individual to use personal funds to purchase or pay for items or services that are reimbursed by Medicaid or any other funding source of Dynamic Support Management.

Dynamic Support Management will:

- a. Ensure all deposits of individual's personal funds will be made in individual's account within 5 calendar days of receipt.
- b. Not co-mingle individual's funds with Dynamic Support Management funds or funds of another individual.
- c. Use individual's personal funds to supplement or replace the personal funds of another individual or Dynamic Support Management on a temporary or permanent basis except in situations where a practical arrangement is agreed upon and documented in writing.

- d. Ensure individual has access to personal funds no later than 3 calendar days from the date of the request.
- e. Provide an accounting of the individual's personal funds to individual, the individual's guardian, team or DODD when requested.
- f. Notify ISP team if individual receives a lump sum payment or inheritance.
- g. Notify ISP team if the individual's funds exceed maximum amount allowed to maintain eligibility for Medicaid, Supplemental Security Income, or Social Security Disability Insurance.
- h. Restore funds to the individual when failure to follow individual service plan results in loss of individual's funds, the individual experiences a loss of personal funds managed by Dynamic Support Management and Dynamic Support Management failed to maintain adequate documentation, failure to follow our policy results in the loss of individual's funds, or Dynamic Support Management or Dynamic Support Management employee is subject of a substantiated misappropriation major unusual incident which results in the loss of the individual's funds and the prevention plan requires the funds to be restored.
- i. Release funds to individual or guardian within 5 calendar days if individual is no longer served by Dynamic Support Management.
- j. Provide itemized statement of individual's personal funds within 14 calendar days of termination of services.
- k. In the event of death, Dynamic Support Management will adhere to rule 5123:2-2-07 (S) (1) as it relates to disposal of personal funds.

Dynamic Support Management, immediate family members of Dynamic Support Management, employees of Dynamic Support Management, and immediate family members of Dynamic Support Management employees are forbidden to:

- a. Ask for, try to secure, or accept loans in any amount from an individual we serve.
- b. Sell items to individuals we serve without advance written ISP team approval.
- c. Buy items from an individual we serve without advance written ISP team approval.

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the CEO to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised

DYNAMIC SUPPORT MANAGEMENT ADULT DAY SUPPORT POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-9-17, the expected outcome of adult day support is development of skills that lead to greater independence, community membership, relationship-building, self-direction, and self-advocacy.

III. APPLICATION

Requirements of training

Dynamic Support Management will provide an orientation training as follows:

2 hours of training provided by DODD or entity using DODD-provided curriculum in topics relevant to independent provider's duties including:

- empathy-based care
- National Alliance for Direct Support Professionals Code of Ethics
- rights of individuals o rule 5123-17-02 including review of Health & Welfare Alerts issued by DODD since previous year's training

6 hours of training in topics selected by independent provider from following list relevant to services provided and individuals served:

- components of quality care
- health and safety
- positive behavioral support

Dynamic Support Management will ensure that direct support professionals who provide adult day support successfully complete, no later than thirty calendar days after hire, training in:

- Services that comprise adult day support

- Signs and symptoms of illness or injury and procedure for response
- Site-specific emergency response plans; and
- Program-specific transportation safety

During a direct support professional's (DSP) first year of hire, Dynamic Support Management will assign and make available a mentor for those who have less than one year of experience working in adult day support at the time of hire.

Dynamic Support Management will ensure that direct services staff support professionals who provide adult day support (other than those who have at least one year of experience providing adult day support at the point of hire), no later than one year after hire, successfully complete at least eight hours of training specific to the provision of adult day support that includes, but is not limited to:

- Skill building in the necessary activities and environments that build on the individual's strengths of individuals served and foster the development of skills that lead to greater independence, community membership, relationship-building, and self-direction
- Developing natural supports
- Self-determination which includes assisting the individual to develop self-advocacy skills, to exercise his or her civil rights, to exercise control and responsibility over the services he or she receives, and to acquire skills that enable him or her to become more independent, productive, and integrated within the community.

Training will be conducted through various on-line and in-person means. Dynamic Support Management has identified the following acceptable training sources:

- a. DODD My Learning
- b. Academy for DSP
- c. County Board or COG sponsored training
- d. In-person staff meetings
- e. Self-directed online or continuing education courses through local resources

A written record of training will be maintained by Dynamic Support Management and shall include:

- a. Name of person receiving training
- b. Date of training

- c. Training topic
- d. Duration of training
- e. Instructor's name
- f. Brief description of training

Requirements of Service Delivery

Dynamic Support Management focuses on the expected outcome of adult day support of development of skills that lead to greater independence, community membership, relationship-building, self-direction, and self-advocacy.

Dynamic Support Management will only provide services to individuals who are no longer eligible for educational services based on their graduation and/or receipt of a diploma or equivalency certificate and/or their permanent discontinuation of educational services.

Dynamic Support Management will adhere to the individual's support plan and will take a person-centered approach to the supports offered.

Adult day support provided in-person shall take place in a non-residential setting separate from any individual's home.

An individual participating in adult day support provided through virtual support may do so from his or her home. Adult day support may be provided through virtual support under the following conditions:

- Virtual support does not have the effect of isolating an individual from the individual's community or preventing the individual from interacting with people with or without disabilities.
- The use of virtual support has been agreed to by an individual and the individual's team and is specified in the individual service plan.
- The use of virtual support complies with applicable laws governing an individual's right to privacy and the individual's protected health information.

Provision of adult day support through virtual support does not include:

- Personal care including supports and supervision in the areas of personal hygiene, eating, communication, mobility, toileting, and dressing to ensure an individual's ability to experience and participate in community living
- Assisting an individual with self-medication or health-related activities or performing medication administration or health-related activities in accordance with Chapters 5123-6 and 5123:2-6 of the Administrative Code.

Dynamic Support Management will recognize changes in the individual's condition and/or behavior as well as safety and sanitation hazards. Any noted changes will be communicated to the service and support administrator and will be documented in the individual's written record.

Documentation for adult day supports will include the following elements to validate payment for Medicaid Services:

- a. Type of service
- b. Date of service
- c. Place of service
- d. Name of individual receiving service
- e. Medicaid number of the person receiving service
- f. Name of provider
- g. Provider contract number
- h. Written or electronic signature of the person delivering the service or initials of the person delivering service if a signature and corresponding initials are on file with Dynamic Support Management
- i. Group size
- j. Description and details of the services delivered that directly relate to the services specified in the approved individual support plan
- k. Number of units of the delivered service or continuous amount of uninterrupted time during which the service was provided.
- l. Times the delivered service started and stopped

IV. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the CEO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT ATTENDANCE POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

Dynamic Support Management values the punctuality and attendance of our employees, as regular attendance ensures high-quality service for individuals served.

As such, we have established the following attendance policy to ensure that all employees are aware of our expectations and to provide guidelines for managing absences and tardiness.

The Policy does not apply to absences covered by the Family and Medical Leave Act (FMLA) or leave provided under the Americans with Disabilities Act (ADA).

III. POLICY

- A. Employees are expected to arrive at the workplace on time, based on their schedule.
- B. Tardiness is defined as being more than 5 minutes late to work without prior notification, approval, authorization from a supervisor.
- C. If an employee is unable to come to the workplace, they must notify their supervisor no later than **2 hours** before their scheduled start time.
- D. Any unplanned absences or tardiness will be recorded and may be grounds for disciplinary action, up to and including termination.
- E. Planned absences, such as vacations, must be approved by a supervisor at least thirty days prior to the start of the requested time off.
- F. Planned absences, such as medical appointments, must be approved by a supervisor at least three days prior to the start of the requested time off.
- G. If an employee is unable to come to work due to illness for three consecutive days, they must provide a doctor's note upon returning to work.

Key Terms

Absence

Definition: Failure to report to work on time.

An excused absence occurs when the employee has:

- Scheduled paid time off (PTO) according to Company policy
- Obtained approval from their supervisor before the start time

An unexcused absence occurs when the employee fails to:

- Report to the workplace at their scheduled start time
- Notified the supervisor within the specified time period

Any employee with an excused absence of 3 days due to a medical condition must provide proof of doctor's care and a release from their doctor before returning to work.

Unexcused absence of 5 days will lead to disciplinary action and can result in involuntary termination.

Tardiness

Definition: Failure of an employee to arrive at work or return from a break at the scheduled time.

Employees who cannot arrive at the workplace at the scheduled time or return from a break on time must notify their supervisor before their scheduled start time. A 5 minute grace period is provided.

Early Departure

Definition: A failure on the part of an employee to complete their scheduled shift.

Employees who cannot complete the assigned duration of their shift must notify their supervisor prior to leaving.

Job Abandonment

Definition: A continuous absence of more than 3 consecutive days from work and/or failure to notify the company.

An employee who fails to report for 3 consecutive work days without communicating with the supervisor will be deemed to have abandoned a job. Their employment with the Company will be terminated immediately.

Disciplinary Action

Excessive absenteeism, tardiness and early departure occurrences will result in progressive disciplinary action, up to and including termination.

Types of employee disciplinary actions include:

- Verbal Warning
- Written Warning

- Disciplinary meeting
- Final written warning and suspension
- Termination.

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the CEO to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

Employee Benefits

Each Employee is offered the following benefits:

- a. Employee Assistance Program, which includes:
 1. Free legal consultation with a local attorney plus 25% discount for attorney fees
 2. Wellness Coaching
 3. Financial Coaching
 4. Retirement Coaching
 5. Access to Legal Library
- b. Mileage reimbursement for all miles traveled with an individual served.
- c. Paid **Initial** Training
- d. Longevity Add-on (if applicable)
- e. Reimbursement for restaurant meals shared with individuals served (up to \$10/meal twice per month)
- f. Reimbursement for activities attended with individuals served (up to \$10/activity twice per month)
- g. Employer-paid Background check
- h. Employer-paid trainings
- i. Full Time Employees are eligible for Paid Time Off

Drug Free Workplace

Our employees' health and well-being are important to us. In addition, Dynamic Support Management has a commitment to ensure safety of those we serve as well as our employees.

Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, DSM is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

Employees must report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. Dynamic Support Management permits the legal use of prescribed drugs on the job if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering others. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor.

The following work rules apply to all employees:

- A. Whenever employees are working, operating any company vehicle, present on company premises (including parking garages or parking lots), or are conducting related work off-site, they are prohibited from:
 - 1. Using, possessing, buying, selling, manufacturing, or dispensing an illegal drug (to include possession of drug paraphernalia).
 - 2. Being under the influence of alcohol, marijuana or an illegal drug as defined in this policy.
- B. The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing company business or while in a company facility is prohibited.
- C. Dynamic Support Management will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.

Any illegal drugs or drug paraphernalia will be turned over by Dynamic Support Management to an appropriate law enforcement agency and may result in criminal prosecution.

The company retains the right to require the following tests:

- I. Pre-Employment: All candidates who have received a written offer of employment may be required to undergo testing for commonly abused controlled substances in accordance with this policy.
- II. Reasonable suspicion: Employees are subject to testing based on observations by a supervisor of apparent workplace use, possession, or impairment. The

owner must be consulted before sending an employee for reasonable suspicion testing.

- III. Post-accident: Employees are subject to testing when they cause or contribute to accidents that seriously damage a company vehicle, machinery, equipment or property, and/or result in an injury to himself, herself, or another employee requiring off-site medical attention. In any of these instances, the investigation and subsequent testing must take place within two (2) hours following the accident, if not sooner.
- IV. Follow-up: Employees who have tested positive, or otherwise violated this policy, are subject to discipline up to and including discharge. Depending on the circumstances and the employee's work history/record, Dynamic Support Management may offer an employee who violates this policy or tests positive the opportunity to return to work on a "last-chance" basis pursuant to mutually agreeable terms, which could include follow-up drug testing at times and frequencies for a minimum of one (1) year but not more than two (2) years. If the employee either does not complete his/her rehabilitation program or tests positive after completing the rehabilitation program, he/she will be subject to immediate discharge from employment.

Substances Covered by Drug and Alcohol Testing

Candidates will be tested for their use of commonly abused controlled substances, including amphetamines, barbiturates, benzodiazepines, opiates, cannabinoids, cocaine, methadone, methaqualone, phencyclidine (PCP), propoxyphene and chemical derivatives of these substances

Candidates must advise the testing lab of all prescription drugs taken in the past month before the test and be prepared to show proof of such prescriptions to testing lab personnel.

Testing Methods and Procedure

All testing will be conducted by a licensed independent medical laboratory, which will follow established testing standards. Testing will be conducted on a urine sample provided by the candidate to the testing laboratory under procedures established by the laboratory to ensure privacy of the employee, while protecting against tampering/alteration of the test results.

Dynamic Support Management will pay for the cost of the testing, including the confirmation of any positive test result by gas chromatography. The testing lab will retain samples in accordance with state law, so that a candidate may request a retest of the sample at his or her own expense if he or she disagrees with the test result.

Consequences

Employees who refuse to cooperate immediately in required tests or who use, possess, buy, sell, manufacture, or dispense an illegal drug in violation of this policy will be terminated. The

first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be discipline up to and including discharge. Employees will be paid for time spent in alcohol/drug testing and then suspended pending the results of the drug/alcohol test.

After the results of the test are received, a date/time will be scheduled to discuss the results of the test; this meeting will include a member of management. Should the results prove to be negative, the employee will receive back pay for the times/days of suspension. Confidentiality Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the administrative team shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

Inspections

Dynamic Support Management reserves the right to inspect for drugs, alcohol, or other contraband. All employees, contract employees, and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol, or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

Social Media Policy

Social Media Accounts are considered the property of an employee and cannot be controlled by Dynamic Support Management. However, employees of Dynamic Support Management are expected to:

1. Adhere to our confidentiality policies at all times.
2. Refrain from posting derogatory comments about individuals served, co-workers, Dynamic Support Management or its' partners
3. Abstain from posting content that could be interpreted as hate speech, racism, ableism, prejudice
4. Avoid publicly promoting another agency that provides similar services as Dynamic Support Management

Cell Phone Use Policy

Employees are permitted to occasionally use their cell phones during work hours, assuming:

1. The employee is not operating a motor vehicle
2. The employee is not responsible for supervising an individual served during a high-risk activity such as bathing, swimming, etc.

3. The cell phone use is not excessive, distracting them from their responsibilities.
4. The employee has given his/her direct supervisor the most current phone number and the employee is reachable during all work hours
5. The employee abides by all confidentiality policies and does not take photographs or videos of individuals served.

Prohibited Discrimination Harassment/ Inappropriate Conduct

POLICY

Dynamic Support Management is committed to providing a facility that is safe and free from unlawful discrimination and harassment. Unlawful discrimination or harassment is behavior directed towards an employee because of his/her membership in a protected class, such as race, color, religion, gender, national origin, age, disability, military status, genetic information, sexual orientation, gender identity, protected veteran status or other characteristics protected by law. Unlawful discrimination and harassment are inappropriate and illegal and will not be tolerated. All forms of unlawful discrimination and harassment are governed by this policy and must be reported and addressed in accordance with this policy.

DEFINITIONS

Unlawful discrimination occurs when individuals are treated less than favorably because of their membership in a protected classification. Dynamic Support Management may not discriminate against an individual with respect to the terms and conditions of employment such as hiring, promotions, raises, and other job opportunities, based on the individual's membership in that protected class.

Harassment is a form of discrimination. Harassment may generally be defined as unwelcome conduct based upon a protected classification. Harassment becomes unlawful when:

1. Enduring the offensive conduct becomes a condition of continued employment; or
2. The conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

Unlawful discrimination and harassment do not generally encompass conduct of a socially acceptable nature. However, some conduct that is appropriate in a social setting may be inappropriate in the workplace. A victim's perceived acquiescence in the behavior does not negate the existence of unlawful discrimination or harassment. Inappropriate conduct an

employee perceives as being “welcome” by another employee may form the basis of legitimate complaint.

OFF DUTY CONDUCT

Unlawful discrimination or harassment that affects an individual’s employment may extend beyond the confines of the workplace. Conduct that occurs off duty and off premises may also be subject to this policy.

BULLYING

Dynamic Support Management will not in any instance tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination. Bullying is defined as repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Bullying. Whether intentional or unintentional, is prohibited.

PROCEDURE

Employees who feel that they have been subjected to unlawful discrimination, harassment, or bullying by a fellow employee, supervisor, or other individual otherwise affiliated with Dynamic Support Management or members of the public, including vendors, must immediately report the conduct to Human Resources, or to their immediate supervisor. If the alleged harasser is Human Resources or their immediate supervisor, the employee may report the conduct to the DOO. Each of these persons will have the authority to investigate and take appropriate action concerning the complaint. Similarly, employees who have knowledge of discrimination, harassment, or bullying or who have questions or concerns regarding discrimination, harassment, or bullying must immediately contact their immediate supervisor or Human Resources. Late reporting of complaints and verbal reporting of complaints will not preclude Dynamic Support Management from acting. However, employees are encouraged to submit complaints in writing and in an expedient manner following the harassment or offensive incident so that a thorough and accurate investigation may be conducted. All supervisors are required to follow up on all claims and concerns, whether written or verbal.

When Dynamic Support Management is notified of the allegations, there will be prompt investigation of the complaint. The investigation will include a review of the circumstances and facts under which the allegations occurred. The investigation may include interviews of the employee allegedly harassed, discriminated against, or bullied, the employee committing the alleged harassment, discrimination, or bullying and any and all witnesses. Information will be kept as confidential as practicable, although confidentiality cannot be guaranteed, pursuant to applicable public record laws. An investigative file may be maintained, which may include statements of the complaint, person(s) committing the alleged harassment discrimination or bullying and witnesses as well as any other related documentation. This file is public record under the Ohio Revised Code Section 149.43, except to the extent it contains records which are

specifically exempt from disclosure. All employees are required to cooperate in any investigation. Determination of harassment, discrimination, or bullying shall be made on a case-by-case basis. If the investigation reveals that the complaint is valid, prompt attention and corrective or disciplinary actions designed to stop the harassment, discrimination, or bullying and prevent its recurrence will be taken.

RETALIATION

Anti-discrimination laws prohibit retaliatory conduct against individuals who file a discrimination charge, testify, or participate in any way in an investigation, proceeding, or lawsuit under these laws, or who oppose employment practices that they reasonably believe discriminate against protected individuals, in violation of these laws. The law also prevents retaliatory conduct against individuals who are close personal friends or family members with an individual who engaged in protected conduct. Dynamic Support Management and its supervisors and employees shall not in any way retaliate against an individual for filing a complaint, reporting harassment, participating in an investigation, or engaging in any other protected activity. Any employee who feels that has been subjected to retaliatory conduct as a result of actions taken under this policy, or as a result of his/ her relationship with someone who took action under this policy, must report the conduct to his/her immediate supervisor, or to Human Resources immediately.

FALSE COMPLAINTS

Legitimate complaints made in good faith are strongly encouraged, however, false complaints or complaints made in bad faith will not be tolerated. Failure to prove unlawful discrimination or harassment will not constitute a false complaint without further evidence of bad faith. False complaints are a violation of this policy.

CORRECTIVE ACTION

If Dynamic Support Management determines unlawful discrimination, harassment, or retaliation has taken place, appropriate corrective action will be taken, up to and including termination. The corrective action will be designed to stop the unlawful conduct and prevent its recurrence. If appropriate, law enforcement agencies or other licensing bodies will be notified. Any individual exhibiting retaliatory or harassing behaviors towards an employee who exercised a right under this policy, or a person who is a close personal friend or family member of someone who exercised a right under this policy, will be subject to discipline, as will any employee who has knowledge of unlawful conduct and allows that conduct to go unaddressed.

COVERAGE

This policy covers all employees and supervisors. Additionally, this policy covers all suppliers, subcontractors, visitors, clients, volunteers, and any other individual who enters Dynamic Support Management property or who is served by Dynamic Support Management personnel.

Appearance and Dress Code

Dynamic Support Management has adopted a business-casual work apparel environment for all employees. All clothing should be clean, wrinkle free and in good condition with no holes or frayed ends.

Inappropriate clothing includes (but is not limited to):

- Clothing with any photos or statements that are inappropriate or unprofessional
- Night-time wear (such as pajama pants or house shoes)
- Any tight or revealing clothing (for example: sheer or low-cut shirts or shorts above finger-tip length)

Administrative staff can send an employee home to change clothing if dress is inappropriate. Dynamic Support Management will not pay an employee for time spent away from the job due to inappropriate dress.

Administrative staff have the discretion to determine what is appropriate and not appropriate for the task at hand and environment. This includes the ability to prohibit certain fragrances, jewelry, etc., that may put an individual or employee at risk or harm.

Employees are expected to follow proper hygiene routines (hair combing, regular showers, etc.)

Personnel Files

Employees of Dynamic Support Management must advise management staff of any changes in:

1. Name
2. Address
3. Telephone Number
4. Marital Status
5. Number of Withholding allowances
6. Citizenship
7. Emergency Contact

Employees may inspect their personnel file during regular work hours upon approved release from his/her supervisor

DYNAMIC SUPPORT MANAGEMENT

DOCUMENTATION AND BILLING OF SERVICES POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of Dynamic Support Management shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08 (M) (1) (i) (iv), a written documentation and billing of services policy that addresses agency provider's management practices and adheres to the requirements of this rule shall be developed.

III. POLICY

Dynamic Support Management will train all employees who provide direct services, supervise direct services, and the DOO and/or designee on the process and procedure of accurately completing service delivery documentation and submitting billing. Falsification of documentation and/or billing is subject to disciplinary actions, up to and including, termination of employment.

IV. APPLICATION

Prior to providing direct support services, employees will be trained on documentation and billing procedures. Training will be conducted through various on-line and in-person means. Dynamic Support Management has identified the following acceptable training sources:

- a. DODD My Learning
- b. Academy for DSP
- c. County Board or COG sponsored training
- d. In-person staff meetings
- e. Self-directed online or continuing education courses through local resources

To ensure accuracy, documentation should be completed by the employee that completed the service prior to the end of their shift. Documentation will be checked for accuracy and completion weekly at minimum by site supervisor and corrections will be made as soon as possible, but no longer than 24-hours after finding the error.

Unusual Incident form will be completed for all Medication Administration and financial documentation errors.

Billing will be submitted to the Chief Operating Officer (COO) weekly and verified for accuracy prior to submission to DODD.

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT
EMERGENCY/ DISASTER RECOVERY/ SAFETY POLICY

PURPOSE

Although Dynamic Support Management strives to prepare its employees and contractors to anticipate unplanned activities or events, particularly those that are potentially harmful to the individuals we support and our employees, we acknowledge that we may not be able to accomplish that objective.

POLICY

This policy establishes that during the occurrence of any emergency, the individuals we support and our employees are our first priority. That priority includes at the highest-level health and safety.

The accompanying procedure is intended to remove from harm as soon as possible the individuals we support and our employees.

PROCEDURE

The following examples of defined emergencies is not intended to be completely inclusive, but should be considered as very real examples of when this Emergency Procedure should be implemented:

1. Elopement: is a very serious and potentially dangerous situation for an individual.

Specifically, "Elopement" is considered to be in process when an individual without the designation/ allowance for "alone time" in their individual plan has in fact left the general supervision or line of sight of the Dynamic Support Management employee. Immediate line of sight must be established when elopement has occurred. If line of sight is established, maintain the line of sight to ensure that the individual is not in immediate danger. If they are in immediate danger (high vehicle traffic area) then every attempt should be made to divert their attention to a less hazardous location. Physical contact with the individual should be used as a last resort unless the individual is in immediate and imminent danger. If line of sight cannot be established within a reasonable period of time, implementation of the Missing Person Protocol will commence immediately.

2. An accident that caused harm to the individual receiving support or an employee that would be considered to be beyond a routine accident.

3. Incidents causing lasting emotional/mental harm to the individual receiving support or an employee that would be considered to be beyond a routine occurrence.

4. Physical altercations.

5. Suicide attempts/ attempts at self-harm

6. Natural disasters

7. Fires

*** All staff must adhere to local mandated requirements & recommendations. All staff should always use their best judgment in situations that are unusual.

1. Ensure the safety of your involvement. Use your judgment before entering situations to ensure the incident does not escalate as a result of your involvement. If the safety of yourself or others is jeopardized by you taking action, refrain and skip to step 3.
2. Ensure the safety of the individual being supported- Use prior training knowledge to assess the situation and assist the client in the best way. If medical treatment is required, stabilize the client to the best of your ability.
3. Contact Emergency Assistance Provider

- 911
 - Poison Control: 800 222 1222
 - Have Emergency Numbers Posted in Homes
4. Ensure stability is maintained until proper assistance arrives.
 5. Ensure notifications made to the following individuals / agencies:
 - a. Dynamic Support Management Direct supervisor - Kelly Moore at **(330) 936 - 7941**
 - b. Guardian
 - c. Stark County Board of DD
 - d. Stark County Board of DD MUI department
 - e. Law Enforcement
 6. Fill out appropriate paperwork and follow-up.

EMERGENCY PROTOCOLS

Fire evacuation: Anyone can respond to a fire emergency using the following procedure, if safe for the rescuer to do so. **RACE:** **R**= rescue persons in immediate danger, **A**= activate fire alarm, **C**= confine fire, call fire department and other emergency response personnel, **E**= evacuate individuals to a safe area and remaining staff should extinguish a small fire. All individuals and staff should be evacuated to a pre-assigned safe area, such as the end of the driveway or a neighbor's driveway, away from the approach route of emergency personnel. During the evacuation process, if safe to do so: check all rooms, closets, bathrooms, etc. to ensure everyone is out. Do not reopen any door where fire has been confined. Perform a head count to ensure all persons are out of the building.

Tornado/ Severe Weather: Thunderstorms watch: conditions are favorable for a possible thunderstorm. Ensure all outdoor furniture, tools, garbage cans, or any other items that could become dangerous during high winds are secured. Close all windows. Begin monitoring the storm system on the radio, tv, weather radio. Normal activities should continue. If time permits, review severe weather policies and procedures and ensure first aid kits are available and well stocked. Continue all precautions until and official "all clear" has been issued.

Thunderstorm warning: means a thunderstorm is in the area. Remain calm. Do not panic during weather situations/ Reassure all individuals and staff. Begin monitoring the storm on tv (if lightning is not present) or battery- powered radio or weather radio. Close all exterior doors and windows. Keep all persons away from the windows. All staff and individuals should move to the pre-assigned safe area within the building. If possible, turn off all electrical appliances and lights. Stay away from windows, stove, metal pipes, telephones, and electrical devices in case of lightning. If lightning is present, telephone usage should be terminated except for emergency situations. Remain in a safe area until an official "all clear" has been given.

Tornado watch: means weather conditions are favorable for a tornado to develop. As severe weather threatens, communication from radio, tv, weather radio, etc. should be monitored. Close all exterior doors and windows. All drapes, shades, blinds, etc. should be closed to reduce the

possibility of flying objects. All individuals should move away from the windows and doors. All individuals should move towards central areas of the building or pre-assigned safe areas within the building. Unless needed for emergency situations, travel should be suspended during a tornado watch. Check to ensure first aid kits are available. Be prepared to transition from a tornado watch to a tornado warning with little or no advance warning.

Tornado warning: Follow procedures to tornado watch. Continue to monitor radio for further weather information. Be sure all individuals and staff are moved to a safe area of the house/ building with a blanket. Interior areas such as bathrooms are best if no basement is available. Have individuals sit down and assist individuals with covering themselves with a blanket. Remain calm, reassure all individuals and staff that everything is under control. If a tornado approaches (loud rumble that could sound like a freight train), have individuals cover their heads with a blanket. If your building has a basement, move everyone who is able to the basement. Remain in your tornado shelter area until the tornado warning has expired. After the tornado/winds/ have passed, check individuals and other staff for injuries. Call 911 if needed (you may have to use your cell phone, neighbor's phone, go outside and assess the area for assistance). Check the building and outside for electricity and damages. Look for downed power lines and trees. Check to see if water is available in your building. Check to see if there is a gas leak if applicable (smell of rotten eggs). Do not turn on lights or appliances. Move everyone outside and upwind. If the building is unsafe to occupy, evacuate the premises.

Heat/ AC Failure: Contact your immediate supervisor. If repairs are not able to be made in a timely manner and health and safety of the individuals are at risk, relocation to another site, the day site, or a hotel will be made.

Bomb Threats: If a bomb threat is made, staff should immediately evacuate the site and call 911. Staff will then notify their immediate supervisor for support and relocation if needed.

Adopted: April 2024

Revised:

DYNAMIC SUPPORT MANAGEMENT SUBSTITUTE POLICY

PURPOSE

The purpose of this policy is to ensure that individuals with developmental disabilities receive consistent and quality services, even in the absence of regular staff members. This policy outlines the procedures for substituting staff, ensuring continuity of care and support for all clients.

POLICY STATEMENT

Dynamics Support Management is committed to maintaining high standards of care and support for individuals with developmental disabilities. In the event that a primary staff member is unavailable due to illness, vacation, or other circumstances, the agency will ensure that a qualified substitute is provided to uphold the quality of services.

APPLICATION

1. IDENTIFICATION OF NEED FOR SUBSTITUTE STAFF

Staff members are required to notify their supervisor as soon as possible when they will be absent. Supervisors will assess the need for a substitute based on the individual's scheduled activities, needs, and any specific considerations relevant to their care.

2. SELECTION OF SUBSTITUTE STAFF

Substitutes will be selected from the agency's pool of trained and qualified staff. Preference will be given to individuals who have prior experience working with the specific individual receiving support and who are familiar with their care plan.

3. ORIENTATION AND HANDOVER

Prior to the substitute's assignment, the supervisor or designated staff member will provide an orientation that includes:

- Overview of the individual's care plan.
- Specific needs, preferences, and behaviors of the individual.
- Emergency procedures and contact information for the individual's family or guardians.

4. TRAINING REQUIREMENTS

All substitutes must have completed mandatory training specific to developmental disabilities and be familiar with the agency's policies and procedures. Ongoing training will be provided to ensure that substitutes remain knowledgeable about best practices in supporting individuals with developmental disabilities.

5. MONITORING AND EVALUATION

The supervisor will monitor the performance of substitute staff during their assignment to ensure quality of care. Feedback will be gathered from the individual receiving support, family members, and other staff to evaluate the effectiveness of the substitute.

6. DOCUMENTATION

All instances of staff substitution must be documented, including the reason for the substitution, the name of the substitute staff, and any relevant observations during the shift. This documentation will be reviewed regularly to identify patterns and address any issues related to staffing.

RESPONSIBILITIES

Supervisors are responsible for implementing this policy, coordinating staff substitutions, and ensuring that all staff are adequately trained. Staff members must communicate their absences in a timely manner and cooperate with the orientation process for substitutes.

COMPLIANCE

Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment.

V. DEVELOPMENT OF PROCEDURES

Dynamic Support Management authorizes the DOO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted: April 2024

Revised: