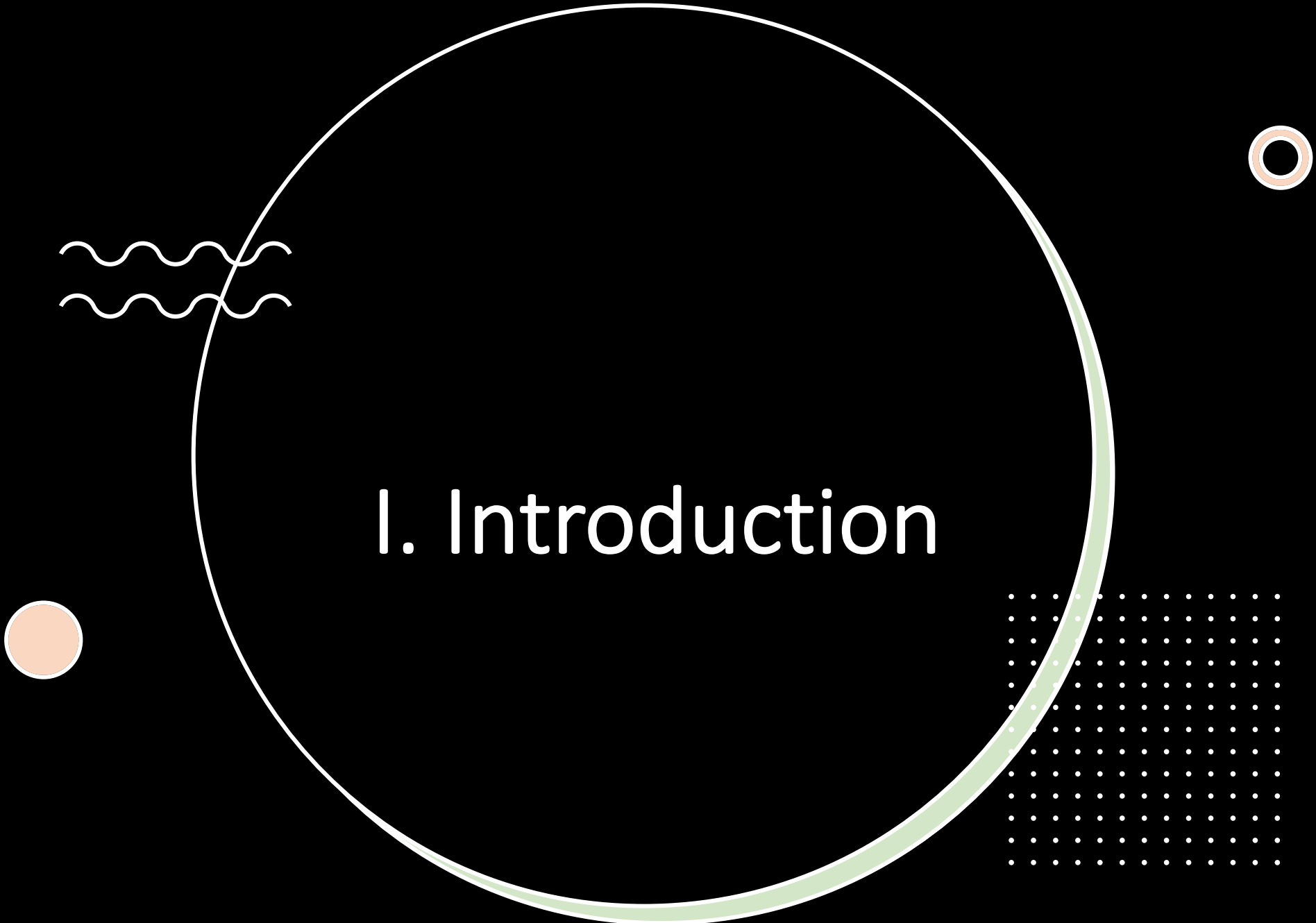




Central Mass Clinical Associates
Inc. Employee Handbook
Overview Training

Goals/Objectives:

- Familiarize employees with new company policies and procedures that will formally take effect on January 1, 2021
- Train employees on guidelines involving mandated reporting and HIPAA
- Introduce updated benefits for all full time Central Mass Clinical Associates employees
- Train employees on updated incident reporting and physical management protocols.
- Familiarize employees with policies related to professionalism and ethical standards.



I. Introduction

Handbook

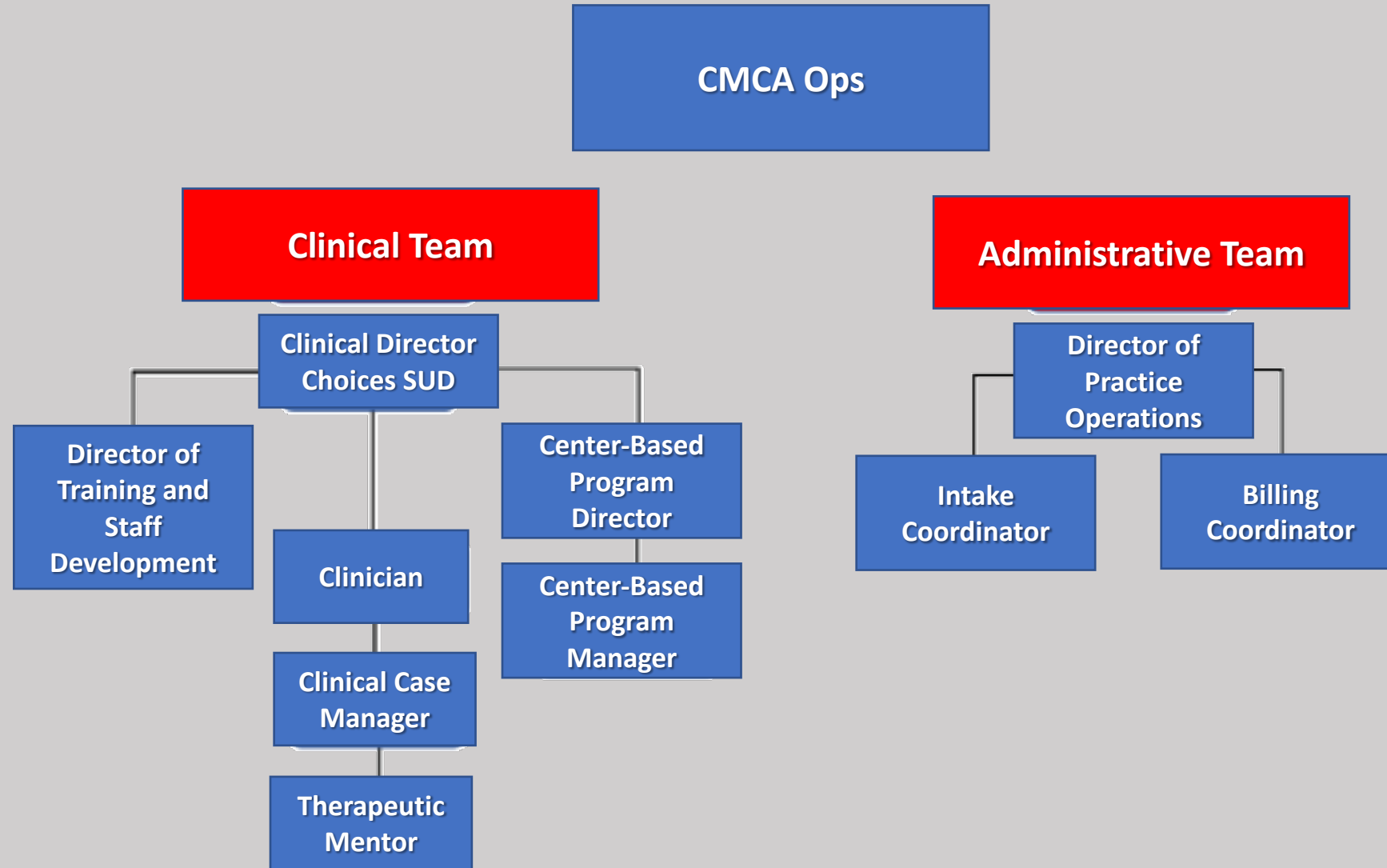
Purpose:

- The purpose of having a detailed employee handbook is.....
- Familiarize employees with CMCA philosophy, employment practices, policies, and benefits.
- Establish standards for employee conduct and provide accountability measures for not maintaining conduct standards.
- Inform employees of their roles, rights, and responsibilities as a CMCA employee.

Vision and Mission

- Provide evidence-based services based on principals of Applied Behavior Analysis (ABA), IHBS, SUD for adolescents
- Provide comprehensive treatment packages focusing on community, social, adaptive, group, and daily living skills among CBHI and SUD Clients
- Individualize all programming to help each client meet their full potential!

Organizational Structure



Roles and Responsibilities:

Therapeutic Mentor (TM)

- The TM is often the primary staff person working with the child and is responsible for implementing the treatment plan with the oversight of the Lead Clinician
- This includes modeling programming for caregivers and family members, implementing behavioral and skills programming, collecting data, and graphing data (as needed).
- Responsible for facilitating communication between family and clinical supervisor in order to establish a collaborative partnership.

Roles and Responsibilities:

Clinician

- The clinician is responsible for the development and updating of the client's treatment plan based on formal assessments that they conduct and analyze.
- Main contact person for the family regarding all clinical matters.
- Provide caregiver education and clinical oversight of all client programming.
- Direct supervisor of the TM and all questions and concerns regarding programming should be directed toward them.
- Collect, analyze and graph all behavior and program data to drive client progress.
- Write progress reports and create programs and other materials.

Roles and Responsibilities: Clinical Director

- Oversees the clinical team. Is the direct supervisor of the SUD Staff in place within each client's portfolio.
- Works with the administrative team to create and implement policies and procedures.
- Creates and implements quality assurance measures to ensure overall accountability and clinical integrity for all CMCA programming.

Roles and Responsibilities:

Center-Based Director

- Oversees center-based social skills programming and curriculum for CBHI / SUD
- Responsible for center-based schedule development and ensuring staff follow schedule for after-school programs.
- Responsible for overseeing the Choices 14 week class , enrollment and weekly updates

Roles and Responsibilities: Director of Practice Operations

- Oversees all human resource and employee related functions.
- Provides comprehensive support to Therapeutic Mentors, Recovery Coaches in the field and acts as the liaison between staff and CMCA administration.
- Monitors quality of services so that programming meets the individual needs of each family.
- Monitors quality of services so that programming de-escalation individual needs of each Client and Family

Roles and Responsibilities: Director of Training and Staff Development

- Oversees initial staff training, RBT curriculum, and other staff professional development opportunities.
- Coordinates and creates trainings and develops quality assurance measures to ensure that all employees are sufficiently trained for their position.

General Job Expectations:

- **A vehicle or access to reliable transportation**
- **A cellular phone and access to daily email for regular company communication.**
- **Access to a computer, smart phone, or other electronic device with online capabilities for training, communication, and logging hours (as needed)**
- **Completion of and passing a criminal offender record background check (CORI)**

General Job Expectations:

- **Availability to attend meetings, trainings, and/or group supervision.**
- **Flexible after-school schedule.**
- **Ability to respond and communicate effectively to various situations across settings.**
- **Ability to multi-task and record descriptive and accurate documentation for CMCA records.**
- **Ability to use sound strategies and make quick decisions based on experience in the field and direct training provided by CMCA.**

General Job Expectations:

- **Ability to respond effectively in emergency situations with clients in home, community, or center-based settings.**
- **Ability to proactively and professionally problem solve various situations that arise in the field in regard to clients, families, or other relevant stakeholders.**
- **Ability to use any physical management procedures and/or behavioral de-escalation strategies that may require lifting, bending, and/or running.**

II. Employment

Employment Classification:

Full-Time Employee

- Employees who cumulatively work 30 hours or more during any given work week.
- Full-Time Employees are eligible for company benefits including vacation time, health benefits, dental and vision benefits, life insurance, mileage reimbursement, short term and longterm disability benefits.

Part-Time Employee

- Employees who cumulatively work less than 30 hours per week during any given work week.
- Part time employees are eligible for mileage reimbursement.

III.

Conduct/Behavior

Conduct/Behavior Guidelines:

CMCA views the following as inappropriate behavior:

- 1. Failure to follow the policies outlined in the employee handbook.**
- 2. Negligence, carelessness or inconsiderate treatment of CMCA clients and/or their documentation, files, or other information.**
- 3. Theft or unauthorized possession or use of property, documents, records or funds belonging to CMCA.**
- 4. Changing or falsifying client records, client data, or other documentation as well as falsification of time logs or other pay records.**
- 5. Entering CMCA premises without authorization**
- 6. Conduct that is illegal under federal and local laws**
- 7. Creating a disturbance on CMCA premises.**

Conduct/Behavior Guidelines:

- 8. Use of abusive language or any language not deemed appropriate for a work environment.**
- 9. Any rude, discourteous or un-businesslike behavior, on or off CMCA premises that could potentially hurt the reputation or standing of the company.**
- 10. Insubordination or refusing to follow instructions from a supervisor or manager; refusal or unwillingness to accept a job assignment or to perform job requirements.**
- 11. Failure to observe scheduled work hours, failure to contact a supervisor or manager in the event of illness or any absence within two hours of the scheduled start of work; failure to report to work when scheduled; abuse of sick leave or any other leave of absence.**
- 12. Leaving the office or center during scheduled work hours without permission; unauthorized absence from assigned work area during regularly scheduled work hours.**

Conduct/Behavior Guidelines:

- 13. Sleeping during regular working hours.**
- 14. Recording time for another employee or having time recorded to or by another employee.**
- 15. Use of drugs or alcohol directly before or during work hours**
- 16. Possession of and/or use of firearms or other weapons on company premises.**
- 17. Illegal gambling on CMCA premises.**
- 18. Falsification of one's employment application, medical or employment history.**
- 19. Unsatisfactory work quality or quantity**
- 20. Excessive absenteeism, tardiness, or the abuse of vacation privileges.**
- 21. Failure to report to work as scheduled (i.e., "no call/no show")**

Conduct/Behavior Guidelines:

- 22. Inappropriate appearance, grooming, or personal hygiene.**
- 23. Using profane, abusive, or threatening language against another employee, supervisor, customer, or child.**
- 24. Malicious gossip and/or spreading rumors or engaging in behavior designed to create discord.**
- 25. Violating CMCA conflict of interest rules.**
- 26. Personal use of CMCA computer equipment or other electronics and/or using this equipment to access inappropriate material or internet sites.**
- 27. Failure to notify CMCA of disciplinary action or changes to your professional license, including any investigation, suspension, or revocation.**
- 28. Interfering with the work performance of others.**

Conduct/Behavior Guidelines:

- 29. Bringing friends, relatives, children, or any other persons who do not work for CMCA to work or therapy sessions without the direct authorization from a supervisor.**
- 30. Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety and well-being of CMCA employees, consumers, or any related property.**
- 31. Any inappropriate physical altercation or interaction with a client or any of the client's family members**
- 32. Not following safety protocol and/or behavior support plans as outlined by a direct supervisor or company policy.**
- 33. Violations of any other policy or procedure enacted by CMCA.**

Sexual Harassment

- **It is the policy of CMCA that all employees are responsible for ensuring that the workplace is free from sexual harassment.**
- **Sexual harassment and unlawful harassment are prohibited behavior.**
- **CMCA is committed to providing a work environment free of inappropriate and disrespectful behavior, intimidation, communications and other conduct directed at an individual because of their sex, including conduct that may be defined as sexual harassment.**
- **Due to the company's strong disapproval of offensive or inappropriate sexual behavior at work, all employees must avoid any action or conduct which could be viewed as sexual harassment.**

Sexual Harassment

Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a manager, or harassment by persons doing business with or for the company, such as clients, customers or vendors.

Sexual Harassment: Definition

- Any unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when: (1) submission of the conduct is made a term or condition of employment; or (2) submission to or rejection of the conduct is used as basis for employment decisions affecting the individual; or (3) the conduct has the purpose or effect of unreasonably interfering with the employees work performance or creating an intimidating, hostile, or offensive working environment.

Prohibited Conduct

The following list contains examples of prohibited conduct:

- Unwanted sexual advances
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters
- Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct such as touching, assault, or impeding and/or blocking movements;
- Retaliation for reporting harassment or threatening to report harassment.

Sexual Harassment Policy

All managers and supervisors are responsible for....

- **Implementing the CMCA policy on harassment, which includes, but is not limited to, sexual harassment and retaliation;**
- **Ensuring that all employees they supervise have knowledge of and understand the CMCA's policy;**
- **Reporting any complaints of misconduct to the designated CMCA representative, practice coordinator, so they may be investigated and resolved internally;**
- **Taking and/or assisting in prompt and appropriate corrective action when necessary to ensure compliance with the policy, and; Conducting themselves in a manner consistent with the policy.**

Sexual Harassment: Retaliation

- **It is against CMCA policy and unlawful to retaliate in any way against anyone who has lodged a harassment complaint, has expressed a concern about harassment, including sexual harassment, or has cooperated in a harassment investigation.**
- **Therefore, the initiation of a complaint, in good faith, will not under any circumstances be grounds for disciplinary action.**

Other Types of Harassment

Prohibited harassment on the basis of race, color, religion, national origin, ancestry, physical or mental disability, veteran status, age, or any other basis protected under local, state or federal law, includes behavior similar to sexual harassment, such as:

- Verbal conduct such as threats, epithets, derogatory comments, or slurs;**
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures;**
- Physical conduct such as assault, unwanted touching, or blocking normal movement;**
- Retaliation for reporting harassment or threatening to report harassment.**

Harassment Complaint Procedure:

- **CMCA complaint procedure provides for an immediate, thorough and objective investigation of any claim of unlawful or prohibited harassment, appropriate disciplinary action against one found to have engaged in prohibited harassment, and appropriate remedies for any victim of harassment.**

Harassment Complaint Procedure:

- **Anyone who has been subjected to harassment of any kind or has knowledge of that conduct should report it to a supervisor.**
- **All reports of harassment will be promptly investigated by the supervisor or their designee.**
- **When the investigation is complete a determination regarding the alleged harassment and any consequences for that conduct will be communicated to all parties involved.**

Harassment Complaint Procedure:

- After a thorough investigation is complete, if CMCA determines that prohibited harassment has occurred, the company will take effective remedial action commensurate with the circumstances.
- Appropriate action will also be taken to deter any future harassment.
- If a complaint of prohibited harassment is substantiated, appropriate disciplinary action, up to and including discharge, will be taken.

Harassment Disclaimer:

- **CMCA recognizes that actions that were not intended to be offensive may be taken as such.**
- **An employee who believes that they have been subjected to sexual harassment by anyone is encouraged, but not required, to promptly tell the person that the conduct is unwelcome and ask the person to immediately stop the conduct.**
- **A person who receives such a request must summarily comply with it and must not retaliate against the employee for rejecting the conduct.**
- **The company encourages, but does not require, individuals to take this step before utilizing the formal Complaint Procedure.**

General Complaint Procedure:

- **CMCA subscribes to the open-door policy.**
- **Employees may bring a complaint to their supervisor for resolution.**
- **When matters cannot be handled on an informal basis, the company has established a formal complaint procedure.**
- **A complaint may be brought by one or more employees concerning any work-related problem where the complaint has not been satisfactorily resolved in an informal manner.**
- **Employees may skip to Step 2 if the complaint is related to their supervisor or manager or if they feel they would not provide an impartial resolution to the problem.**

Complaint Procedure: Step 1

- **Submit complaint in writing to a supervisor within three working days of the incident.**
- **A written request for a meeting must be submitted simultaneously. Generally, a meeting will be held within three working days of the employee's request depending upon scheduling availability.**
- **Witnesses will be allowed as necessary.**
- **If the problem is not resolved during this meeting the supervisor will give the employee a written resolution within three working days.**
- **If the employee is not satisfied, the employee may proceed to Step 2.**

Complaint Procedure: Step 2

- If the employee is not satisfied after Step 1, the employee may submit a written request for review of the complaint and Step 1 solution to the Director of Practice Operations.
- Such a request should be made within three working days following the receipt of the Step 1 resolution. The Director of Practice Operations will review the complaint and proposed solution and may call a further meeting to explore the problem.
- This meeting is to be attended by the employee concerned, the employee's supervisor, and any other CMCA employee whom the aggrieved employee chooses.

Complaint Procedure: Step 2

- **The Director of Practice Operations will render the final decision within ten working days after receiving the Step 2 request.**
- **The decision will be given to the employee in writing and will become part of the employee's personnel file.**

Corrective Action

- **A high level of job performance is expected of each employee.**
- **In the event that an employee's job performance does not meet the standards established for the position, employees should seek assistance from their supervisor.**
- **If employees fail to respond to or fail to make positive efforts toward improvement, corrective action may ensue, including termination of employment.**

Corrective Action

- **At CMCA, we regard discipline as an instrument for developing total job performance rather than as punishment.**
- **Corrective action is one tool the company may select to enhance job performance.**
- **Corrective action may be in the form of a written or oral reprimand, notice(s) of inadequate job performance, suspension, discharge or in any combination of the above, if the company so elects.**

Session Documentation

- All work hours and scheduled sessions must be rendered through Rethink Behavioral Health the day of completion.
- If a session is not rendered the same day of completion, an email must be sent to the billing coordinator including the following information: Date of session, times of session(s), employee name, client name, Session Note Narrative.
- If an employee forgets to render sessions 3 times, a formal write up will be completed and disciplinary action enacted as needed for further infractions.

Employee Breaks

- **All employees working 6 hours or more are entitled to a 30 minute unpaid lunch break.**
- **They can choose to opt out of this break and eat with the clients and still get paid for that 30 minute period.**
- **If they choose to opt out of their 30 minute break, they must complete a break exemption form located at the front desk.**

Cancellation: Employee Options

- **If the family cancels session without 24-hour notice the employee is eligible to come to the CMCA center and get paid for 2 hours of office work.**
- **Office work responsibilities are not negotiable and the employee must perform them to the best of their ability.**

Performance Evaluations

- The annual performance evaluation is based on a list of skill domains describing essential duties and responsibilities related to each position in the company.
- Each domain is broken up into more specific subdomains that outline the company's optimal performance expectations.
- For example, the “client services” domain is broken up into smaller subdomains including “treating clients in a courteous, helpful, and respectful manner, keeping focused on the client when making decisions, anticipating client needs, and taking personal responsibility to provide responsive services.”

Performance Evaluations: Skill Areas

Specific domains for the behavior technician annual performance evaluation include:

- Client services
- Professional competence
- Clinical competence
- Cultural competence
- Documentation
- Productivity
- Team work
- Attendance
- Follow through
- Accountability
- Communication
- Adaptability
- Initiative.

Performance Evaluations: Scoring

- Each domain is scored on a Likert scale ranging from 1 to 4.
- The ratings on the scale are (1) employee fails to meet expectations, (2) employee needs improvement to meet expectations, (3) employee meets expectations, and (4) employee exceeds expectations.
- The overall results of the employee's annual performance evaluation will determine the level of annual pay increase from CMCA.

Performance Evaluations: Scoring

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- The overall results of the employee's annual performance evaluation will determine the level of annual pay increase.

Performance Evaluations: Annual Pay Increase

- The annual pay increase scale ranges from 2% to 4%.
- These percentages will be applied to an employee's hourly rate for non-exempt employees or annual salary for exempt employees.
- The employee's increase in pay is based on the average score of the annual evaluation.
- Employee's must average at least 2.5 (out of 4) or higher on their annual evaluation to be eligible for an annual cost of living increase in pay.

Performance Evaluations: Pay Increase Scale

- **Employee average score “meets expectations with some areas needing improvement” and falls between 2.5-3.0**
 - **2% increase in pay (i.e., an employee making \$20 per hour would increase to \$20.40 per hour and an employee making \$60,000 salary annually would increase to making \$61,200 annually)**
- **Employee average score “meets expectations” and falls between 3.0-3.5**
 - **3% increase in pay (i.e., an employee making \$20 per hour would increase to \$20.60 per hour and an employee making \$60,000 salary annually would increase to making \$61,800 annually)**
- **Employee average score “exceeds expectations” and falls between 3.5-4**
 - **4% increase in pay (i.e., an employee making \$20 per hour would increase to \$20.80 per hour and an employee making \$60,000 salary annually would increase to making \$62,400 annually)**

V. Benefits

Holidays

- **Regular full-time employees are entitled to the following paid holidays observed by CMCA:**
- **New Year's Day**
- **President's Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving**
- **Friday after Thanksgiving**
- **Christmas Day**

Sick Leave/PTO

- **All employees will accrue paid sick leave at the rate of one hour of leave for every 30 hours worked.**
- **Unused sick leave will be carried over each year up to the maximum bank of 40 hours.**
- **Employees are limited to using a maximum of 40 hours of sick time within a calendar year.**



Sick Leave/PTO

Sick leave may be used in one hour increments for the following:

- **To care for the employee's child, spouse, parent, or parent of a spouse.**
- **To care for the employee's own physical or mental illness, injury, or medical condition**
- **To attend the employee's routine medical appointment or a routine medical appointment for the employee's child, spouse, parent, or parent of spouse.**
- **To address the psychological, physical or legal effects of domestic violence.**

Sick Leave/PTO

- **Employees are required to make a good faith effort to provide advanced notice of the leave if the need for leave is foreseeable.**
- **A note from a medical provider may be required if more than 24 consecutive working hours are taken as sick leave, or if the employee does not have a health care provider, a signed written statement documenting the need for leave.**
- **Employees are not paid wages in lieu of unused sick leave. Unused sick leave will be forfeit upon employment separation.**

Vacation

- All full-time employees will accrue vacation times based on their number of years of employment with CMCA.
- Full time employees who have been with CMCA between 1 and 2 years will receive 2 weeks of paid vacation time annually.
- Full time employees who have been with CMCA between 3 and 4 years will receive 3 weeks of paid vacation time annually.
- Full time employees who have been with CMCA 5 or more years will receive 4 weeks of paid vacation time annually.

Health and Welfare Benefits

- **All fulltime employees are eligible for a benefits package including health insurance.**
- **Eligible employees can sign up for these benefits during open enrollment periods.**
- **For more details on benefit eligibility and open enrollment information please schedule a meeting with the Director of Program Operations.**

Leave Benefits

There are a variety of leaves covered under the FMLA (Family and Medical Leave Act) that eligible employees may use including:

- **Basic FMLA**
- **Military Leave**
- **Small Necessities Leave**
- **Temporary Disability Leave**
- **Jury Service Leave**
- **Witness Leave**
- **Voting Leave**
- **Parental Leave**
- **Domestic Violence and Sexual Assault Leave**
- **Personal Leave of Absence**
- **Bereavement Leave**

For more information on any specific type of leave please refer to the employee handbook or schedule a meeting with the Director of Program Operations

VI. Health, Safety, and Security

Workplace Health & Safety Guidelines

- **There is no smoking, alcohol consumption, or drug use permitted on CMCA premises.**
- **In the event an employee becomes injured or witnesses an injury during working hours, they must report it immediately to the nearest available supervisor or administrative manager.**

Incident Reporting

- In the event of a behavioral incident (i.e., one causing bodily harm to another individual or requiring physical management procedures), it is the responsibility of the individuals involved in resolution of the incident to follow the appropriate reporting and documentation procedures.
- An incident form only needs to be completed if there was physical management involved (i.e., stability hold or escort) or another individual was injured due to the behavioral incident.

Client Incident Reporting Protocol

- 1. The employee who is responsible for the injured child should make sure that the environment is safe and there is no further potential for injury.**
- 2. If the client is grouped for social skills programming and not 1:1, at the beginning of each session a BT/RBT/TM/RC should be identified for each grouped individual who is the point person for documenting and reporting any incidents or injuries during that session.**
- 3. The supervising BT/RBT/TM/RC/ should tend to any medical attention the client injury warrants (i.e., providing an ice pack, putting on a band-aid).**
- 4. Once the child has gotten the required medical attention (as needed) the BT/RBT/TM/RC is responsible for completing an *incident form* (if physical management of any kind was involved).**

Incident Reporting Protocol

5. Client incident forms should be located in the center or the client's master program binder.
6. If there are no copies available, the BT,RBT,TM,RC is required to write down pertinent incident information on a separate sheet of paper and get all required signatures.
7. The official reporting form should be completed within 24 hours of the incident.
8. If needed, BT,RBT,TM,RC should ask another adult to supervise child (i.e., parent, another staff, clinician, etc...) while they complete the necessary paperwork and documentation.
9. Once paperwork is completed, 3 photocopies need to be made (one copy for parent, one copy for clinician, one copy for child's file).

Incident Reporting Protocol

- 10. Please be sure to get all signatures on this document (i.e., clinician and parent).**
- 11. A completed form should be given to the parent before the end of that day's session and the child file and clinician copies should be delivered within 48 hours.**
- 12. The child's clinician and the parent should be notified of the incident via phone message no later than 24-hours after the incident (preferably before the child gets home from the session for parent contact).**
- 13. For any incidents involving physical management or an injury to a child, please contact the case clinician within 48-hours and they will determine the potential need for a staff debriefing meeting to review the incident and outline steps to be taken so that these incident's do not occur in the future.**

Incident Reporting Protocol

An incident form requires the following information:

- **Date of incident**
- **client initials**
- **staff/BT initials**
- **location of incident**
- **individuals involved**
- **antecedents to incident**
- **specific behavior requiring physical management**
- **interventions used and why**
- **frequency and duration of physical management**
- **name of staff involved**
- **parent signature**
- **clinician signature**
- **Staff signature.**

Incident Reporting Form

Complete this form immediately after any child or staff related incident. The BCBA/LABA should be notified by telephone or via email as soon as possible and receive a copy of this form within 24 hours or the next business day.

Date of Incident: 8/21/2018	Date/Time BCBA Notified: 8/21/2018 at 3:45 p.m.	Date/Time Clinical Director Notified 8/21/2018 at 4:15 p.m.
Date/Time Parent(s)/Guardian Notified: 8/21/2018 at 5:00 p.m.		Who Notified the Parent/Guardian: John Walker (Behavior Therapist)
Person Completing Form: John Walker (Behavior Therapist)		

ALL REPORTS ARE TO BE SUBMITTED TO THE BCBA/LABA ON THE CASE AND THE CLINICAL DIRECTOR VIA EMAIL AT JZEIGLER@AUTISMALLIES.COM.

Information on Incident		
Date of Incident/Accident: 8/21/2018	Time of Incident/Accident: 2:30 p.m.	Name of Person(s) involved (Initials Only for Clients): JB, JD, WW
Location of Incident/Accident (address, room, etc.): Autism Allies Center- main treatment room near circle area		

Incident Reporting Form

Antecedents (Client Behavior Before Incident/Accident)	Client was playing with blocks on table near circle time and was directed to clean up and go sit down for circle. BT used first/then language and set a timer for 2 minutes giving verbal and visual transition warning before direction to clean up. BT used concise language and followed BSP protocol for noncompliance before behavior escalated. BT also used visual schedule to remind client what it was time for and when the next break was.
Specific Behavior that Caused Incident or Prompted Physical Management	<i>If no physical management check this box ☐</i> Client swiped blocks off table and immediately began hitting peer next to them in the face with a closed fist. Aggression was unable to be blocked and redirected and peer could not be safely moved.
Types of Intervention used and why (may include supportive guide, escort, time out, physical management, or deescalation strategies)	Safety-Care 2 person seated stability hold was used because the aggression was escalating and the BT was unable to successfully redirect client away from peer to a safe area.

Incident Reporting Form

Staff Involved in Physical Management	<i>If no physical management check this box</i> ☐ John Walker and James Beam
Frequency and Duration of Physical Management:	<i>If no physical management check this box</i> ☐ 1 hold for 3 minutes 45 seconds.
Client Behavior Following Intervention (remember to do a check to ensure individual is physically OK)	<i>If no physical management check this box</i> ☐ Client began to cry and relaxed body and was not struggling with staff and met calm criteria for release, BT did body check and no marks were found post restraint.
Individuals who Witnessed the Incident or Physical Management	<i>If no physical management check this box</i> ☐ Homer J. Simpson and Maurice Sizlak

/

Complete only if Incident Required Emergency Response	
Police Station Name: _____	Police Report Attached ___ Yes ___ No
Fire Department Name: Not Applicable	
Ambulance Service Name: _____	

Parent Signature	
Parent Signature: _____	Date: 8/23/2018
Parent give a copy of report: Date: 8/22/2018 By Whom: George Costanza-BCBA	

Central Mass Clinical Associates Inc 2021

Client Injury Reporting

- The injury protocol is the same as the incident protocol in regard to steps taken and signatures required.
- An injury reporting form requires the following information:
 - Date of report/incident causing injury, date of notification of pertinent individual's (parent, clinician, clinical director), name of person completing form, date of injury, time of injury, client initials, location where injury occurred, description of events leading up to injury, description of events that cause injury, description of injury, description of on-site care given, description of off-site care given, signatures of parties involved.

Physical Management Policy

- **Physical restraints shall be used only in emergency situations as a last resort.**
- **Per Massachusetts regulation, physical management will only be used if “...a student’s behavior poses a threat of assault, or imminent, serious, physical harm to self or others and the student is not responsive to verbal directives or other lawful and less intrusive behavior interventions, or such interventions are deemed to be inappropriate under the circumstances.”**

Physical Management Guidelines

- Prior to any use of physical management, less restrictive methods of de-escalating behavior (as outlined and modeled by certified trainers as part of the *Safety Care™ Behavioral Safety Training*) will be used and documented.
- Physical management of any kind may not be written into an individual's behavior intervention plan as a component of treatment or response to instances of challenging behavior.
- The use of a restraint shall be used only in emergency situations as a last resort, after other lawful and less intrusive alternatives have failed or been deemed inappropriate.
- Caregivers are a critical component of the Team and will provide input, review plans, and have any questions or concerns addressed.

Physical Management Guidelines

- These procedures are communicated to all staff to create a clear understanding about how staff will respond, structure the environment and identify replacement skills to be taught.
- The use of physical management as a response in an emergency situation will be utilized only with extreme caution following the regulation 603 CMR 46.00.
- In the event that physical management is required to protect the safety of the individual, staff, and/or others, CMCA has enacted policies and procedures to ensure the proper use of physical management and restraint to prevent or minimize any harm to the individual and others as a result of the use of restraint.
- All staff are trained and certified in the de-escalation and physical management of challenging behaviors.

Physical Management Guidelines

- **Following the use of any physical management procedures staff will document the incident on the CMCA incident reporting form.**
- **The clinician that is assigned to the case will be notified immediately of the incident and the Clinical Director will be notified within 24-hours of the incident.**
- **All caregivers will be notified of the incident within 24-hours.**
- **All parties involved, including witnesses to the physical management procedure, will be required to attend a clinician-led debriefing meeting.**
- **The staff debriefing meeting will be scheduled by the supervising clinician in order to address any incident and create steps to be taken to decrease the likelihood of any future use of physical management.**

VII. Workplace Guidelines

Hours of Work

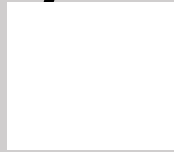
- **Employees are expected to be at their work area, ready to work at their scheduled time.**
- **Employees will be given their individual duty hours upon hire and at the time of any change in position.**

Attendance and Tardiness

- **Employee attendance is a major concern of CMCA.**
- **Unsatisfactory attendance including tardiness and leaving work early is unacceptable performance.**
- **Employees will be rated in their performance appraisal in the categories of attendance and punctuality.**

Attendance and Tardiness

- If an employee is sick or injured and cannot come to work, they must notify a supervisor no later than 2 hours before their scheduled session.
- The administrative team reserves the right to require proof of illness, injury or accident, including a doctor's statement or notice for any temporary disability.



Attendance and Tardiness

- **Repeated absences, excessive absences (excused or unexcused) or a pattern of absences are unacceptable job performance.**
- **If an employee is absent for three consecutive days and has not provided proper notification, CMCA will assume that the employee has abandoned their position and may be treated as having voluntarily terminated employment with the company.**

Attendance and Tardiness

- **Employees shall be at their designated workstation ready to begin work at the start of their scheduled work time or resumption of work duties.**
- **If employees are not prepared, they will be considered tardy. Excessive tardiness, whether excused or unexcused, constitutes unacceptable work performance.**

Attendance and Tardiness

- All absences are to be arranged as far in advance as possible. This includes vacations and time off for other reasons.
- If a doctor or dental appointment must be scheduled during the workday, it should be scheduled as early in the morning or as late in the afternoon as possible.

Call Out/Cancellation Policy

- 1. Call the client's parent and inform them that you're canceling a session and for what reason**
- 2. Arrange a make-up session**
- 3. Call your clinical supervisor and inform them that you're canceling and the date you've arranged to make up**
- 4. Email the office at admin@centralmassca.com or text (774)217-0011 to let us know that you're calling out and that you've completed steps 1 and 2 above**
 - Given the need for consistency in implementation of scheduling, we take cancellations very seriously**
 - Repeated cancellations without justifiable reasons and not following the steps listed above could be grounds for disciplinary action, up to and including termination**

Parent Cancellation Policy

If a parent contacts you to cancel a session, please follow these steps:

- 1. Schedule a make-up session as soon as possible**
- 2. Contact your clinical supervisor to let them know of the cancellation**
- 3. Email the office at admin@centralmassca.com or text (774)217-0011 to let us know that parent's have cancelled and the date of your make-up session**
- 4. If cancellation notice is sent less than 2 hours before the start of the session, staff have the option of reporting to the office for re-assignment of duties to compensate for the lost session.**

Resignation

- **Employees are requested to provide a minimum of two weeks' written notice of their intent to resign.**
- **An employee's notice of resignation to voluntarily terminate employment with CMCA should be submitted to their supervisor or manager.**

Termination

- All employment with CMCA is “at will” employment.
- This means that the employee has not been hired for a specified duration, but that they can terminate their employment with the company, or the company can terminate the employment relationship at any time, with or without cause, and with or without prior notice.

Personal Appearance/ Hygiene Policy

- **CMCA requires all employees to present a professional image to the public and clients**
- **Accordingly, employees must wear appropriate attire while at the office or conducting company business**
- **Casual attire is permitted for all hourly employees**
- **Expensive clothing is not necessary for a well-groomed appearance**
- **Clothing should be clean and neat in appearance**

Dress Code Policy

The following items are not considered appropriate work attire:

- Bare feet, flip flops or open-toed shoes
- Spandex, sweats, or work out attire (including leggings)
- Pants, shorts, or skirts worn below the waistline
- Sexually provocative clothing or exposed undergarments
- Clothing with offensive slogans or pictures
- Clothing showing wear and tear
- Any clothing or accessories that would present a safety hazard
- Tattoos that are not appropriate in content
- Spaghetti strap or strapless dresses
- Sleeveless clothing
- Skirts must be 2 inches above the knee or longer

Personal Appearance Policy

- All employees are expected to maintain clean and appropriate oral and bodily hygiene
- Hair (including facial hair) should be clean and neat
- Accessories should be moderate and business-like and should not interfere with an employee's work
- The excessive use of perfume or cologne is unacceptable, as are odors that are disruptive or offensive to others or may exacerbate allergies

Health Insurance Portability and Accountability Act (HIPAA)

- **HIPAA stands for the Health Insurance Portability and Accountability Act.**
- **This act is set up to ensure that all private client information is protected and remains confidential.**
- **The HIPAA “Privacy Rule” states that all client information is not to be discussed or disclosed to anyone outside of the individual’s providing direct treatment (i.e., ABA services, CBHI, SUD).**

HIPAA: The Security Rule

- The “security rule” specifies safeguards to protect electronic-based health information (includes safeguards practitioners must follow to protect electronically stored client health information).

HIPAA: Protected Health Information (PHI)

- **Individually identifiable information, included demographic information related to the individual's physical or mental health, the provision of health care to the individual, and payment history for the provision of care.**
- **Includes a client's name, address, town or city of residence, age, date of birth, parents/guardian information, school attended, phone numbers, photos, medical record numbers, SSI numbers, and diagnosis.**

HIPAA: Guidelines to Know

- 1. Never discuss client information in public or with people outside of their direct clinical team.**
- 2. Never leave client information (i.e., binders, data sheets, assessments, graphs, etc...) in an unsecured location (especially outside of a client's home or the CMCA Center).**
- 3. When in doubt use initials when speaking about clients (i.e., Jane Doe=JD).**
- 4. Strict guidelines are also in place regulating electronic dissemination of PHI (i.e., via email, text, etc...)**
- 5. When in doubt about HIPAA related issues ask your clinical supervisor.**
- 6. Do not leave documents with client information on them in your car**

HIPAA: Guidelines to Know

- 7. Don't leave any bags with client information in it in your car. It must stay with you.**
- 8. Keep voices down when talking about cases with others in public.**
- 9. Return client documents to office or client home as soon as possible to prevent others from seeing them or it getting lost.**
- 10. Send all electronic documents with personal client information through a secure Email Account.**
- 11. Do not write the name of the child in the subject section of the email.**

HIPAA: Guidelines to Know

- 12. Keep documents about the child in a locked filing cabinet at all times. All documents should be “double locked” (i.e., in a locked filing cabinet behind a locked door.)**
- 13. Don’t talk about client information to those not authorized to know about it. Disclosure is made only upon authorization from the client through verbal agreement or a written authorization form.**
- 14. Disclose information only to individuals with a business to need to know and then only the minimum necessary to accomplish the job.**
- 15. Do not leave information about the child out on a desk or table.**

Mandated Reporting

- **A mandated reporter is anyone who comes into contact with children, senior citizens, or people with disabilities within the course of their work.**
- **You are a mandated reporter because of your job.**
- **Federal law requires Mandated reporters to report any suspected instances of abuse that they may come across in working with these populations.**
- **You are legally responsible to bring forward to proper authorities any potential abuse or neglect.**

Mandated Reporting Guidelines

- **Signs of potential abuse or neglect could include physical reactions to others, marks, bruises, or other erratic behavior when around certain individuals.**
- **Abuse can be physical, sexual, or emotional in nature.**

Mandated Reporting Guidelines

- **Communication, documentation, and appropriate reporting of any scrape, bump, bruise, or mark is essential.**
- **Always complete injury and/or incident reports and contact appropriate individuals.**
- **Documentation of all incidents or suspected abuse is mandatory... call immediately and put everything in writing.**

Ethics and Professionalism

- **CMCA employees are held to a high ethical standard by the BACB (Behavior Analyst Certification Board) Professional and Ethical Compliance Code.**
- **This code covers a number of areas including responsibilities to clients and families, responsibilities to provide and monitor effective, evidence-based programming, responsibilities to provide effective supervision, maintaining professional boundaries, and other ethical obligations.**

Ethics and Boundaries

- **Avoid unprofessional relationships and conflicts of interest with clients and families.**
- **Avoid giving favors to clients or taking favors from clients.**
- **Avoid giving gifts to clients or accepting gifts from clients or families.**
- **Don't buy or bring items or reinforcers for clients, unless it has been approved by a direct supervisor**
- **Don't share personal information with clients or caregivers (i.e., where you live, relationship information, personal problems, etc..)**
- **Ask supervisor if you are unsure of professional boundary lines.**

Ethics and Boundaries

- **Don't share any client information with others (i.e., name, diagnosis, school, town where they reside with others, etc...).....HIPAA applies everywhere!**
- **Always speak with others in a professional way avoiding overly casual language, innuendo, profanity, etc...**
- **Be careful with social media and sharing any potential identification information (pictures are a serious HIPAA violation unless there are specific waivers signed by clients or their family).**

Effective Communication

- **Communication is the key to any professional relationship.**
- **Effective communication helps to:**
 - **Keep us aware of program and schedule changes**
 - **Build rapport with families, supervisors, and co-workers**
 - **Avoid confusion over policies, procedures, or guidelines.**
 - **Model and teach clients that effective communication is an essential social skill to have.**

Communication with Supervisors

- Regular supervision is the key to communication and professional growth.
- Supervision includes direct training and modeling, receiving corrective and positive feedback, evaluation of job performance, and review of programs, policies, and data.



Overview of Supervision

- The clinician will conduct weekly or bi-weekly clinical supervision in the home or center while you are there.
- He/she will check the data sheets, observe therapy, advise you on interventions, help problem solve, model and train you on strategies and programs, and add or change goals and programs as needed.
- If you notice a potential new goal area, bring it to the attention of the Supervisor, who will want to collect baseline data before starting treatment.
- Don't create your own interventions but do share your ideas with your supervising clinician.

Supervision Guidelines

- The staff must be available for supervision at all times.
- This means that they must follow the schedule created by the clinician (with no exceptions)
- If a parent tries to change the schedule, you must have this approved by the clinician before enacting any changes.
- Clinicians have the right to show up for supervision unannounced to conduct “spot checks” for effective programming.
- Staff are required to follow any action plans or directives given by their direct supervisor.
- If they have any concerns about directives, staff must follow the appropriate conflict resolution procedures outlined in the employee handbook.

Performance Feedback

- Feedback from families, supervisors, clients, etc... is essential for making programmatic progress at CMCA.
- Receiving feedback is a key part of supervision.
- When receiving feedback, it is important to actively listen, remain respectful, avoid becoming defensive, and follow through with any suggested action plans.
- Feedback can be used to grow as an individual, learn from mistakes, learn new skills, and advance professionally.

Communication Guidelines

- The more communication the better (i.e., verbal communication, email, notes, text, phone calls, etc..)
- All schedule changes must be communicated to a supervisor immediately.
- Communicate any parent concerns or feedback to your supervisor as soon as possible.
- Communicate any need for sick time or inability to come to work as soon as possible so that the supervisor can attempt to find coverage for the client.
- Communicate any vacation or time off requests at least 2 weeks prior to the date you would like off.
- Communicate any major behavioral issues, incidents, or injuries to a direct supervisor as soon as possible.

Why is there a section on “Cultural Competence”?

- We work with a diverse group of clients and families with diverse cultural backgrounds.
- To make the most progress it is essential to build a good rapport with the family.
- Rapport building involves respecting their culture, values, and other family requests.
- In order to be sensitive to these variables, we must be culturally competent when working with the populations we serve.

Cultural Competence Decoded

- Culture can be defined as any traditions, principles or guides of behavior that are shared among members of a particular group.
- Behavioral codes, values, norms, beliefs, customs, communication, art, music, food, literature, and clothing are all tangible aspects of culture.
- Ethnic groups, businesses, neighborhoods, and even sports teams have cultures.
- There is diversity within cultures and we are all members of many cultures.

Cultural Competence

- **Cultural Competency is the integration and transformation about individuals and groups into specific policies, procedures, practices, and attitudes used across settings to increase the overall quality of services.**
- **The key is to individualize and respect the individuality of each family and their culture.**

Cultural Competence

**“People’s religion, culture, and ethnicity often are not just facts about them, but are central to their self-definitions
....one reason that can be given for respecting diversity is that to fail to do so is to reject who people are. It is to deny their worth.
(Strike, Haller & Soltis, 2005)**

- Respecting others for who they are and what they believe leads to effective rapport building and better outcomes for the client and their family.**