



DIRECT SUPPORT PROFESSIONAL MANUAL

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MISSION OF ABLED

Serving Jesus Christ by enabling people living with developmental disabilities to creatively explore and live full meaningful lives in their communities.

PRINCIPLES

To fulfill its mission, ABLED believes:

- Every person was created with value and purpose.
- Every person should be treated with dignity and respect.
- Every person can grow and learn through community experiences.
- Every person should enjoy life, liberty, and the pursuit of happiness.
- Every person has the right to be the primary decision maker in his/her life and carries the responsibility for the direction it takes.
- Every person is protected by the full weight of the United States Constitution and its amendments.

PHILOSOPHY

In keeping with the mission and principles of ABLED, Day Support services are directed at developing, improving, or maintaining skills to maximize employment and community inclusion.

I. SCOPE OF DAY SUPPORT SERVICES

Employee shall:

1. Provide input and participate in the development of the participant's Individual Support Plan ("ISP") as required by the Nebraska Department of Health and Human Services ("DHHS").
2. Follow the ISP, addressing all aspects of the participant's life as identified by the ISP.
3. Provide habilitation services, namely ongoing intensive or intermittent face-to-face training and support in the community or in home so the participant can learn life-related and/or work-related responsibilities, skills, and behaviors in accordance with the ISP.
4. Monitor the personal funds of the participant as needed and keep accurate records of these funds as required. Employee shall maintain and submit monthly records as prescribed by ABLED's Funds Management Policy and DHHS Policy. Employee must refund to the participant any misspent or non-receipted funds.
5. Provide safe and reliable transportation for the participant.
6. Encourage and afford the participant to attend and participate in the participant's family, community, and preferred activities.



7. Provide training and support to the participant to increase life skills that support increased independence and community integration.
8. Follow all ABLED Policies and Procedures. Any reference in the policies and procedures to “Staff” will apply to “Employee” unless it is not practicable, or it is expressly stated otherwise.
9. Provide all services and documentation required of the Employee by ABLED’s Policies and Procedures, DHHS, and Nebraska or Federal Laws and Regulations.
10. Acknowledge, represent, and warrant that employee has received a copy of and is familiar with ABLED's Policies and Procedures which are available at www.abledinc.com.
11. Treat all information regarding the participant as strictly confidential in compliance with ABLED's Confidentiality Policy and applicable Nebraska and Federal Laws including the Health Insurance Portability and Accountability Act ("HIPAA").
12. Inform ABLED at least 48 hours prior to any travel involving the participant and the phone numbers where the participant and employee can be reached while traveling.
13. Ensure that any person transporting participant is a licensed driver with valid Motor Vehicle Insurance in an amount not less than that required by law and provide proof of compliance to ABLED upon request.
14. Obtain all training and demonstrate competency required by Nebraska and Federal Laws and Regulations and ABLED's Policies and Procedures.
15. Assume the charges for any missed appointments with participant's service providers that result in charges to ABLED or the participant if missing the appointment was the fault of employee.
16. Immediately report to ABLED and all appropriate State and local agencies as required by law, any act or condition required to be reported by law or regulation, including, without limitation, any abuse, neglect, injury or illness involving the participant.
17. Follow all ABLED's documentation requirements whether now existing or subsequently adopted by ABLED, including the utilization of any electronic communication/ documentation systems required by ABLED.
18. Promptly make all records relating to participant available to ABLED at ABLED's request. Assume the charges for any missed appointments with participant's service providers that result in charges to ABLED or the participant if missing the appointment was the fault of employee.
19. Immediately report to ABLED and all appropriate State and local agencies as required by law, any act or condition required to be reported by law or regulation, including, without limitation, any abuse, neglect, injury or illness involving the participant.
20. Follow all ABLED's documentation requirements whether now existing or subsequently adopted by ABLED, including the utilization of any electronic communication/ documentation systems required by ABLED.
21. Promptly make all records relating to participant available to ABLED at ABLED's request.
22. Obtain a satisfactory Background Check prior to serving participants alone.



II. OPERATIONS

A. CHAIN OF COMMAND

ABLED, Inc. is governed by the ABLED, Inc. Board of Directors. However, the Board grants the Chief Executive Officer authority to administer the programs of ABLED, Inc. with the support of office personnel and the executive staff. ABLED, Inc. Operations are managed by the EVP Operations.

Residential Service Providers and Day Service Providers report to the EVP Operations.

Do not hesitate to ask the ABLED Executive Team if you have questions regarding the chain of command.

B. WORK SCHEDULE

Each employee's work schedule is individualized based on the needs of the people supported and based on those needs. Your supervisor will review your work schedule with you and answer any questions regarding your schedule. However, your work schedule may change as necessary to meet participant's needs.

C. SCHEDULE CHANGE

If you are unable to work for any reason, you must notify the EVP Operations as soon as possible. ABLED's EVP Operations manages scheduling and all staffing changes.

D. HOURS OF OPERATION

All hours of operation will be between 9:00 am – 4:00 pm, Monday through Friday, unless approved by ABLED's Administration.

E. TRAINING

Employee will complete ABLED Orientation Training prior to providing Support Services which includes training on Abuse, Neglect, and HIPAA. Employee shall complete required 180-day training prior to serving with ABLED for 180 days. Employee shall be certified in CPR and First Aid. Before passing any medications, employee must be Med Aide Certified. If required by the participant's Safety Plan, employee shall complete Mandt Training to deescalate and protect the participant. All staff receive follow-up training as necessary and appropriate. Staff training needs are identified through a combination of surveys, Staff Development Reports, performance reviews, and direct contact with co-workers by the QA/QI Committee.



F. RECORD MAINTENANCE

Employee agrees to complete the required daily record maintenance on Therap Services or on any subsequent electronic recording program utilized by the Department. Daily completion of Tlogs, Attendance, and Programs in Therap is required for payment to be made for services provided. If employee passes medications to the participant, employee must be Med Aide certified and record the passing of medications immediately on the participant's Medication Administration Record (MAR) in Therap. Employee should document General Event Reports (GERs) and any other data as needed.

III. COMMUNICATION

An essential skill all successful ABLED, Inc. staff must have is the means to communicate effectively with others. How each staff communicates with others within the organization has a great impact on the quality of life of the people we support. The positive relationships or lack thereof can mean the difference between success and failure. The more effectively we communicate with others, the more satisfying and successful the lives of the people we support.

A. COOPERATION

Employee shall maintain regular communication with ABLED regarding participant's physical and mental condition. Employee must submit all General Event Reports to ABLED within 24 hours of an incident and must immediately contact one of ABLED's Administrators in the event of a serious incident as defined by the Department.

B. CONFIDENTIALITY

Employee will maintain the participant's confidentiality and comply with HIPAA in accordance with applicable laws, regulations, and policies.

C. REPORTING POLICY VIOLATIONS

Policy violations should be immediately reported to a member of ABLED's Executive Team.



IV. CODE OF CONDUCT

A. SAFETY

1. Fires: Staff are encouraged to periodically review evacuation procedures while with participants while in the community
2. Tornado & Severe Weather: The safest in public buildings such as office buildings, movie theaters, shopping centers, and restaurants, is an interior hallway on the lowest floor or to a designated shelter area. In open country, move away from the tornado's path at a right angle. If there is little or no time, lie flat in the nearest depression or ditch with your hands shielding your head. Do not try to outrun the tornado. Staff are encouraged to periodically review safety procedures with participants.
3. Emergency Contact: Staff are encouraged to periodically review emergency contact information with participants, EFH, other staff and/or guardian.
4. Substance Abuse & Weapons: Possession or use of non-prescription drugs, alcohol or weapons is prohibited.

B. INTEGRITY

ABLED, Inc. staff are expected to maintain the highest degree of integrity. This requires that they are honest and trustworthy in all matters which leads to the best possible services. Staff must have a strong work ethic doing everything with a consideration of the value being added to a participant's life. They must exhibit loyalty by honoring the mission of ABLED, Inc.

C. NONDISCRIMINATION

ABLED is an anti-discrimination and anti-harassment workplace. State and federal legislation brought on by the civil rights movement of the 1960s protects employees from discrimination based on factors not directly related to the quality of their work. These include but are not limited to:

Age

Race/color

Religion

Pregnancy

Disability



D. NO CONTRACTUAL INTERFERENCE

Employee acknowledges that ABLED has an ongoing interest in the well-being and continued provision of services to the participant. Employee understands that ABLED has entered into contracts with third parties for the participant's wellbeing and the provisions of these services. Employee agrees that employee will not interfere with ABLED's contractual relationships regarding the participant and will not take any action or fail to act in any way that would reasonably be expected to jeopardize ABLED's ability to continue to provide services to participants.

E. TERMINATION

ABLED does not offer tenure or any other form of guaranteed employment. Either ABLED or the employee can terminate the employment relationship at any time, with or without cause, with or without notice. ABLED shall have the right to terminate employee with or without advance notice upon the occurrence of any of the following circumstances:

1. The participant dies.
2. The participant expresses the desire for a change to his/her staff and the ISP Team determines that a change in staff would be in the best interest of the participant.
3. Employee has been charged with a criminal offense.
4. Employee has breached an obligation of employment or failed to satisfy required conditions of employment.
5. The participant is incarcerated in a correctional facility or transferred to a nursing home or other living arrangement.
6. After the thirty-first (31st) consecutive day of hospitalization of the participant by providing five (5) business days written notice to the employee.
7. ABLED determines, in its sole discretion, that the participant is in a dangerous, unsafe, or unhealthy situation; or if abuse or neglect is suspected; or if, in the sole discretion of ABLED, the best interests of the participant require that employee's relationship with the participant be terminated.
8. The funding that ABLED receives from public sources, including State and federal sources, for the purpose of supporting the participant is eliminated or reduced.
9. ABLED, in its discretion, determines that employee has violated its duty to protect the health, safety or welfare of the participant, or that its Policies and Procedures otherwise are not being followed by employee.
10. A license or certification required of employee by law or regulation has lapsed or been



suspended or terminated.

11. Employee is placed on the APS/CPS Registry or the Nebraska State Patrol Sex Offender Registry.
12. Employee has misappropriated the participant's funds.
13. Employee failed to follow ABLED's General Event Reporting (GER) Policy.
14. Participant or participant's legal guardian terminates services between participant and ABLED.
15. Employee fails to carry insurance as required by ABLED.
16. Employee uses an unauthorized staff for temporary substitute services.
17. Employee breaches any other ABLED policies and fails to cure such breach within fifteen (15) days of receiving notification of such breach from ABLED.
18. Upon the occurrence of an event described under subsections 2-17 above, ABLED shall have the option to suspend employment with or without advance notice by removing the participant until employee comes into compliance, in which case employee will not be paid for the period of suspension.

V. COMPENSATION AND BENEFITS

A. HIRING DOCUMENTS

- A. Form I-9 and E-Verify: Employee is required and hereby agrees to use the federal immigration verification system to determine the worker eligibility status of any persons employee employs. Federal immigration verification system refers to the electronic verification of the work authorization program, known as the E-Verify Program. The employee understands and agrees that lawful presence in the United States is required for employment and can be terminated if such lawful presence cannot be verified.
- B. W-4: Employee must complete Form W-4 before receiving their first paycheck. This form includes information on marital status, number of dependents, and designated additional withholding amounts. It is used to calculate withholding for federal income taxes.
- C. Job Application Form: Employee must complete a job application with the most current and accurate information.
- D. Background Checks: Employee agrees to complete both a Criminal and APS/CPS background check. ABLED, Inc. will determine whether employees found to be listed on CPS/APS Central Registries or found to have a criminal history present risk of abuse, neglect, exploitation, or sexual misconduct to participants served.



B. COMPLETING ATTENDANCE

All staff will complete their Attendance in Therap each day they work. Time In and Out is required for all Attendance marked as “Present”. Payroll is completed every month on the last day of the month. ABLED strives to post payroll deposits in a timely manner each month.

C. OVERTIME

Overtime is the amount of time someone works beyond 40 hours per week. No overtime will be scheduled or worked without prior approval from EVP Operations.

D. PERSONAL TIME OFF

ABLED, Inc. does not pay for time off.

E. GROUP HEALTH PLAN

A group health plan provides medical care for participants or their dependents through insurance. ABLED offers a group health plan. Employees may elect to join ABLED’s group health plan at their own cost.

F. FAMILY MEDICAL LEAVE

The federal government's Family Medical Leave Act requires that employers of certain size must provide employees with up to 12 weeks unpaid leave during any 12-month period for the birth or care of a child, to care for an immediate family member with a serious health condition, or if the employee has a serious health condition.

G. HOLIDAYS

ABLED, Inc. does not observe holidays since we work with participants requiring care each day of the year. ABLED leaves it to the discretion of the ISP Team and the participant’s guardian to determine when time off is required. ABLED will be closed for vocational services on days when the local public schools are closed due to weather. The local public school is the school district wherein the participant resides.