



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, Direct Support Services are directed to develop, improve, or maintain skills to maximize employment and community integration.

I. SCOPE OF DIRECT SUPPORT SERVICES

A Direct Support Professional (“DSP”) is an ABLED Employee. DSPs 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. DSP shall maintain and submit monthly records as prescribed by ABLED’s Funds Management Policy and DHHS Policy. DSP 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” or “Employee” will apply to “DSP” unless it is not practicable, or it is expressly stated otherwise.
9. Provide all services and documentation required of the DSP by ABLED’s Policies and Procedures, DHHS, and Nebraska or Federal Laws and Regulations.
10. Acknowledge, represent, and warrant that DSP 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 DSP 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 DSP.
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.
19. 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. The Board grants the Chief Executive Officer authority to administer the programs of ABLED, Inc. with the support of executive and administrative staff. Direct Support Professionals report to the Human Resources Manager.

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

B. WORK SCHEDULE

Each DSP's work schedule is individualized based on the needs of the people supported and based on those needs. The Human Resources Manager 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. ABSENCES

All time off requests must be approved by the Human Resources Manager and received 2 weeks in advance. Calling in more than 3 times within a 6-month period may result in termination or reassignment. Absences lasting more than 3 days will require a doctor's note.

D. HOURS OF OPERATION

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

E. TRAINING

1. SLP will complete ABLED Orientation Training prior to providing Support Services which includes training on Abuse, Neglect, and HIPAA.
2. SLP shall complete the required 180 Day Training prior to serving with ABLED for 180 days.
3. SLP shall be certified in CPR and First Aid.
4. Before passing any medications, SLP must be Med Aide Certified.
5. SLP shall complete Mandt Training (or equivalent) to deescalate and protect the Participant within 180 days or when required by the Safety Plan.
6. SLP shall complete training on each participant's Individual Support Plan and any medical, behavioral, or safety protocols to whom they provide direct services.
7. All staff receive follow-up training as necessary and appropriate.



8. 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

Documentation must be sufficient, current and accurate to verify the delivery of services and comply with state and federal laws and regulations. Staff will:

1. Complete the required record maintenance using their assigned log-in for Therap Services or any subsequent electronic recording program utilized by DHHS. Therap timestamps clearly identify the date, time and person making the entry.
2. Complete Tlogs, Attendance, and Programs in Therap within 24 hours of providing services.
3. Record passing of medications to the participant immediately on the participant's Medication Administration Record (MAR) in Therap. SLP must be Med Aide certified.
4. Maintain financial, medical and any other records within 24 hours upon completion of the transaction or service.
5. Complete General Event Reports (GERs) within 24 hours of the reportable incident occurring.
6. Document utilizing third-person language. (ex. "Staff assisted participant.")
7. Report facts and refrain from expressing personal opinions. (ex. "I feel that the day went well.")

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

DSP shall maintain regular communication with ABLED regarding participant's physical and mental condition. DSP 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

DSP 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 place in public buildings such as office buildings, movie theaters, shopping centers, and restaurants, is an interior hallway on the lowest floor, or 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 to add value to the 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

Sex (including pregnancy, gender identity, and sexual orientation)

National Origin



Disability

D. NO CONTRACTUAL INTERFERENCE

DSP acknowledges that ABLED has an ongoing interest in the well-being and continued provision of services to the participant. DSP understands that ABLED entered into contracts with third parties for the participant's wellbeing and the provision of these services. DSP agrees that DSP 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. ABLED or the DSP may terminate the employment relationship at any time, with or without cause, with or without notice. ABLED shall have the right to terminate DSP 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. DSP has been charged with a criminal offense.
4. DSP 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 DSP.
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 DSP'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 DSP 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 DSP.

10. A license or certification required of DSP by law or regulation has lapsed or been suspended or terminated.

11. DSP is placed on the APS/CPS Registry or the Nebraska State Patrol Sex Offender Registry.

12. DSP has misappropriated the participant's funds or property.

13. DSP failed to follow ABLED's General Event Reporting (GER) Policy.

14. Participant or participant's legal guardian terminates services between participant and ABLED.

15. DSP fails to carry insurance as required by ABLED.

16. DSP uses unauthorized staff for temporary substitute services.

17. DSP 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 DSP comes into compliance, in which case DSP will not be paid for the period of suspension.

V. COMPENSATION AND BENEFITS

A. HIRING DOCUMENTS

- A. Form I-9 and E-Verify: DSP is required and hereby agrees to use the federal immigration verification system to determine the worker eligibility status. Federal immigration verification system refers to the electronic verification of the work authorization program, known as the E-Verify Program. The DSP 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: DSP 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: DSP must complete a job application with the most current and accurate information.
- D. Background Checks: DSP 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

ABLED pays employees overtime when they work over 40 hours a week. No overtime will be scheduled or worked without prior approval from the Human Resources Manager.

D. PERSONAL TIME OFF

ABLED, Inc. pays Direct Support Professionals one hour of Paid Time Off for every 25 hours worked. PTO must be used by November each year. Any unused PTO will be paid out with the December payroll. DSPs must notify the Human Resources Manager two weeks in advance before using PTO so that proper staffing of participants is maintained. ***By signing the Employee Acknowledgment, DSP agrees that ABLED will not pay out any unused PTO to DSP upon termination. DSP must be in “Good Standing” before using or being paid for PTO.***

E. GROUP HEALTH PLAN

A group health plan provides medical care for participants or their dependents through insurance. ABLED offers a group health plan. DSPs may elect to join ABLED’s group health plan. DSP and ABLED will contribute to the 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.