

Billy's Supportive Hands, LLC.

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“Together, helping our clients meet their highest potential.”

Billy's Supportive Hands, LLC.

“Providing total care for the intellectual and developmental challenged”

Employee Policies and Procedures Handbook

Mission:

Billy's Supportive Hands, LLC. mission is to partner with those individuals with intellectual and developmental disabilities; along with their family members to collectively support the needs of the individual.

Our agency services individuals by providing a one-on-one relationship within a variety of settings and situations. We encourage self-sufficiency, individuality, and foster the idea of promoting one's personal best while building upon healthy relationships and positive interactions.

Rev. 2/2021

By: Nashonda Robinson
Approved By: Godfrey Ngong

TABLE OF CONTENTS:

- Welcome Statement p.4
- Mission Statement p.4
- Our Philosophy p.4
- Our Motto p.4
- Self Determination p.5
- Introduction p.6
- Table of Organization p.7
- Policies and Procedures p.8
- Equal Opportunity Employer p.9
- Rights of People with Intellectual and Developmental Disabilities p.9
- Billy's Supportive Hands, LLC. Confidentiality Policy p.10
- Hiring Process p.11
- Acknowledgment of Payroll Deduction p.12
- New Hire Letter p.13
- Employee Categories p.13
- Training Plan For Direct Support Staff p.14
- Training to Improve Service Delivery p.15
- Before Arriving to Client's Home p.15
- Upon Entering Client's Home p.16
- When Exiting Client's Home p.16
- Behavior and Support Procedures p.16
- Pay Schedule p.16
- Timesheets p.17
- Sleep Time p.17
- Overtime p.17
- Holidays p.17
- Employee Leave p.18
- Employee Insurance p.18
- Personnel Files p.18
- Criminal Record Checks p.19
- Reference Checks p.20
- Employee Fitness p.20
- Physical Examination, Hepatitis- B shot and TB Test p.20
- Employee Contracts p. 21
- Employee Grievance Procedure p.21
- Client's Grievance Procedure p. 22
- Employee Termination p.22

- Employee Responsibilities p.23
- Employee Appearance and Dress Code p.23
- Violations of Dress Code p.24
- Inclement Weather p.25
- Drug Free Workplace p.25
- Smoking p.25
- Substance Abuse p.25
- Attendance Policy p.27
- Transportation Policy p.29
- HPC Transportation p.29
- Non-Medical Transportation p.29
- Motor Vehicle Check p.30
- Non-Harassment Policy p.30
- General Release p.31
- Service Documentation p.32
- BSH, LLC.'s Internal Quality Assurance and Client Household Check p.32
- Financial Policy p.33
- Universal Precautions p.35
- Infection Control p.35
- Patient Identification p.36
- Hand Washing p.36
- Whistleblower Policy p.36
- Disciplinary Procedures and Process p.37
- Non-Fraternization p.38
- Weapons in the Workplace p.39
- Reporting Abuse, Neglect, and Major Unusual (MUI) Unusual Incidents (UI) p.40
- Negative Written or Verbal Complaints Policy and Process p.41
- Monitoring and Evaluation of BSH Direct Support Staff p.42
- Employee Non-Compete Agreement p. 42
- Employee Handbook Receipt p.43

Important Numbers:

Administration Office: 513-386-9018 Fax: 513-386-9603

In case of Emergency/After Hours:

CEO: Godfrey Ngong Cell: 513-544-6712

Administrator:

Welcome Statement:

Greetings, **Welcome to the Billy's Supportive Hands, LLC. Family!** We are happy that you have decided to join our organization. The following pages of this handbook are designed to inform and guide you through the policies and procedures regarding the treatment and care of the people we serve as well as rights and responsibilities of all employees, it is the goal of our manual to outline our philosophy as well as give support and instruction.

Mission Statement:

It is our objective to provide a community-based, supportive living program that encourages our client's in and out of the community. Billy's Supportive Hands, LLC. will utilize:

- Assistance of individuals with developing and building personal skills within the home and community environments, while accommodating in achieving an improved quality of life.
- Open communication with each participant, family, staff, and other agencies and community resources in order to facilitate coordination and development of services.
- Non-evasive interactions through following the individual needs, wants and goals of each participant.
- Concentration on the "whole" person focusing on, but not limited to, physical, mental, emotional, intellectual and recreational needs of our Clients is our standard of care.

Our Philosophy:

The highest level of service to our clients is manifested in the dedication and diligence of our Direct Support Staff and Administration. We select the best recruits, train them well, and inspire them to be prideful in all of their efforts. With our commitment we can provide the best services for our clients.

Our Motto:

While our clients exhibit different intellectual and developmental challenges, they are never without an ally, because we are there in their time of need in every aspect of their lives.

Self Determination:

YOU CAN DO IT!!

BILLY'S SUPPORTIVE HANDS, LLC. Instills in its staff the strategy of encouraging our client's to do more than they think. To strive to reach higher goals and always use the choices and resources they have to do more for their lives.

BILLY'S SUPPORTIVE HANDS, LLC. Direct Support Staff and Administration are encouraged and expected to promote an atmosphere of love, respect, and care. Our goal is for our client's to feel safe and loved making love and care a reciprocal response. We believe when you give love, you get love in return.

We work with our client's to encourage them to work as hard as they can to persevere and complete what they begin. To become more independent with the belief that they should believe in and love themselves as well as others.

We encourage our client's to reach their highest potential.

Introduction:

This handbook is designed to be used as a guideline concerning your employment with **Billy's Supportive Hands, LLC.** any new revision and or modification to the policies and procedures of this handbook are only authorized by the Founder of this agency and the suggestion of the appointed Director. Please understand that BSH is an at will employment, and that your employment with us is not offered, contracted, or promised for any specific length of time and this handbook is not intended or should not be construed to create an agreement to employ you for any definite period of time or under any specific terms.

For any reason the status of your employment can be modified by the Founder and a written notice will be issued and signed by all authorized appointed parties. At this time, this written and signed order would terminate your duties immediately. (Disciplinary procedures are explained further in this handbook) Once an employee has been terminated from their duties, he/ she will be blocked from any future rehire with BSH.

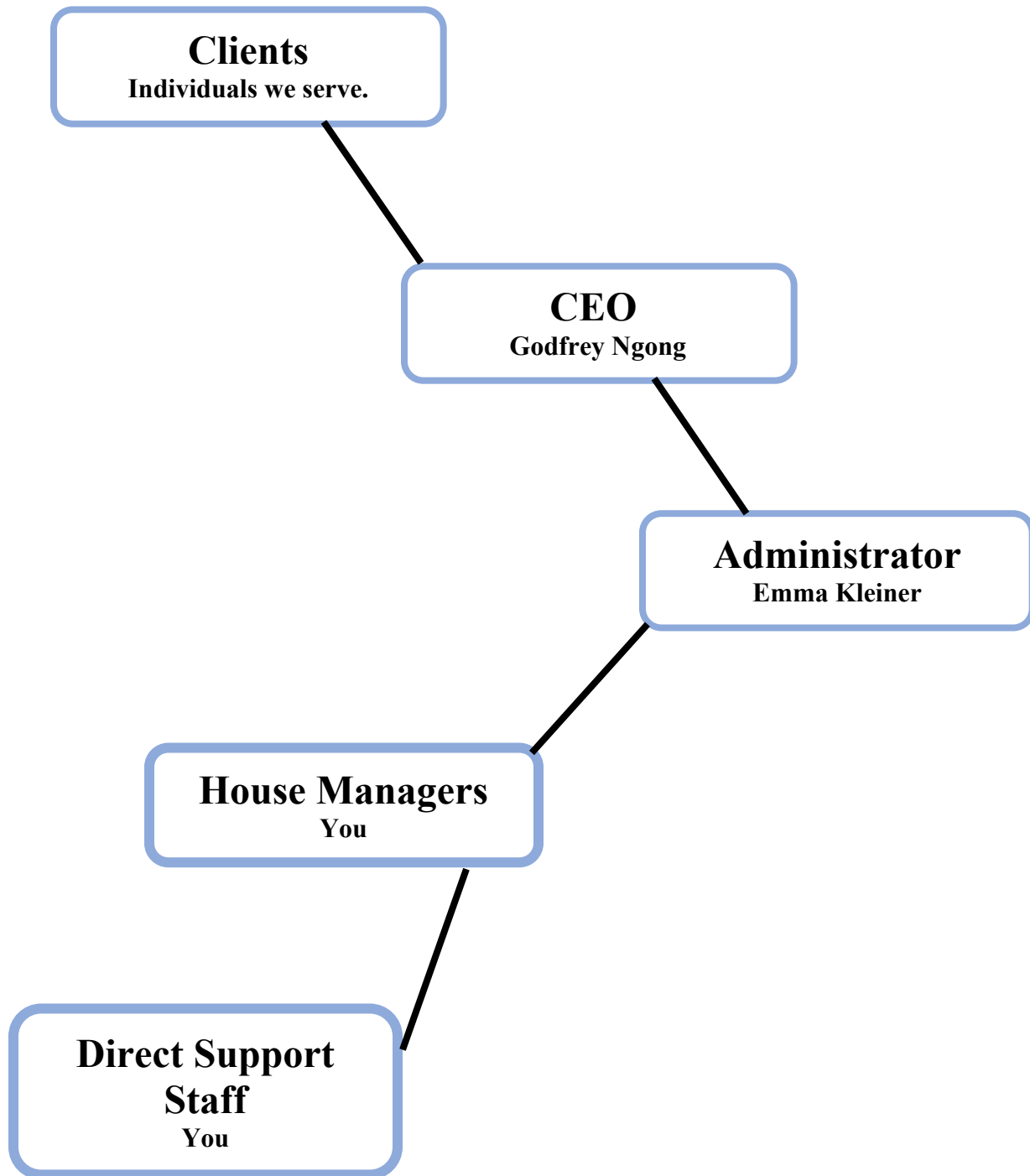
BSH may, at any time, alter, suspend, or modify the employment policies, practices, and or benefits summarized in this handbook at its sole discretion. Every effort will be made to inform you of any changes that may occur as soon as possible. Please take note that any changes made in the handbook will be effective immediately, even if a notice of the changes has not yet been provided.

Every three (3) months, CEO will review all policies and procedures with all BSH staff and go over all if any, changes in the handbook.

No Representative of BSH, LLC. has the authority to enter into any agreement with an employee that is contrary to the above.

Billy's Supportive Hands, LLC is identifies as an "organization", the" employer", and "agency" "BSH, LLC." or "BSH" throughout this handbook. This handbook will also reference rule numbers. The rule numbers are from the Ohio Administrative code. The complete set of rules can be found on the Ohio Department of Mental Retardation and Developmental Disabilities website *Rules and Laws* section at www.odmrdd.state.oh.us.

TABLE OF ORGANIZATION:



POLICIES AND **PROCEDURES**

Equal Opportunity Employer:

BSH, LLC. is an equal opportunity employer and shall assure that all employees and applicants shall be treated equally for prospective hiring without regards to sex, race, national origin, religion, physical disabilities, age, or sexual orientation.

Rights of People with Intellectual and Developmental Disabilities:

** As an employee with Billy's Supportive Hands, LLC. you are expected to treat each individual with dignity and respect at all times.**

- To be treated at all times with courtesy and respect and with full recognition of the person's dignity and individuality.
- To live in a clean, safe place that recognizes the person's need for privacy and independence.
- To have adequate and nutritional food.
- To practice, or choose not to practice, any religion.
- To go to a doctor or dentist when needed.
- To receive necessary services such as therapies or behavior support.
- To receive appropriate care and treatment in the least intrusive manner.
- To have periods and places of privacy in a manner chosen by the person.
- To communicate with anyone the person wants to.
- To own and use personal possessions.
- To interact socially with both men and women.
- To join in activities and do things that will help the person develop his/her fullest human potential.
- To work and make money.
- To be treated equally as a citizen under the law. To be free from emotional, psychological, and physical abuse, such as name calling, threats, and hitting.
- To learn new things, make friends, do activities, and go out in the community.
- To participate in making plans or decisions about his/her life.
- To choose someone to help let others know how the person feels or what the person wants.
- To manage his/her money and have help to do so, if necessary.
- To keep all information and treatments about the person, confidential.
- To voice complaints or ask for changes in policies and services without being afraid of getting in trouble.
- To refrain from restraints or holding the individual down, even if their behavior is combative and they are not hurting themselves or others.
- To vote and learn about the political process.
- To say yes or no to being part of a study or experiment.

If you have questions about rights, you can call:

Ohio Legal Rights Services Statewide at: 1-800-282-9181

or

Ohio Department of MR/DD at: 1-800-231-5872

** As an employee with Billy's Supportive Hands, LLC. you are expected to treat each individual with dignity and respect at all times.**

Billy's Supportive Hands, LLC. Confidentiality Policy:

All BSH Management, Supervisors and Employees will strictly maintain the confidentiality of staff records, BSH business information, customer records, and staff members' pay records. The management recognizes that staff members have a legal right to have their privacy and confidentiality as are our clients.

Each employee shall maintain the confidentiality of all BSH business information. BSH operating information is not to be discussed outside of the purview of normal business and within the guidelines of an employee's work responsibilities. BSH is obligated to redact all confidential information contained within an individual's file, prior to making copies of the file available to the county MR/DD and or to Ohio Jobs and Family Services.

Any outside private, government or public request concerning BSH's staff or clients must be accompanied by a signed and dated "Authorization to Release Information" forms. Any loud discussions of issues concerning pay rates or salaries will immediately result in termination. All violations of this confidentiality policy can result in the termination of employment and or legal actions being brought against you.

The Privacy Act of 1974 applies to federal agencies and the private organizations with which they do business. It requires these agencies to: notify an individual on request if there is personal information about him or her in the agency's records, permit an individual to examine and copy most of those records, permit an individual to his/her My Plan and the contents of the record as well as place a statement of the My Plan in the file. The provider must keep records of accesses and disclosures of record information. Refrain from disclosing information without permission from the individual, with certain exceptions.

Each employee shall maintain the confidentiality of each Clients' record and personal information. The Clients have a legal right to have the privacy and confidentiality of their lives maintained at all times. Employees of BSH shall only discuss the individual's information within the course of their job responsibilities.

Hiring Process:

Potential new hires will need to complete the following requirements:

Submit completed Application and Resume.

Complete interview with Administration.

Complete all necessary Background Checks:

- BCII/FBI
- Abuse Registry check
- System for Award Management check
- Offender Search
- Drug Screening
- Exclusions Database
- Nurse Aide Registry check
- Driver's Abstract check

Provide Agency with necessary documents; including training certifications:

- Valid Driver's License
- Car Insurance
- Social Security Card
- High School Diploma or GED
- CPR & First Aid
- DDS Health & Safety Orientation (Provider Training)
- Medication Administration

****Training is provided through BSH, LLC. Payment arrangements are made through Payroll Deduction****

Acknowledgment of Payroll Deduction:

Billy's Supportive Hands, LLC. will pay for the upfront costs of these training sessions plus the cost of any needed background checks. The employee will receive their hourly rate for all hours spent in training sessions. The costs for these training sessions are as follows:

*Medication Administering Cert. 1:	\$120.00
Cert. 2:	\$45.00
Cert. 3:	\$45.00
*Re-Certification:	\$30.00
*8 Hour Provider Training:	\$50.00
*CPR and First Aid:	\$45.00
*FBI/BCI Background Check:	\$65.00
*BCI Check:	\$35.00
*FBI Check:	\$30.00

The cost of these classes will be repaid to Billy's Supportive Hands, LLC. by the employee, through payroll deduction. The payroll deduction amount will be \$40.00 every pay period, starting with your 1st pay check until the total training cost balance has been repaid (an estimated 7 payroll deductions total).

If the employee is terminated or leaves their position before these training costs are repaid, they will then be due in full, and will be deducted from the employee's final paycheck. If amount of the final paycheck does not sufficiently cover the costs, the employee will then be held responsible for any remaining balance.

New Hire Letter:

As a Billy's Supportive Hands, LLC. Employee, I, _____ will adhere to the policies and procedures within the employee handbook. It is my understanding that my employment responsibilities include, but are not limited to; treating all patrons, co-workers, and management team with respect of high standard.

I understand that the assigned position will require me to document daily, hourly, and monthly as instructed. It is my responsibility and duty to report all incidents as they may occur to a House Manager and Administration within the specified amount of time.

It is my duty and the duty of this agency to keep all clients' information private and confidential at all times unless authorized by the client, Guardian, Service Coordinator and or a BSH Management team member. All authorization must be in writing.

I understand that this is a 24/7 field and I am to report to my work site as scheduled, on time and to communicate with my co-worker (s) to review the shift notes. I also understand that I may be required to work overtime and or stay overnight.

Employee Categories:

Each employee is classified as either Non-Exempt or Exempt for Federal and State wages and hourly laws. Non-Exempt employees are entitled to over-time pay under the specific provisions of Federal and State laws. Exempt employees are excluded from specific provisions of Federal and State wages and hourly laws in regards to over-time. An employee Exempt or Non-Exempt classification may be changed only upon written notification by management. In addition to the above categories, each employee will belong to one employment category stated below.

- **Full-Time-** Employees who are classified as full-time employees are those who are not temporary and who are regularly scheduled to work forty (32-40) hours per week. After a probationary period of six (6) months (180 days), employees in this classification are considered Regular Full-Time personnel. Generally, they are eligible for BSH benefits package that is available at that time, subject to the terms, conditions, and limitations of each benefit program Full-time employees are either salaried (Exempt) and/or hourly (Non-Exempt)
- **Part-Time-** Employees who are classified as part-time are those who are not assigned a temporary status and who are regularly scheduled to work less than thirty-two (32) hours per week. They will receive all legally mandated benefits, but are not eligible for medical or dental benefits.

Part-time employees are normally paid an hourly (Non-Exempt) wage. Any hours worked over 40 hours per week will be paid at the time-and-a-half over-time rate, except for services for which BSH pays a flat rate.

- **Temporary/Substitute/Coverage-** Employees who are classified as Temporary/Substitute are those hired as interim replacements and/or for special limited time projects. Employment assignments in this category are of limited duration. Employment beyond an initially stated period does not in any way imply a change in employment status. While temporary/substitute employees receive all legally mandated benefits, they are not eligible for BSH medical or dental benefits. Substitute coverage employees may also be on standby to perform Direct Care duties for a few hours at a time.

Training Plan for Direct Support Staff:

Direct Support Staff training is accomplished in two (2) phases.

Phase One:

The first phase consists of In-Service training courses that must be taught by a Certified Trainer.

- CPR & First Aid (3 hours)
- Provider Training (8 hours)
- Medication Administration (14 hours)

Please discuss your training schedule with your Administrator. You must successfully complete Phase 1 training before continuing to Phase 2.

Phase Two:

The second phase is the Clients Home Orientation which is done by your assigned House Manager or a member of Administration. The second phase is a more specific and individualized training course geared specifically towards the Clients individual's needs.

Clients Home Orientation consists of the following:

- Review of clients My Plan (ISP) structure and utilization
- Service Documentation and Responsibilities
- Building a positive client relationship and respecting client property
- Emergency response practices and procedures
- Effective use of House Manager and Administrative staff
- Client specific instructions

Clients Home Orientation is a two (2)-four (4) hour process that is done at the BSH office or at the Client's home. At least two hours of orientation is done at the consumer's home if the Direct Support Staff has experience.

No employee is to be left alone to service a client until both phases of training are completed and signed off by both the employee and the Trainer.

Any new training added on by the State will be addressed to all employees in a timely manner. Annual training plans are created for each new employee as part of their hiring process. Continued employment can only be offered if employee successfully complete and maintain all required training objectives.

Training to Improve Service Delivery:

The first three (3) months of employment will serve as a time of training and regular review of the new employee's ability to meet the expectations established for their position. The training period is designed to allow the supervisor to uniformly and objectively evaluate the employee's performance in their initial work in a particular job category. The supervisor shall:

- Provide verbal feedback to the employee as appropriate during the training period, and
- Complete and provide employee with a written evaluation of the employee's performance at the end of their training period.

The training period should not be construed to alter the "at will" nature of the employment relationship. It does not create an expectation of continued employment during or beyond the training period. Its purpose is solely to provide a structured pattern of feedback as determined by the Company within the first four (4) months of employment.

If the performance or progress of the employee is consistently considered unsatisfactory during the training period, the employee can be terminated, in accordance with the Company's "at will" employment policy. Generally, the employee shall receive at least one evaluation prior to termination unless the performance deficits would be deemed by the Company to be significant violations of employee conduct which may lead to termination without an evaluation.

The training period may be extended if the supervisor feels the employee is making a good faith effort, but needs more time for satisfactory completion of the period. An extension must be approved by the CEO, and presented in writing.

Before Arriving to Client's Home:

- Make sure you fully understand your job responsibilities and expectations.
- Remember that you are entering someone's home/their personal space and that you are present to provide a service in a professional, timely and

courteous manner. You must remain respectful at all times and conduct yourself as proper representation of BSH, LLC.

Upon Entering Client's Home:

- Be on time and be prepared!
- Make sure you are aware of the client's condition in regards to physical and mental health; this will assist you in how to appropriately assist and meet the needs, wants, etc. of the client.
- Introduce yourself and let them know what you will be assisting with, how long your shift will be and if necessary, who will be coming to relieve you.
- Ask where the house fire extinguisher, sanitation, and first aid products are located. If there is none take extra precautions to ensure the safety of the client and oneself at all times.
- Asses the living situation. Does the environment appear dangerous or detrimental to the individual? If so, alert your immediate supervisor and Administrator at BSH. If the house conditions do not present as clean, secure, and climate controlled, you are encouraged to discuss findings with the House Manager, Administrator and/or the Whistleblower policy.

You must remember that the people we serve are important and that he/she should be treated with respect and dignity at all times. If you ever feel overwhelmed by the needs of the individual or you cannot provide the best care for them, you should communicate your concerns with the House Manager Administrator, or CEO immediately.

When Exiting Clients Home:

- Ensure the safety and well-being of the client.
- Clean up any clutter or mess after each task is complete so it will not cause any injuries to the client we serve. Ensure that the environment is neat, safe, and presentable.
- Communicate detailed information pertaining to your shift. (activities, changes, incidents, concerns, etc.)
- Make sure you have completed all services including all documentation and that the Client/Co-Worker is aware that you are leaving and that the shift has changed.

Behavior and Support Procedures:

BSH will utilize the Board of Developmental Disabilities behavior and support procedures in all cases where a behavior and or support modifications are required.

Pay Schedule:

All Employees will be reimbursed on a bi-weekly basis. Paydays are scheduled for Fridays. All payments are directly deposited.

Timesheets:

Timesheets are available at each clients' home or you may retrieve them from the Administration Office Monday-Friday 10:00am-4:00pm.

Timesheets are due **every Monday by 2:00 pm**. Each Employee is responsible for submitting their timesheets. **Your Timesheet, Your Responsibility!**

Late Timesheets = Late Pay Check

Sleep Time:

Approved Sleep Hours:

Any employee(s), not companions who are sleeping at the work site, will be paid their designated sleep rate during the designated sleep hours unless the employee(s) works a 24 hour period. In this case, the sleep time will be exempt. Sleep hours are paid at the hourly rate of \$8.00.

Non-Approved Sleep Hours:

Non-Approved sleep hours are unacceptable. In the event sleeping is found to be taking place at a Non-Sleep site this could be punishable up too immediate termination.

Overtime:

At this time Billy's Supportive Hands, LLC. pays any hours worked over 40 hours in a pay week at the employees regular hourly rate. Any employee whom wishes to be reimbursed time and a ½ for hours worked over 40 hours in a pay week will be limited to 40 hours per pay week; any overtime has to be documented and approved by Administration. **PLEASE DO NOT WORK OVERTIME UNLESS APPROVED BY ADMINISTRATION! ANY HOURS WILL BE PAID AT YOUR REGULAR RATE.**

Holidays:

All Full-time employees that provide services the day of; are eligible to receive a max of 8 hours reimbursed as time and a ½ for the following 9 holidays:

- New Years Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day

- Thanksgiving Day
- Christmas Day

Employee Leave:**Funeral Leave**

Full-time employees and Part-time employees are eligible for a paid leave for the funeral for a member of their immediate family as follows:

- A maximum of **five days** for employee's spouse or child.
- A maximum of **three days** for an employee's parents and parent in-laws.
- A maximum of **two days** for employee's siblings, grandparents and grandchildren.

Maternity Leave

Maternity Leave is prohibited during your probationary period. Maternity leave for an employee is unpaid at this time. Although, you may request the time off; your position will be held at the most six (6) weeks. After six (6) weeks of position being held at CEO's and or Admin.'s discretion; your position may be forfeited and filled permanently.

Military Leave

Employees serving in the military shall be granted up to two (2) weeks of leave of absence for reserve training, in addition to regular vacation leave. If an employee is called to active duty, he/she will be granted leave for the duration of active duty.

Jury Duty

Time off for jury duty shall be granted upon presentation of the summons to the employee's Administrator. The employee shall be paid the difference between that payment for jury duty services and their regular pay after submission of the jury voucher to their supervisor.

Employee Insurance:

The employees insurance is provided by either Cobra or Aflac, and the coverage will be determined by which plan the employee chooses. Please see your Administrator for Benefit Enrollment Information.

Personnel Files:

Personnel files will be kept on each employee. These files will contain but will not be limited to, the following:

- Credentials of In-service training (Provider Training, CPR & First Aid, and Medication Administering Certification)
- Site specific training
- Reference checks
- Employment Application and Resume

- State and Federal withholding forms
- Criminal background checks and Motor Vehicle check.
- Copy of the reviewed Job Description and Hire Letter.
- Performance evaluations.
- Proof of automobile liability coverage.
- Copy of valid driver's license and social security number.

Medical information will be kept in a separate, medical file per OSHA standards. Personnel files will be kept on all discharged employees for up to 30 years.

Criminal Records Check:

A criminal records check through the Bureau of Criminal Identification and Investigations (BCII) is required by BSH as part of our effort to protect the individuals we serve from known criminal offenders. Employees may work for BSH until their BCII check is returned. In order to eliminate any potential problems before receiving the BCII check back, before employment, BSH will also run a background check by investigating the validity of all claims made on the employment application and by requiring a local police check.

Upon receipt of either criminal records check, crimes involving physical or sexual aggression or a history of crimes showing a pattern of poor judgment will be reviewed. Persons convicted of crimes included in the Ohio Department of Mental Retardation and Developmental Disabilities Supported Living Certification Rule will not be considered for employment unless they are willing and able to meet standards to have their criminal record expunged.

The O.R.C. Ann 3701.881 and OAC rule 3701-60-02 to 37a1-60-10 require criminal history checks for persons responsible for the care, custody, or control of a child or elderly person. The law went into effect January 27, 1997, Home Health agencies, PASSPORT provider agencies and hospice care programs are required to request from the Bureau of Criminal Identification and Investigation (BCII) a criminal records check of each applicant under final consideration for a position that involves providing direct care.

As part of the state background check, an FBI check maybe conducted. The applicant must present proof that he/she has been a resident of the state of Ohio for the five-year period immediately before the criminal records check. If an applicant is unable to provide evidence state residency for the five-year period, a FBI background check is required.

There is a provision that allows a person who has a disqualifying offense in their criminal history to demonstrate rehabilitation. An employer may choose to employ an applicant with disqualifying offenses if the applicant meets the "personal character standards" set forth in the rule. However, even if the

applicant meets the "personal character standards," the agency is not obligated to hire the applicant.

BSH may conditionally employ an applicant until the criminal records check is completed and the agency receives the results. Conditional employment will be terminated if the BCII report is not returned within sixty (60) days. To comply with this provision, BSH may move conditionally hired applicants to positions that do not require direct care until the results of the background check are returned. Alternatively, the applicant may be placed on a leave of absence. The employee will not be terminated and rehired conditionally the next day.

The criminal records check applies only to those applicants who are under final consideration for employment in a full-time, part-time or temporary direct care position. The results of the criminal records check may not be shared with other providers who subsequently interview the same applicant.

Reference Checks:

Before a formal offer of employment, the applicant's employment background shall be investigated. BSH requires the applicant to provide a list of previous employment and possible personal references. A signed authorization to contact the previous employers and references is obtained from the applicant. These references shall be contacted via email, by letter, telephone, or fax.

Employee Fitness:

All employees are required to be physically fit to, complete job duties. While employed with BSH employees exhibiting signs and symptoms of a communicable or contagious illness or disease will be prohibited from working. Communicable diseases will be reported to local, state and federal health regulators. The employee at Administration discretion may need a written physician's release to return to work after having a communicable or contagious illness.

Physical Examination, Hepatitis-B Shot and TB Test:

A physical examination, Hepatitis- B shot and TB test may be required upon receiving a conditional offer of employment. Reimbursement is available for each employee.

A physician must state in writing that the employee is not exhibiting signs and symptoms of a communicable disease and that the employee is able to carry out their essential job functions with or without reasonable accommodation.

If the TB test is positive, a chest x-ray shall be required. The prospective employee may not begin employment until the physician certifies that the individual does not have an infectious disease.

Hepatitis-B shots are available for all employees at BSH expenses. These shots will be reimbursed as long as the employee continues to work for BSH. If the employee desires a titer or booster shot, these will be at the employee's expense.

Withdrawal of a conditional offer of employment because of the results of a physical examination shall be based solely on business necessity and must be job-related.

Employment Contracts:

All personnel policies apply to all BSH employees engaged in Direct Support Staff duties. In cases, where an employment contract is used, compliance with personnel policies still applies.

Employee Grievance Procedure:

A grievance is defined as any dispute or complaint arising between an employee and the company. In the event this occurs, please follow the following steps.

Step 1: The employee should discuss the problem with his or her House Manager within a reasonable time of three (3) working days. If a formal response is reasonably required, the employee shall receive written follow-up within five (5) working days.

Step 2: If the grievance is not settled in Step 1, the grievance after five (5) working days may be presented to Administration. The grievance, at this time shall be in writing and signed by the grievant. As in Step 1, the employee shall receive written follow-up within five (5) working days.

Step 3: If the grievance is not settled in Step 2, the employee may present it to the CEO. At this time the employee can request a scheduled meeting with the CEO and House Manager to discuss all issues. The grievant will receive written follow-up within five (5) working days.

The employee may have another company employee represent him or her at any of the grievance procedure steps if he or she desires.

Specified time limits are exclusive of Saturdays, Sundays, and holidays. Should the grievance remain unresolved after completion of Step 3, the company may refer it to an outside arbitrator for an impartial and binding decision. The employee does not have this option. Referral by the company to arbitration is binding on the employee and the company, and neither may pursue another remedy. The costs of arbitration will be borne equally by the parties. All other costs will be borne by the party incurring them.

Counsel may represent the employee at his or her choosing and at his or her own expense. The award of the arbitrator in all cases is final, conclusive, and binding upon the company and the employee. In lieu of arbitration, both the employee and the company may agree to resolve the dispute through a mediator.

Client's Grievance Procedure:

It is the policy of each living arrangement that all clients shall have the opportunity to lodge both general and specific complaints concerning their service program, BSH staff, roommates, workshop problems, Service Coordinator and/or treatment personnel.

The client may express a general complaint at a regularly scheduled meeting conducted by the House Manager or Administrator. Meetings shall be conducted as often as necessary, not less than quarterly.

Specifically, the House Manager shall assist a customer to fully develop and pursue a complaint. All clients shall be provided with the phone number and be assisted in securing either an advocate or legal representative if they desire one.

Whenever a complaint is to be reviewed by the Administrator, the following will be required:

- If the client's complaint is resolved by the Administrator an account of the resolution shall be filed in the client's main record and forwarded to their Service Coordinator.
- If the complaint cannot be resolved, the Administrator shall meet with the client, their advocate, parent, guardian, or legal representative within seven (7) days. If the complaint is resolved, the action taken shall become a part of the client's record and forwarded to their Service Coordinator.
- If the complaint is not resolved, it will be reviewed by the CEO within five (5) working days and responded to in writing. A copy of the writing shall be filed with the Service Coordinator and the MUI division.
- If not resolved, the client's complaint is to be reviewed by CBMR/DD designated officials. Action taken by CBMR/DD shall be final, unless the matter is pursued through the court.

Clients must be assisted in contacting legal representatives if they so request. It must always be made clear to the client that they have such a right.

All clients shall have full and complete freedom to communicate with State Officials and other approved agency personnel concerning any complaint and or action taken.

Employee Termination:

Terminations are to be treated in a confidential and professional manner by all concerned. The House Manager, Administration, and CEO must assure thorough, consistent, and evenhanded termination procedures. This policy and its administration will be implemented in accordance with the company equal opportunity statement.

Terminated employees are entitled to receive all earned pay and are not to seek or accept employment with any competing agency for 1 year after the effective date of termination, without the expressed approval of the BSH Administration, per BSH, LLC. Employee Non-Compete Agreement (see page 48).

Employment with the company is normally terminated through one of the following actions:

Resignation - Voluntary termination by the employee

Dismissal- Involuntary termination for substandard performance or misconduct.

Layoff- Termination due to reduction of the work force or elimination of a position

Employee Responsibilities:

All Employees will receive a signed copy of their job description and responsibilities during the hiring process.

Employee responsibilities could include but are not limited to:

- Arrive to assigned site on time; preferably 5-10 before shift starts.
- To provide a supportive, safe home and community environment
- Be courteous to all individuals, co-workers and Administration at all times.
- Be knowledgeable and accurately follow BSH's policies and procedures.
- Abide by the Home Care Guidelines provided by DODD.
- Report all injuries or issues with an individual or co-worker to a House Manager, immediately but within a twenty-four (24) hour time frame.
- Use courtesy prompts and positive redirection to get clients to complete tasks.
- Complete all paperwork: service docs, MAR records, incident reports, timesheets, etc.

Please note that due to the nature of BSH operations; employees job descriptions and responsibilities are subject to change in accordance to revisions made to the clients ISP and or based on company needs.

Employee Appearance and Dress Code:

The personal appearance of all BSH, LLC. employees who have regular contact with the public is to be governed by the following:

- Clean, pressed, properly fitting business casual attire is deemed appropriate.

- Hair should be clean, combed and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible
- Sideburns, moustaches, and beards should be neatly trimmed.
- Good personal hygiene must be maintained.
- Use perfume or cologne sparingly or not at all, many individuals are sensitive to various scents.

The personal appearance of employees who do not regularly meet with the public are to be governed by the requirements of safety, and comfort of the House Managers and Administration approval. Furthermore, all employees are representing the BSH family and should be neat at all times.

Violations of Dress Code:

The following are examples of inappropriate clothing options. Dress code violations are not limited to these items:

- Tanks top including wife beaters.
- Clothing with spaghetti straps or no straps.
- Any item of clothing that are provocative or revealing of body parts (bare backs, midriffs, shoulders etc.) This may include the fitting or length.
- Tights and Leggings (If not worn with a top layer covering buttocks).
- House shoes, slip-on's, and flip flops (shoes must cover entire foot).
- Skirts, dresses and shorts that are above the knee.
- Faded or torn jeans and t-shirts
- Clothing displaying and advertising of offensive writing or graphics
- Cotton or fleece pants and jogging suits, shorts, tank tops or recreational attire.
- Dangling earrings, or any body piercings are worn at your own risk and

BSH will not be held liable for any injury that may occur while on the job.

BSH understands that inclement conditions can require different attire for the day. Use good judgment when dressing for weather conditions.

The House Manager is responsible for evaluating the dress and appearance of employees under his or her supervision. If an employee is not dressed appropriately, the House Manager should take the following steps.

- **First Occasion:** a documented verbal counseling should be given to the employee, and the department's dress and appearance standards should be reviewed. If the House Manager deems it necessary, the employee may be sent home to change into appropriate clothing.

- **Second Occasion:** the employee will be suspended from the days shift. Further violations may result in discipline up to and including termination.

Inclement Weather:

BSH, LLC. operates on a 24/7 bases. In cases of inclement weather that may pose danger to the safe traveling of employees to and from their assigned site will be observed properly in a timely manner. Accommodations will be communicated through the House Manager and Administrator.

Drug Free Work Place:

Employees must agree with and sign BSH's LLC. Drug Free Work Place Policy. By agreeing to this policy, it means that you agree to a random drug screening as part of your continued employment offer. Employees will agree to take a random drug screening (within 24 hours) if asked by BSH. They also understand that this policy means that they will be drug free while working for BSH. While working with Billy's Supportive Hands, LLC. clients, staff, and management, will not use alcohol, drugs or any non-prescription medications that will impair their judgment or ability to perform assigned duties. They understand that if the test is positive they will be immediately terminated. A refusal to submit to a drug screening will also result in an immediate termination. Which at this time all properties belonging to BSH, LLC. must be surrendered.

Smoking:

Because smoking is a danger to one's health and is a cause of material annoyance and discomfort to those who are present BSH, LLC. prohibits employees from smoking during the time that they are rendering services (on and/or around clients location) to clients. There are no exceptions to this policy. Any violations will result in immediate termination.

Substance Abuse:

Billy's Supportive Hands, LLC's position regarding substance abuse is the same whether it's alcohol, marijuana, illegal drugs, prescription drugs, or controlled substances are involved.

This policy is implemented because we believe that the impairment of any BSH employee due to his or her use of substances is likely to result in the risk of injury to other employees, themselves, or to third parties, such as clients or business guests. Moreover, substance abuse adversely affects employee morale and productivity.

“Impairment” or “being impaired” means that an employee’s normal physical or mental abilities, or faculties, while at work have been detrimentally affected by the use of substances. The employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of company rules and is subject to severe disciplinary action. Severe disciplinary action can include suspension, termination, or any other penalty appropriate under the circumstances.

Likewise, the use, possession, transfer, or sale of any substance on company premises or in any BSH parking lot, storage area, or job site is prohibited. Violations are subject to severe disciplinary action. In all instances, disciplinary action to be administered shall be at the sole discretion and determination of the company.

When an employee is involved in the use, possession, transfer, or sale of a substance in violation of this policy, the company may notify appropriate authorities. Such notice will be given only after such an incident has been investigated and reviewed by the employee’s supervisor, the personnel director, and the CEO. BSH is aware that substance abuse is a complex health problem that has both physical impact and an emotional impact on the employee, his or her family, and social relationships. Substance abuser is a person who uses substances, as defined above, for non-medical reasons, and this use detrimentally affects job performance or interferes with normal social adjustments at work. Substance abuse is both a management and a medical problem.

Employees who are taking prescription drugs shall report this to their supervisor/manager. This is for the protection of the employee and for safety purposes in case of an adverse reaction to the drug while at work, or so the employee is not falsely accused of taking an illegal substance.

An Employee who suspects a substance abuse case should discuss the situation immediately with his or her supervisor/manager. Because each case is usually different, the handling and referral of the case must be coordinated with the supervisor/manager and Administration.

We have resources available to assist an employee who requests help with substance abuse. The employee must request help in writing. The company will not require it. Should disciplinary action be pending against an employee who asks for help, the company will assist to the extent of its resources assuming that the employee will remain employed. Nonetheless, regular disciplinary action will proceed. If the employee is terminated, the company will be unable to continue any program. Voluntary, successful participation in a recovery or rehabilitative program by an employee may be a mitigating factor in any disciplinary action, depending on the facts and circumstances of each individual case. In some cases, disciplinary action may be suspended, or the employee placed on probation pending a successful completion of a recovery program.

Employees who are placed on a rehabilitation program because of performance or behavior problems due to substance abuse are subject to dismissal for failure to successfully complete the program or change their performance or behavior.

Applicants who have a history of substance abuse and who have demonstrated an ability to abstain from the substance, or who can provide medical assurance of acceptable control, may be considered for employment as long as they are otherwise qualified for the position for which they are applying.

Management has chosen to adopt an alcoholic beverage policy in keeping with the concern for and the risks associated with alcohol use. Alcoholic beverages shall not be served or used on BSH premises at any time. Alcoholic beverages have no part in and shall not be used in conjunction with any company business meeting.

Social activities held off-premises and paid for on a personal basis are not affected by this policy. If management considers it appropriate, light alcoholic beverages may be served at company-sponsored events held off premises and for purely social reasons. The service must be managed in good taste and with good judgment. No alcoholic beverages should be served at any company event where children are present.

The company is concerned with its employee's privacy, especially when matters regarding medical and personal information are involved. As long as the information is not needed for police or security purposes, the company shall maintain employee medical and personal information in confidence and release this information to authorized company personnel on a "need to know" basis. An exception to this policy is made when the employee signs a release for the transfer of such information on forms acceptable to the company to designated persons or agencies.

Nothing contained in this section shall eliminate or modify the company's right to terminate any employee at any time for any reason.

Attendance Policy:

You will be expected to arrive at work on time as agreed upon Clients House schedule. Absenteeism and tardiness will interfere with BSH's ability to meet our contractual commitments to our clients, the State and MR/DD Counties. Therefore, it is considered a very serious issue if one is late or does not show for work.

You are expected to make every reasonable attempt to be at work during your normally scheduled work hours. In the case of an emergency, should it become necessary to be absent or late for work, you are required to give a two-hour or greater advanced notice to your BSH House Manager before the time to begin a scheduled shift.

Any tardiness greater than thirty (30) minutes per hour will result in one hour of pay loss. Docking pay for tardiness is not a punishment but designed to influence attendance compliance.

Excessive absence from work (one day), absence without calling or reporting to your House Manager, absence without cause, and or unacceptable tardiness may result in employee corrective disciplinary action up to termination.

If an absence is expected to occur, employees are responsible for finding coverage from a fellow Co-worker. They must also call and personally speak to his/her House Manager at least two (2) hours before his/her shift starts to confirm that he/she will not show up at the assigned work site. In cases where the House Manager is unreachable, employees are expected to contact Administration.

****Voicemails are not acceptable for a Call-In or Tardy; you must speak directly to the House Manager or a member of Admin.****

Call-In's

First call-in

- Requires NO approved excuse.

Second call-in

- He/she must submit documentation and speak with House Manager. This will serve as a verbal/written warning.

Third call-in

- He/she must submit documentation and speak with Administration. This will serve as a three (3) day suspension without pay. Any Call-in after third offense will result in termination.

****No call/No show at any time will result in automatic termination and may be reported to the Abuse Registry as "Neglect"*****

Tardiness

First tardy

- Employee will receive a verbal warning.

Repeated tardy

- Employee will receive a written warning.

Repeated tardiness

- Employee will be placed on a three (3) day suspension w/o pay.

Repeated tardiness following suspension

- Employee is removed from current client's site schedule and is placed on the on-call list for a full pay period. (2 weeks/14 days from the date that the occurrence occurred following suspension.)

When removed from the on-call list employees will be placed on a 30-day probation period.

During that probation period, if an employee acquires one (1) Tardy or Call-In.
Corrective action- Dismissal from job responsibilities with BSH, LLC.

Leaving the work site or job assignment during work hours without permission of Management or other authorized personnel resulting in clients being unattended with potential to be in danger whether in home or out in the community.

Corrective action- Dismissal from job responsibilities with BSH, LLC. and reported as “**Neglect**” to the **Abuse Registry**.

Transportation Policy:

It is the policy of BSH, LLC. to provide safe and reliable transportation to clients for community travel. All staff with transportation responsibilities must permit BSH, LLC. to acquire a Driver's Abstract Report. Due to the nature of our business, it is imperative that all of our employees engaged in the transportation of passengers be screened for the safety and liability of our passengers. Screening will be done before and during the hiring process. Periodic screening may take place during the course of the year at the discretion of Billy's Supportive Hands, LCC. Any results which are deemed to put passengers or the company at risk will result in the immediate ineligibility and/or termination of the employee application and/or employment.

HPC Transportation:

Conditions for hire/employment are as follows:

1. Employee must have valid Driver's License issued by the State of Ohio. (No more than 6 points are allowed)
2. Employee must have proof of vehicular liability insurance.
3. Employee must pass Motor Vehicle Report screening and be insurable.
4. Employee must pass Criminal Conviction screening.

Non-Medical Transportation:

Conditions for hire/employment are as follows:

1. Employee must have valid Driver's License issued by the State of Ohio.
2. Employee must have proof of vehicular liability insurance.
3. Employee must have valid CPR and 1st Aid Certification.
4. Employee must pass Motor Vehicle Report screening and be insurable.
5. Employee must pass Criminal Conviction screening.
6. Employee must pass Substance Abuse screening.
7. Employee must pass a Physical Examination by an approved Medical Examiner.

All conditions are subject to be verified on an annual and semi-annual basis

If at any time an employee fails any of the above conditions for hire, the employee is subject to immediate dismissal at the employer's discretion. It is the employee's responsibility to inform the employer, Billy's Supportive Hands, LLC. IMMEDIATELY if any event has occurred that may jeopardize the employee's standing in regard to his/her employment with Billy's Supportive Hands, LLC.

Duties and Responsibilities

1. Transporting clients utilizing company vehicles in a safe and professional manner.
2. Effectively communicates with dispatch regarding schedule progress and to receive instructions.
3. Maintain a professional image and attitude in regards to clients, visitors, and co-workers.
4. Complete daily vehicle pre-trip and post trip inspections, and maintain vehicle cleanliness.
5. Assist clients as needed to safely complete the transfer.
6. Must understand instructions in English (both written and spoken).
7. Must be able to accurately complete activity logs vehicle reports.
8. Must be able to understand and operate GPS devices and cell phones.
NEVER TEXT/TALK AND DRIVE UNDER ANY CIRCUMSTANCES.
9. Must be physically able to step up and down steps, safely secure clients for transport, lift up to 50 lbs and transport wheelchair clients on paved and unpaved surfaces.
10. Perform all other duties as assigned by Administrator.

Staff shall not under any condition to transport a customer under the influence of drugs or alcohol, or any prescribed drug, which adversely effects their driving.

Motor Vehicle Check:

A Motor Vehicle Check is required on all employees who will be providing transportation services before hiring if driving would be a part of their job responsibility. If the motor vehicle check is not acceptable, the employee may not be hired. Condition of the vehicle will be checked. Motor Vehicle checks will be conducted on an as needed bases and or every month. No one employee can have and or acquire during the period of being employed with BSH, LLC. more than six (6) points on their driving record. Having six (6) points or more may result in non-eligibility to begin/ remain working for BSH, LLC.

All BSH-owned vehicles must be properly maintained and operated in a safe manner while transporting the clients in the community. BSH owned vehicles can only be driven by agency employees who have undergone a motor vehicle report verified by the agency's insurance carrier.

Non-Harassment Policy:

We prohibit harassment of any employee by another employee, client for any reason including but not limited to: age, race, color, physical or mental disability, marital status, and veteran status, national origin, religion and or sexual orientation. Harassment of third parties by our employees is also prohibited.

The purpose of this policy is not to regulate the personal morality of our employees. It is to assure that in the workplace, no employee harasses another for any reason.

While it is not easy to define precisely what harassment is, it includes slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes, teasing sexual advances, requests for sexual favors and other similar verbal or physical contact.

Any employee who feels that she or he is a victim of such harassment should immediately report the matter to his or her House Manager, any member of BSH Management or of the BSH Board. The employee is required to put down the allegations of harassment in writing and hand these allegations to at least two staff members of BSH Management team. BSH will investigate all such reports as confidentially as possible. Adverse action will not be taken against an employee, who reports or participates in the investigation of a violation of this policy. Violations of this policy will not be permitted and may result in disciplinary action, up to and including discharge.

General Release:

Each employee authorizes BSH to contact any organization or individual that is listed on the employment application or resume or mentioned in job interviews and obtained from them any relevant information pertaining to their job scope. In addition, they consent to the release of any information about education, experience, abilities or work-related characteristics or traits held or known by other organizations or individuals, including schools and educational institutions, professional or business associates, and acquaintances that BSH might contact in the course of conducting a reference check or background investigation of suitability for employment.

They acknowledge that this release of information can involve qualifications, performance, credentials or other characteristics or factors affecting suitability for employment with BSH. In exchange for BSH's consideration of an employment application, the employee agrees not to file or pursue any complaints, claims, or legal actions of any kind against any organization or individual that provides work-related information to BSH or its agents in accordance with the terms and intent of this release. They also agree not to file or pursue any complaints,

claims, or legal actions against BSH or any of its employees, representatives, or agents arising out of their efforts to obtain work-related information.

Service Documentation:

All, BSH service charting must be properly filled out in order for this agency to properly invoice the for payment.

BSH management reserves the right to be the only arbiter on the completeness and correctness Service Charting if an employees' charting is deemed to be unacceptable for any reason, the employee or employees involved must rewrite the documentation as required. Failure to comply can result in termination and could result in the offending employee being placed on the **Abuse Registry**.

It is the responsibility of the employee to insure the accuracy, legitimacy, and legibility of all service documentation. If you have questions about the service documentation, ask your House Manager or Administration for assistance.

The following documentation must be filled out properly and turned in to the BSH Administration office on time, every beginning month for the ending month. There are no excuses to this requirement.

Service Documentation include but isn't limited to:

- HPC Documentation: Initials, level key, times & comments
- Skill Development: Initials and times
- Medical Administration Record (MAR)s: Initialed as administered
- Monthly Mileage Logs: Miles and reasons given
- Appointment Logs: For every appointment

BSH, LLC's Internal Quality Assurance and Client Household Check:

The Quality Assurance and Client Household Check procedure is a mechanism to ensure that clients are receiving services, which meet the Basic Standards for Supported Living/IO Waiver/RFW Waiver Services.

- The on-site visit must be conducted by someone who is not involved in the day-to-day provision of services and who does not directly supervise the person (s) providing these services.
- The procedure defines the frequency of these on-site visits to be at least once every six (6) months.

The procedure must:

- Specify how any issues that are discovered in the course of these on-site visits will be addressed and corrected.

- Include a mechanism for sharing information generated by these visits with the Board's QA Unit.
- Include a survey of the client's satisfaction with services.
- Include a mechanism for a periodic review of unusual incidents, at least quarterly, to check for patterns.
- Indicate a process for addressing and/or correcting issues identified because of these reviews.
- Include a mechanism for responding to, addressing and/or correcting issues identified because of an MUI investigation or by complaints or concerns expressed by family members or the public.
- Include proactive steps that the agency is taking to enhance quality proactive steps. This could include: Improving specific service areas in the agency through the use of bench marking. Methods for involving family, friends, advocates of individuals in ensuring the quality of service to individuals.

Financial Management Policy:

Billy's Supportive Hands (BSH) does not, at this time, perform the duties of payee for any of our clients. While we do not currently act as payee, all employees who help with the finances of any client must be aware of the entirety of the policies put forth by Ohio Law 5123:2-2-07, Personal funds of the individual. The policies as written below, and as written by the law, are to be followed at all times when assisting in the financial management of a client.

1. Each client will be given the opportunity to manage, to be taught to manage, to receive assistance in managing, and to access all records regarding their personal funds and, except when in conflict with a guardianship order or payee agreement, to manage his or her personal funds.
2. A client's ability to manage their personal funds has been assessed and is written in their My Plan.
 - a. This plan includes the name of the person responsible for assisting the individual with managing personal funds;
 - b. The dollar amount anticipated to be available to the individual upon request for personal spending; and
 - c. The specific type of supports to be provided
 - d. When applicable, it may also address:
 - i. The maximum dollar amount that the client may manage without assistance at any one time;
 - ii. The maximum dollar amount that BSH may spend on behalf of the individual for any one expenditure without guardian, payee, and/or team approval; and
 - iii. The name of the person or entity responsible for providing payee services.

3. Clients, other than those who need assistance managing their personal funds, shall have access to their personal funds to use as they choose to purchase items, goods, and services of their preference.
4. A client should never be required to use personal funds to purchase or pay for items or services that are reimbursed by Medicaid or any other funding source of the provider.
5. BSH, employees, and immediate family of BSH and their employees shall not ask for, otherwise try to secure, or accept loans in any amount from an individual BSH or employee serves.
6. BSH, employees, and immediate family of BSH and their employees shall not sell items to, or buy items from, an individual the provider or employee serves unless the transaction is authorized in writing in advance by the team.
7. A client's funds are to remain separate from BSH's and other client's funds.

When Assisting With a Client's Funds

1. Each resident will have available to them every month \$50.00 retained from their individual resources if all obligations are met. In the instance where client's bills are not met and the \$50.00 is not available, the \$50.00 will be given to them by the provider agency and charged back on the Cost to Live billing form.
2. All receipts will be kept and documented for purchases made with the client's personal funds or when purchases are made on behalf of the client.
3. Purchases of durable goods i.e. radio, electric razors, furniture, jewelry etc. will be recorded on the residents' personal inventory at time of purchase.
4. Keep documentation up to date for all forms of the client's funds (Cash, Gift Cards, Etc...) including copies of receipts, inventories, and cash on ledger. Resident fund accounts will be reconciled and reported monthly.
5. Deposit the entirety of a resident's funds intended for a client into their account as soon as possible, but no later than 5 days from when they are received.
6. Help a client access their accounts to receive summaries of their transactions however they prefer (Go to the Bank, Online, Mobile Banking)
7. Provide rides to and from the bank, and make sure clients have access to their funds, when a client requests.
8. No BSH personnel will accept funds other than checks made payable to the client or the client's account. Under no circumstances will any staff person accept cash on behalf of client.
9. The office will be notified/Contacted immediately if;

- a. There are discrepancies in the account or documentations that look to be out of place.
- b. Any sign of misappropriation.
- c. Any account held by the client holds close to, or more than, \$1,500. More than this amount may lead to a client losing funding or benefits.
- d. At any time an employee has questions or concerns in the policies and procedures.

Universal Precautions:

In 1996, CDC published new guidelines (standard precautions) for isolation precautions in hospitals. Standard precautions synthesize the major features of BSI and universal precautions to prevent transmission of a variety of organisms. Standard precautions were developed for use in hospitals and may not necessarily be required in other settings where universal precautions are used, such as the clients' home settings.

Universal precautions apply to blood, other body fluids containing visible blood, semen, and vaginal secretions. Universal precautions also apply to tissues and to the following fluids: cerebrospinal, pleural, peritoneal, pericardial, and amniotic fluids. Universal precautions do not apply to feces, nasal secretions, sputum, sweat, tears, urine, and vomit unless they contain visible blood. Universal precautions do not apply to saliva except when visibly contaminated with blood or in the dental setting where blood contamination of saliva is predictable.

Universal precautions involve the use of protective barriers such as gloves, gowns, aprons, masks, or protective eyewear, which can reduce the risk of exposure of the health care workers' skin or mucous membranes to potentially infective materials. In addition, under universal precautions, it is recommended that all health care workers take precautions to prevent injuries caused by needles, scalpels, and other sharp instruments or devices.

Infection Control:

Infection control is an important and ongoing concern in all of our client homes. The client and staff are promoted by limiting the potential spread of infection between client and staff. The infection control procedures should always be in place for the safety of all our clients. Universal precautions have been recommended for anyone who might be exposed to blood or body fluids.

These precautions apply also to body fluids that contain blood and to certain body fluids that are not generally found outside the body, for example, vaginal secretions, semen, and cerebrospinal fluid. Bodily fluids to which universal

precautions do not apply (unless blood is present in them) include feces, tears, sputum, saliva, nasal secretions, vomit, and urine. However, these fluids can contribute to the spread of infections other than HIV, so some precautions should be taken in handling them.

Patient Identification:

Each client must be identified before administering medication. This may be done by photos or other means of physically identifying a client if staff members are unfamiliar with the client.

Hand Washing:

Hand washing is the cornerstone of infection control. Hands shall be cleaned with anti-bacterial soap and water. Good practice mandates that staff members always wash their hands:

- After using the toilet.
- Between the handling of each client.
- After helping a client with toileting or diapering.
- After wiping runny noses, or mouths.
- Before and after EACH medication administering process.
- When preparing to assist with eating or feeding, or
- After accidental contact with blood or blood-tinged fluids.

Staff must adhere to the following universal precautions:

- Wear latex gloves when coming into contact with blood, skin and mucous membrane cuts, or any open skin lesion.
- Use gloves only for the care of one client, then discard the gloves.
- Wash hands after discarding the gloves.
- Properly dispose of contaminated materials exposed to blood, such as needles in the proper container.

When health services are provided, needles and syringes should be placed into puncture-resistant containers near the areas in which they were used. No attempt should be made to recap, bend, or manipulate used needles since these activities increase the risk of needle stick injuries. Such injuries have seldom been implicated in the transmission of HIV. However, using universal precautions will eliminate the risk. Clothing bed sheets and other items that may have been exposed to the blood should be isolated and disinfected. BSH, LLC. will provide latex gloves.

Whistleblower Policy:

As an employee and representative of BSH you must practice honesty and integrity in fulfilling your responsibilities. It is the responsibility of **ALL** staff members to comply with agency policies and applicable laws and regulations and

to report violations or suspected violations in accordance with this Whistleblower policy. We require that all employees and partners observe the highest standards of business and personal ethics in the conduct of their daily duties and obligations. Suspected violations of policies, applicable law, or other dishonest behavior may be communicated to BSH Administration. Anonymity can be used by not presenting one's name or position on any notification. Please provide us with as much information as possible including: where and when the incident occurred, names and titles of the individuals involved, as well as other thorough details that can be relayed.

Disciplinary Procedures and Process:

The purpose of disciplinary procedure is to correct unacceptable behavior exhibited by the employee. If the employee is unable or unwilling to correct the problematic behavior, BSH will take steps to lawfully dismiss the employee from the company. These procedures are to safeguard the client against any action that may be hazardous to their mental and physical health, as well as the agency.

Below, is the disciplinary actions that are taken in order starting with the action taken for the first offense, followed by the actions taken if the behavior or offense is not corrected:

- Review of training, safety, and housekeeping guidelines.
- Final verbal/written warning
- Suspensions without pay (3 days)
- Demotion (as an alternative to dismissal only)
- Dismissal

The following safety and housekeeping guidelines have been established to help accomplish a safer working and living environment.

Employees are required to follow safe practices. Billy's Supportive Hands, LLC. expects all employees to actively engage in creating a culture of workplace safety. Employees need to promptly report unsafe situations to their House Manager and address unsafe situations in a timely manner.

- Know the location of and be able to use worksite OSHA book, first aid kit, fire protection and safety/ OSHA equipment.
- There will be periodic fire and safety inspections and periodic fire/ safety and tornado drills. There will be annual fire safety, severe weather training.
- Proper lifting procedures or equipment must be used by all staff. Employees are to seek help lifting heavy items. Employees can attend special training on how to properly lift and on back safety.
- All injuries, no matter how slight, must be reported at once to your House Manager. An accident form must be completed. Accident and incident forms are available on-site and at the Administration office. If unable to reach your House Manager, you must contact your Administrator. The forms must be submitted to

the Administration office within 24 hours. Be advised that BSH may request a physical examination at our organization's expense, whereas such examination may include a drug test. Employees seeking off-site medical care for a work related injury must be alcohol and drug tested. No Exceptions.

- Smoking is only permitted off-duty and outside the residential home and outside our office area.
- Supplies and equipment must be stored in a neat, careful, and safe manner. Work stations such as an office desk, or work space should be kept neat and clean.
- Aisles, hallways, and exits in the main office and residential facilities must be clear at all times. Emergency exit routes must remain clear at all times.
- Defective equipment and unsafe conditions should be reported immediately to your House Manager, Administrator or CEO.
- Electrical and mechanical equipment must be kept in good condition.
- Electrical and mechanical equipment may not be used unless the employee has the knowledge to use it safely.

Unacceptable Behaviors and Actions

- Employees is strictly prohibited from sleeping during scheduled wake hours, loafing, or being inattentive to their responsibilities. Sleeping during scheduled wake hours will result in termination at the discretion of the Management team.
- Unreasonable delay in carrying out directives, orders, work assignments, or any other instructed job responsibilities, are defined as neglect of duty and or failure to follow direct orders.
- Failure to exercise reasonable precautions for clients we serve resulting in violating safety specified rules, signs, or safety instruction is grounds for suspension and or dismissal without pay and must attend corrective action counseling with House Manager and Administration.
- Violation of any traffic infraction and/or statute
- Unauthorized use or possession of, loss or damage to any of the client and/or BSH property.
- Stealing any property or converting documentation whom stands as property of BSH.
- Selling, giving, or trading property of any client that we serve.
- Accepting any personal gifts, gratuity, fee, objects, or services, or any other valuable items which might be looked at as giving hope or expectation of receiving a favor, or preferred treatment over that client.
- Failure to document and report errors or wrongdoing on documentation of the administering of medications or in actual distribution and administration of medications or negligence related to the medical treatment of the client.
- Failure to maintain supervision of the client in a reasonably adequate and safe manner.
- Interfering with co-workers in his/her performance of their job responsibilities as a BSH employee whether intentionally or otherwise.

- Creating a hostile work environment amongst other employees in or out of the work place.
- Sexual harassment of clients or employees, which is defined as touching, lewd comments, gestures, suggestive comments, inappropriate sexual jokes, photos, books, magazines and phone images
- Misrepresentation of truth in oral and/or written communication to a management team member or other BSH authority.
- Violation of any, and/or all stated BSH policies.
- Stealing time or falsifying timesheets, expense reports and documentation forms.
- Taking clients to your home or the home of friends and relatives without the permission from management team members.
- Entertaining friends, family members, or children at the home of the clients we serve.
- Failure to provide or maintain proof of car insurance on a monthly basis.
- Transporting a client with a suspended driver's license.
- Conducting personal business with a client on work time hours.
- Making personal telephone calls during work time.
- Assault or deliberate attempt to injure client served by a BSH employee and/or a visitor.
- Using abusive language or other intimidating tone toward a client we serve and/or Co-worker/employee.
- Fraudulently obtaining and/or attempting to obtain worker's compensation, unemployment or other benefits.
- Producing false or malicious statements about BSH organization, BSH clients and or BSH employees, or bad mouthing BSH in blogs, Twitter, MySpace, and Facebook etc.
- Employees may not record (by audio, video, cell phone, or other means) conversations involving the clients we serve (whether in person or not) without advance notice and permission of all participating in or during conversations.

These behaviors and or actions are not exclusive. Other behaviors and or actions on behalf of BSH employees that are counterproductive to the operations of BSH will not be tolerated and could lead to disciplinary action up to and including termination as well as necessary legal actions.

Non-Fraternization:

Billy's Supportive Hands, LLC employees are not permitted to date, or become romantically involved with, and/or engage in any similar fraternization or conduct, attempted or otherwise, with any clients supported by BSH. Other types of fraternization, or similar conduct, may be prohibited if it interferes with, or has the potential of interfering with, any aspect of our organization's operations. Prohibited fraternization may result in disciplinary action up to and including termination of employment.

Weapons in the Workplace:

To safeguard our employees and the individuals we serve, BSH absolutely prohibits anyone and/or employees, vendors, contractors, visitors, to have, bring or possess weapons (including all firearms, regardless of any official authorization or government permit), explosives or any sort of dangerous weapons or objects on BSH premises or at any BSH sponsored events.

On premises include, but are not limited to, Billy's Supportive Hands, LLC work sites, properties, including BSH-owned, rented or leased vehicles, storage facilities and parking lots.

We reserve the right to conduct searches when we have reason to believe that any person is in possession of a weapon, explosive or any other device or instrument, substance (or any object prohibited by this policy) that may be capable of producing death or injury.

Any violation of this policy including any refusal to consent to search, will subject employees to immediate suspension and discipline up to and including termination of employment. Violations by non-employees will result in their immediate removal from BSH premises and filing of appropriate charges.

****There are no exceptions to this policy****

Reporting Abuse, Neglect, Major Unusual (MUI) and Unusual Incidents (UI):

This policy describes the guidelines for reporting occurrences or suspicions of abuse, neglect, major unusual and unusual incidents, through the appropriate channels as regulated by the Board of MR/DD. Billy's Supportive Hands, LLC adopts the DD's MUI policy and procedures.

It is the policy of Billy's Supportive Hands, LLC. to take all measures necessary to ensure health and safety of our clients. Such measures may include immediate and ongoing medical attention and or the removal of an employee alleged to be involved in an incident of abuse or neglect.

In the case of a suspected Major Unusual Incident BSH will immediately inform the MUI Unit by 3pm the next business day. The report will describe the occurrence in detail including who, what, where, when, and how the incident occurred and all circumstances and staff actions are to be included.

Appropriate Actions:

- Immediately notify the District Police (911) and the County's MUI Unit if it would constitute a possible criminal act, including abuse and or neglect.

- Immediately notify 241-KIDS and the MUI Unit if the customer is under 21 years old.
- Contact the on-call House Manager to report incidents so that the written MUI or UI report should be sent to the respective counties by 3pm the next working day.
- Notify the Administrator if the incident occurred in a day-program setting.

BSH, LLC. will review and follow-up until completion of all MUI and UI reported cases of abuse and neglect as well as maintain a log and make it available to the Service Coordinator and the reports ODMRDD upon request.

Negative Written or Verbal Complaint's Policy and Process:

It is our philosophy that when a client (which may include consumers, family, funders, government representatives, etc.) voices a negative concern, it represents an opportunity to satisfy that individual. Further, we believe that bringing such a concern to BSH employee is a high form of compliment to that employee. An expression of dissatisfaction comprises a compliment that acknowledges the employee, as someone whom the client believes possesses sufficient skills, knowledge or influence to solve their problem. Therefore, we do not believe there are complaints, only "negative compliments" or opportunities to better satisfy our clients.

Timing is critical, adherence to the periods in the procedure are essential if the policy is to be effective.

Steps in Process:

Step 1: Upon receipt of a negative compliment, the receiver (House Manager, Administrator or the CEO) will identify the source of the compliment, follow-up with a brief conversation to listen to and acknowledge it within twenty-four (24) hours, and fill out the Negative Compliment form.

Given a clear understanding of the issue at hand, the Receiver will attempt to address the issue at the time of that initial contact when possible. If the Receiver is able to resolve the concern on the initial contact, then proceed to Step 4. Otherwise, continue to Step 2.

Step 2: The Receiver will assess the information and document any needed action within the first three (3) days.

Step 3: The Receiver will develop possible solutions, and verbally present them to all parties involved (including the Source) within the first three (3) days.

Step 4: The Receiver will then follow-up in writing to the Source, thanking them for allowing us the opportunity to address their concerns and summarizing our activity as a result of their Negative Compliment. This follow-up notification

should occur within five (5) working days of assessing the information as described in Step 2.

The total period for handling a Negative Compliment from the original receipt to its resolution will generally not exceed eight (8) business days. In the event of an extremely complex resolution or one that may affect policy/procedure changes, the process may require more time. If this occurs, The Administrator will notify the complaint of the process and anticipated timeframes, and maintain communication regarding the steps toward resolution. Generally, an answer from the Administrator will be made within ten (10) working days.

Monitoring and Evaluation of BSH Direct Support Staff:

Each employee of Billy's Supportive Hands, LLC. will have a review done to evaluate the growth of all employees and to promote improvements each year. Each employee is evaluated at the end of the probationary period and then annually thereafter. The annual date used to determine the evaluation period is the date of hire into the current job classification held by the employee.

The supervisor shall complete the written evaluation and meet with the employee in a face-to-face conference. The supervisor and employee will discuss each section of the evaluations as well as the developmental plan. The employee and supervisor will then sign forms. The employee's signature does not signify agreement with the evaluation. The signatures of the employee and the supervisor identify that the evaluation was presented. If the employee refuses to sign the evaluation, this shall be considered a violation subject to disciplinary action. The employee shall be given a copy of the evaluation; after all supervisory signatures are obtained. Performance evaluations can be required at the discretion of the supervisor in addition to the probationary and annual reviews.

Employee Non-Compete Agreement:

For good and valuable consideration the receipt of which is hereby acknowledged, _____ (Employee), hereby agrees not to directly or indirectly compete with the business of **Billy's Supportive Hands, LLC.** and its successors.

The Employee acknowledges that the Company may, in reliance of this agreement, provide the Employee access to trade secrets, customers and other confidential data and good will. The Employee agrees to retain said information as confidential and not to use said information on his or her own behalf or disclose same to any third party. The Employee also agrees to take reasonable security measures to prevent accidental disclosure.

The Employee shall not own, manage, operate, consult or be employed in a business substantially similar to, or competitive with, the present business of the Company or such other business activity in which the Company may

substantially engage during the term of employment.

This non-compete agreement shall be in full force and effect during the period of employment and for 1 year following employment termination, notwithstanding the cause or reason for termination.

This agreement shall be binding upon and inure to the benefit of the parties, their successors, assigns, and personal representatives.

Employee Handbook Receipt:

I have read the preceding handbook comprehensively and understand what is expected as an employee of Billy's Supportive Hands, LLC. I acknowledge that it is my responsibility to comply with the policies and procedures contained in this handbook.

I understand that the policies and procedures may be modified at any time or be eliminated and that my Administration will notify me in writing with a copy of any changes when those changes occur or take place.

I have received this handbook understanding that it is not a legal document or contract of employment.

If any questions should arise that are not addressed in the handbook, I will seek council from my immediate supervisor or from BSH, LLC. Administrator.

Name: _____

Date: _____