

Lifeworks

A nonprofit serving
people with disabilities

Lifeworks Services, Inc.

**Customized Support
Employee Handbook
2012**

Customized Support Employee Handbook

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Introduction

This policy manual, which replaces all previous policy manuals and other oral or written statements of employment policy, is provided for informational purposes only and is not a contract between Lifeworks and its employees. Nothing in this manual changes the basic premise that employment with Lifeworks is at-will, meaning that you have the right to terminate your employment at any time, with or without cause or notice, and that Lifeworks and the family have the same right. No representative of Lifeworks or the family has the authority to enter into an agreement contrary to this or to create an employment contract for any set period of time. The rules and procedures contained in this manual are not a complete list and cannot cover all situations that may arise. Like any growing, developing organization, Lifeworks will add to and revise its procedures as necessary, with or without prior notice.

What is Lifeworks?

Lifeworks Services is a private, nonprofit organization serving more than 850 people with disabilities in our Career Development and Social Enrichment programs within our Day Training and Habilitation (DT&H) Services in the Minneapolis, St. Paul, Hastings, and Mankato areas.

Our Customized Support services are available statewide. Within this program we provide services to over 1,400 individuals with disabilities and their families.

Lifeworks Services, Inc. was founded in 1965 by families of children with special needs.

Mission

Our mission is to serve our community and people with disabilities as we live and work together.

We are passionately committed to fostering a greater understanding of people with disabilities so that they are heard, their interests are respected, and their contributions valued.

Vision

The vision of Lifeworks is to engage the community in our efforts to support people with disabilities to live more self-determined lives as full participants in day-to-day activities. We want people with disabilities to be heard, their interests to be respected, and their contributions to be valued.

To fulfill our mission and vision, Lifeworks works with employers, volunteers, and community groups to provide people with disabilities opportunities to have valued roles so they can experience:

- Shared community
- Meaningful relationships
- Honored choices
- Being a contributor
- Gained respect

People we serve

Many of the people we serve have mental retardation and related disabilities such as cerebral palsy, epilepsy, and autism. They want to work, participate in recreational activities, foster friendships, and plan for an exciting future. We help them develop a life or career plan to fit their unique talents and interests, and design services that help make the plan a reality. In Customized Support we provide services to people with disabilities and to the elderly.

System Navigation

Lifeworks helps individuals navigate the system and find the right support at the right time. We focus on customer solutions that alleviate the biggest concerns for the individual and their family in the way of their choosing and within the resources available. We become a trusted advisor that will be there for the long term to help plan future transitions.

Customized Support

Individuals use our Customized Support services to help manage the everyday challenges. Our Customized Support team provides fiscal support services, so individuals and their family members can hire, support and purchase needed services and equipment. As a state-approved fiscal support entity and PCA Choice provider, we handle everyday paperwork and administrative tasks, giving people with disabilities and their families more freedom, choice, and control in their lives. Our goal is to help families and individuals receive these services to make their lives easier.

We offer online tools to help manage budgets, access required documents, and enter employee's time. Lifeworks is dedicated to delivering personal service and consultation tailored to the needs of each client we serve. We take pride in finding creative solutions that improve the quality of life for our clients.

Lifeworks Customized Support assists individuals we support who access the following programs:

- **Consumer Directed Community Supports (CDCS)**
This waiver service option gives people more flexibility and responsibility for directing their services and supports.
- **PCA (Personal Care Assistance) Choice**
This program option gives individuals more control over their own care by allowing them to hire, supervise and train their personal care attendants.
- **Consumer Support Grant (CSG)**
A state-funded alternative to medical assistance home care programs, CSG is administered by the county. Eligible participants receive monthly cash grants, through a fiscal support provider like Lifeworks, to purchase services and supports.
- **Personal Support**
This is a waiver service that provides supervision and assistance to an individual with a disability in order to increase independence, productivity, and inclusion in the community.

Lifeworks also provides support planner services within the Customized Support program.

- **Support Planner Services**

A support planner assists the individual or family with writing, implementing or monitoring their support plan. They may also help arrange the day-to-day services covered in the plan. This service can also be purchased with an individual's waiver budget.

The services provided through Customized Support can also be provided to individuals who want to purchase them with private funds.

Board of Directors

Lifeworks is governed by a volunteer board of directors. Our current Board members can be found at www.lifeworks.org. It is their role to:

- Govern with a proactive, long-term perspective.
- Consider the organization's reason for existence.
- Consider the good of the organization as a whole rather than its parts (concern with the big issues).
- Long-range planning, provide vision, and influence strategy.
- Focus on *ends* (outputs, impacts) of service rather than on *means* (methods) of delivering our services.
- Measure the ends against the means to assure the taxpayer that dollars are well spent.
- Evaluate executive performance.
- Attend meetings, do committee work, represent the organization to the community, and assist in resource development.

Contact Information for Administration

Lifeworks serves people throughout the Twin Cities metropolitan area. Our current office is listed below. For directions, go to Lifeworks homepage, or go directly to mapquest.com.

<p>Administrative Office 2965 Lone Oak Drive, Suite 160 Eagan, MN 55121 Phone: 651-454-2732 Fax: 651-454-3174 www.lifeworks.org</p> <p>Customized Support (located at Administrative Office) Phone: 651-365-3744 Fax: 651-454-2773</p> <p>Human Resources Phone: 651-365-3770 Fax: 651-365-3787</p> <p>Payroll Department Phone: 651-454-2732 Timecard Fax: 1-877-858-6957 General Fax: 651-365-3788</p> <p>Compliance Manager Phone: 651-365-3763</p>	<p>Whistleblower Hotline Phone: 1-877-369-0179</p> <p>Customized Support Forms found online at www.lifeworks.org</p> <p>Hourly Time Card Payroll Calendar Direct Deposit Authorization Forms Reimbursement Request Forms Retirement Plan Information</p>
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Values-Based Decision-Making

To help you provide flexible, responsive, great customer service to individuals you will support, we have developed a guide based on Lifeworks' values.

When you are struggling with a decision, either on your own, or with a group, pull out this guide. Ask the list of questions, beginning with "Is this ethical?" If the answer is "no" to any of the questions, don't go any further. If you can answer "yes" to every question, and you have carefully considered everyone involved, then you can make the decision with confidence.

Ethical

Does this decision . . .
Show personal honesty and integrity
Demonstrate our mission - Follow our Code of Ethics

Respectful

Does this decision . . .
Treat people with dignity
See people as worthy of having the best
Promote win/win solutions

Responsive

Does this decision . . .
Provide information and opportunities to make choices
Demonstrate respect for people's ideas and choices
Identify expectations and deliver on commitments

Resourceful

Does this decision . . .
Use our resources to support, not replace other resources
Use resources wisely

Code of Ethics

Ethics refers to a code of conduct based on moral duties and obligations which indicate how people should behave. It deals with the ability to distinguish right from wrong and the commitment to do what is right. The purpose of the Code of Ethics is to provide standards of ethical behavior for employees when that behavior directly relates to the mission of the organization.

Responsibility to the individuals we serve

- I shall treat the individual I serve with the utmost dignity, free from ridicule.
- I shall not use my professional relationship with my client to further my own interests.
- I shall interact with my client in a manner which is respectful of their humanity and rights as persons.
- I shall be aware of my potential influence on my client and will not exploit their trust.
- I shall follow all state and federal laws and rules regulating services to my client.
- I shall demonstrate a genuine interest to my client and dedicate myself to their best interests and empowerment.

- I shall provide the opportunity for reasonable risk in growth experiences of the individuals I serve.
- I shall not discriminate against or refuse services to any person on the basis of race, gender, creed, color, religion, national origin, age, public assistance status, marital status, sexual orientation, veteran status, physical or mental disabilities, or any other category protected by law.

Confidentiality

- I shall respect the privacy of individuals and hold in confidence all information obtained in the course of professional service. Therefore, I will not disclose information regarding clients to anyone except:
 1. As mandated by law;
 2. To prevent a clear and present danger to a person or persons;
 3. If there is a release of information previously obtained in writing and then only when such information as indicated on the release.
- I recognize that confidentiality and privacy requirements apply also to colleagues who do not work directly with the said client.
- I shall be responsible to store or dispose of client records in ways that maintain confidentiality.
- I shall possess a professional attitude which upholds the confidentiality of clients, colleagues, and the organization.
- I shall, upon my termination of employment, maintain the same level of honor regarding confidentiality as during my employment.

Responsibility to colleagues

- I shall respect the rights and views of fellow colleagues and treat them with fairness, courtesy and good faith.
- I shall be aware of my potential influence on colleagues and will not exploit their trust.
- I shall not engage in or condone any form of harassment of or discrimination against colleagues.
- I shall extend respect and cooperation to colleagues within and external to the organization.
- If I have the responsibility for employing or evaluating the performance of other staff, I shall do so in a responsible, fair, considerate and equitable manner which provides the opportunity for growth.
- I shall respect the confidences of my colleagues.
- If I know firsthand that a colleague has violated ethical or legal standards, I shall take whatever action is needed to prevent any further violations from occurring, including speaking with my colleague and/or reporting the violation to my support manager if necessary.
- If it is reported to me that a colleague has violated ethical or legal standards, I shall ensure that the report is communicated to my colleague's support manager.

Professional responsibility

- I have a total commitment to provide the highest quality of service to those individuals I serve.
- I have a continuing commitment to assess my own personal strengths, biases and effectiveness.
- I shall strive to become and remain proficient in the performance of the work for which I was hired.
- I shall act in accordance with the highest standards of integrity.
- I shall seek assistance and advice on problems outside the recognized bounds of my competence.

Responsibility to Lifeworks

- I shall work to improve the effectiveness and efficiency of services provided by Lifeworks.
- I shall act to prevent and eliminate discrimination in work assignments and in personnel policies or practices.
- I shall use the resources of Lifeworks only for the purposes for which they were intended.
- I shall fulfill any and all commitments made by me to Lifeworks.
- I shall maintain respect for Lifeworks' policies, procedures and management decisions and will take the initiative toward improving them when it will better serve the best interests of our clients.
- I shall support the integrity and reputation of Lifeworks.
- I shall resign if I cannot maintain respect for Lifeworks' policies, procedures, and management decisions and support the integrity and reputation of Lifeworks.

Conflict of Interest

In order to assure smooth operations and avoid conflict of interest, Lifeworks employees must promptly disclose to human resources any private or personal interest which may appear to either influence their objective exercise of duties or compromise their ability to perform their job. If the disclosed conflict of interest is deemed unacceptable to Lifeworks, the employee must take prompt action to eliminate the conflict of interest and/or make it acceptable to Lifeworks.

Lifeworks employees shall not accept any personal gift or personal payment from any person, company or organization which does business with Lifeworks, or seeks to do business with Lifeworks. This will not, however, apply to modest non-cash gifts (fairly valued at no more than \$50) or to larger non-cash gifts (such as the use of sporting event tickets) which has been approved in writing by human resources in advance. In no case should an employee accept any personal cash gifts.

Whistleblower Policy

General

Lifeworks requires all employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As an employee you must practice honesty and integrity in fulfilling your responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all Lifeworks employees to comply with all applicable laws and regulations and to report violations or suspected violations in accordance with this Whistleblower Policy. Employees are encouraged to ask questions if they are unsure about how to proceed or whether conduct violates the law or Lifeworks' policies.

No Retaliation

No employee who in good faith reports a violation of applicable laws and regulations shall suffer harassment, retaliation or adverse employment consequence as a result of making such a report. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This does not mean that employees are free to make statements or disclosures knowing they are false or that they are in reckless disregard of the truth.

Reporting Violations

Lifeworks has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's support manager is the best person to address an area of concern. However, if you are not comfortable speaking with your support manager or you are not satisfied with your support managers response, you are encouraged to speak with someone in the Human Resources department. Support managers are required to report suspected violations of state or federal law, or Lifeworks' policies to the Vice President Service Development and Family Government Relations , who has specific responsibility to investigate all reported violations. For suspected fraud, contact the compliance manager. You may also report questions, concerns, or complaints to the Lifeworks Whistleblower Hot Line at 1-877-369-0179.

Legal Compliance, Fraud and Abuse Issues

The successful business operation and reputation of Lifeworks is built upon the principles of fair dealing and ethical conduct by our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

Lifeworks intends to comply with all applicable laws and regulations and expects its employees, as well as its directors, officers, vendors and contractors, to conduct business

in accordance with the letter, spirit, and intent of the law and to refrain from any illegal, dishonest, or unethical conduct.

In addition to general legal compliance, Lifeworks expects your conduct does not violate fraud and abuse laws, including the federal False Claims Act. These laws help prevent and detect fraud, waste and abuse in the public health care programs that support our services, and benefit the public and the people we serve by ensuring that public programs pay for legitimate and quality health and social services. Briefly, these laws prohibit:

1. Submitting false or misleading claims to the government or to a third party or other payor. For example, this would include submitting claims for services that were not actually provided, claims which characterize the service differently than the service actually provided, or claims which do not otherwise comply with applicable rules and regulations.
2. Making false representations to any person or entity to obtain payment for any service or to gain or retain participation in a program. All communications with government and third party or other payors must be truthful and accurate. Lifeworks is paid/reimbursed from government funded programs, therefore, all time cards must be filled out accurately.
3. Failing to properly document services provided.
4. Offering anything, in cash or in kind, to obtain or encourage referrals. Any arrangement, contract, gift, or social engagement with anyone who may be a referral source (such as a case manager) must be approved by the Vice President of Human Resources.
5. Offering anything, in cash or in kind, to any individual we serve or potential client to influence the individual to attend a program or otherwise receive services from Lifeworks.

The penalties for violating these laws, even unintentionally, are extremely high for both the individual and for Lifeworks. More detailed guidance on these laws can be found in other policies in this manual, as well as in operational policies for specific areas they affect.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises in which it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate support manager for advice and consultation, and, if necessary, with the Vice President of Human Resources. Please see our Whistleblowers Policy found in this handbook for more information on your reporting obligations and how to make a report.

Compliance with this policy of business ethics and conduct is the responsibility of every Lifeworks employee. Disregarding or failing to comply with this policy of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Fraud

Minnesota Statutes provide that “theft of public funds,” no matter what the amount, is a Felony. That means, falsely submitting even one dollar or one 15 minute time unit is considered fraud. Lifeworks employees work closely with the Minnesota Medicaid Fraud Unit to help ensure the integrity of all programs. Examples of fraud include, but are not limited to, knowingly submitting timecards for services not provided, submitting time when the Client was in the hospital or care facility and income sharing with the support manager or family. Possible penalties for felony level fraud include, but are not limited to, disqualification from working at a MA/MC funded job for five years, repayment of stolen funds, and/or jail time.

Privacy Policy

Definition

Individuals have privacy rights under the Minnesota Government Data Practices Act (MGDPA), the federal Health Insurance Portability and Accountability Act (HIPAA), the federal Health Information Technology for Economic and Clinical Health Act (HITECH) and other state and federal laws, rules, and regulations. These laws protect an individual’s privacy but also allow Lifeworks to share information about them to others if the law requires or permits it.

In situations when both the federal and the state laws apply, but appear to be conflicting, Lifeworks will comply with the more stringent of the two with regards to the particular use, disclosure, and/or type of protected health information.

The Protected Health Information (PHI) covered by these laws includes health information including financial, demographic, and lifestyle related information which is accessed, created, modified, received, or maintained by Lifeworks or Lifeworks Personnel in any form or media, whether electronic, oral or paper, and which independently or collectively could be used to individually identify a person. PHI includes health information such as diagnosis and treatment plans; and demographic information such as name, address, phone number, client ID, social security, other identification number, and date of birth.

For the purposes of this policy Lifeworks Personnel is defined as paid and unpaid staff (including employees and contractors), volunteers, student interns and other persons who work for or on behalf of Lifeworks who have access to PHI.

PHI also applies to health care data regarding Lifeworks staff that is gathered as part of our health insurance plans (medical, dental and life).

As Applies to Clients Served by Lifeworks

It is Lifeworks responsibility to inform the individual or guardian of the individual’s privacy rights by supplying them with a copy of the Notice of Privacy Practices (NPP) (formerly

titled Your Data Privacy Rights.) Lifeworks Personnel shall inform the individual and/or guardian of these rights at the time of a new referral. The guardian, or the individual if they are their own guardian, is asked to sign this notice to acknowledge receiving it and return a signed copy to Lifeworks for our records. It is then the guardian's responsibility to inform the individual of his or her privacy rights. If Lifeworks Privacy Policies change, including its need for access to, use of, or sharing of PHI, Lifeworks will provide the individual with a revised NPP and inform the individual of his or her privacy rights under the new policy.

Individuals have the right to request restrictions on uses and disclosures of their PHI. They may also ask Lifeworks to correct PHI they feel is incorrect or incomplete. Individuals also have the right to ask Lifeworks for a list of the people or organizations with which Lifeworks and our Business Associates have shared their PHI. These privacy rights are explained in the NPP. All requests for exercising these privacy rights, or to file a complaint about privacy rights, must be made in writing and sent to:

Lifeworks Services, Inc.
Compliance Manager
Lifeworks Services
2965 Lone Oak Drive, Suite 160
Eagan, MN 55121

Lifeworks is required to obtain authorization prior to all uses and disclosures of PHI. Required and permitted uses and disclosures are described in the NPP. Authorization to use and disclose PHI for these purposes is obtained by a signed Release of Information (ROI) Authorization form. Refer to the NPP and ROI form for more detailed examples of permitted uses and disclosures.

Summary data about the organization is classified as public and must be provided when it is requested by the public. Summary data is information such as the number of individuals we serve, what types of diagnoses or disabilities the agency serves, etc. Case histories may be shared with other professional or advisory groups for the purpose of receiving professional advice as long as the subject individual is not identified.

Lifeworks Personnel will require a specific authorization from the individual prior to disclosure and/or use of his/her PHI for any purposes not listed above, including:

- Marketing
- Fundraising (more than demographic information)
- Research (not related to our operations)
- Psychotherapy notes
- Previous service providers
- Persons or Agencies not involved in the individual's care
- Persons or Agencies whose work does not require the PHI

Lifeworks Personnel must contact the compliance manager when PHI is needed or requested for any of these purposes.

A Publicity Release Authorization form signed by the guardian, or the individual if acting as his or her own guardian, is needed to authorize Lifeworks to use the name and likeness of an individual for educational, marketing, and fundraising communications via any of the

following delivery methods: video tape, DVD, and CD-ROM, broadcast and print media, advertising, the internet, and business applicable social media channels.

Occasionally consultants or vendors (e.g. transportation providers, computer consultants, etc.) may require the use of PHI to provide a service to Lifeworks or to individuals served by Lifeworks. Lifeworks must either obtain a signed authorization from the individual whose PHI will be shared, or have a Business Associate Agreement signed by the vendor.

PHI should be accessed and used only by Lifeworks Personnel whose work requires the PHI and are authorized or permitted access to the PHI. Share PHI only when there is an appropriate signed authorization (one of the forms described above) and limit the content of the PHI to the minimum extent necessary to accomplish the purpose of the use or disclosure.

Lifeworks Personnel may not engage in any intimidating or retaliatory acts against persons who file complaints or otherwise exercise their privacy rights under the Privacy Policies. Lifeworks Personnel may not make conditional any treatment, payment, enrollment, or eligibility for benefits on the provision of an authorization to disclose PHI.

Lifeworks may apply disciplinary action to any Lifeworks Personnel who violate the Lifeworks Privacy Policies, please see the handbook section on disciplinary action.

All Lifeworks Personnel are expected to report any suspected breach of unsecured PHI and violation of the Lifeworks Privacy Policies, to their direct support manager and/or to the compliance manager. The direct support manager, in turn, will promptly notify the compliance manager of the report. A "breach" is an impermissible use of or disclosure of PHI under HIPAA that compromises the security or privacy of the PHI such that the use or disclosure poses a significant risk of financial, reputational, or other harm to the affected individual.

Security Policy

Lifeworks has HIPAA related policies. HIPAA regulations cover both privacy and security. Privacy and security are distinct, but related.

- The HIPAA **Privacy Rule** focuses on the rights of an individual to control the use of his or her personal information. Protected health information (PHI) should not be divulged or used by others against their wishes. See Lifeworks Privacy Policies for more detailed information.
- The HIPAA **Security Rule** focuses on administrative, technical and physical safeguards specifically as they relate to electronic PHI (ePHI). Protection of ePHI data from unauthorized access, whether external or internal, stored or in transit, is all essential to the Security Rule.

The Lifeworks HIPAA Security Rule Policies specifically focus on protecting the confidentiality, integrity, and availability of electronic protected health information (ePHI).

- Confidentiality is the assurance that ePHI data is shared only among authorized persons or organizations.
- Integrity is the assurance that ePHI data is not changed in an unauthorized way. Most important to HIPAA, data integrity ensures that Lifeworks can rely on the accuracy of the data.
- Availability is the assurance that systems responsible for delivering, storing and processing ePHI data are accessible when needed, by those who need them under both routine and emergency circumstances.

See Lifeworks HIPAA Security Rule Policies for more detailed information.

Equal Employment Opportunity, Affirmative Action and ADA

Lifeworks is committed to providing equal opportunity in all phases of employment and employee relations.

Nondiscrimination and Equal Employment Opportunity

Lifeworks requires that all employment practices be equal without regard to factors that are non-job-related. These factors include, but are not limited to, conditions such as race, gender, creed, color, religion, national origin, age, public assistance status, marital status, sexual orientation, veteran status, physical or mental disabilities, information about genes, gene products, or inherited characteristics that may derive from the individual or a family member or any other category protected by law. This policy and procedure commits the organization to providing equal employment opportunity in all phases of employment and employee relations, including, but not limited to, recruitment, selection, placement, transfers, training and development, promotion, demotion, compensation, benefits, layoffs, and terminations, and all conditions or privileges of employment.

Affirmative Action

Lifeworks will not discriminate against or harass any employee or applicant for employment because of race, gender, creed, color, religion, national origin, age, public assistance status, marital status, sexual orientation, veteran status, physical or mental disabilities, information about genes, gene products or inherited characteristics that may derive from the individual or a family member or any other category protected by law.

Americans with Disabilities Act and Reasonable accommodation

Lifeworks will comply with the Americans with Disabilities Act (ADA) requiring reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an employee or job applicant unless the accommodation creates or involves undue hardship to the organization. Questions, concerns, and requests for accommodation should be made to the director of human resources.

Genetic Information Nondiscrimination Act

Lifeworks will comply with the Genetic Information Nondiscrimination Act (GINA) which prohibits employers from using genetic information to affect the hiring of an individual or to affect the terms, conditions, privileges, benefits or termination of employment unless Lifeworks can prove this information is job related and consistent with business necessity.

Concerns and Complaint Reporting

Any applicant or employee who feels he has been treated in any way that violates this policy should contact his immediate support manager or director of human resources. Allegations of discrimination will be investigated promptly. No adverse action will be taken against any applicant or employee reporting a possible violation of this policy.

Diversity

We appreciate that each person, team, business and community we serve is unique and we will acknowledge and work respectfully with whatever differences we have in lifestyle or values, resources or abilities, culture or language, perspective or belief. Areas of opportunity for diversity in the workplace are listed include:

Services - Understand and effectively respond to the diverse values, backgrounds, experiences, interests, and choices of the people we serve.

Community Partnerships - Seek collaborative activities which give Lifeworks an opportunity to exchange skills and ideas with others, as well as give employees and clients experiences with diverse populations.

Governance - Develop a diverse board of directors.

Business and Administration - Ensure that our business practices are respectful to individuals from diverse backgrounds and that our facilities are welcoming to the community.

Human Resources - Be recognized for our sensitivity to diversity in recruiting, selection, orientation, and on-going support of employees. Offer regular activities that promote diversity awareness and respectful interactions. A collection of books on diverse topics can be found in the Lifeworks library. Call human resources with ideas, questions and suggestions.

Harassment and Discrimination Policy

Purpose of policy

It is a policy of Lifeworks that all employees have a right to work in an environment free from unlawful discrimination and harassment. The mission of Lifeworks is best accomplished in an atmosphere of professionalism which in turn is supported by mutual respect and trust. Lifeworks expects all employees to work toward this goal. Harassment based on a person's race, color, national origin, sex, disability, age, marital status, status with regard to public assistance, or any other legally protected class status is strictly prohibited by Lifeworks.

Definitions of sexual and other forms of harassment

Harassment prohibited under this policy consists of:

- unwelcome conduct based on a person’s race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, status with regard to public assistance, or any other protected class status
 - when submission to such conduct is:
a condition of one’s employment; or
a basis for an employment decision;

or

- when such conduct has the purpose or effect of:
interfering with one’s job performance; or
creating an intimidating, hostile, or offensive work environment.

Some examples of conduct that could be considered harassment include the following types of action when they are taken based on protected class status:

- unwelcome abusive, intimidating, insulting, or degrading remarks;
- displaying objects, cartoons, pictures, or stories which may be perceived as offensive or demeaning; or
- threats, demands, or suggestions that an employee’s work status, advancement, or other terms and conditions of employment are contingent upon the toleration of or acquiescence to unwelcome harassment.

One form of prohibited harassment is sexual harassment. Sexual harassment includes:

- unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature
 - when submission to such conduct is:
a condition of one’s employment; or
a basis for an employment decision;

or

- when such conduct has the purpose or effect of:
interfering with job performance; or
creating an intimidating, hostile, or offensive work environment.

Some examples of conduct that may be sexual harassment under this policy include:

- unwelcome abusive, intimidating, insulting, or degrading remarks or conduct of a sexual nature;
- use of offensive or demeaning words of a sexual nature, telling suggestive jokes or stories, and conversations about sexual exploits, sexual preferences, and desires;
- displaying sexually suggestive objects, cartoons, pictures, or stories which may be perceived as offensive or demeaning;

- threats, demands, or suggestions that an employee's work status, advancement, or other terms and conditions of employment are contingent upon the employee's toleration of or acquiescence to unwelcome sexual advances;
- unwelcome sexual flirtations, propositions, or invitations to social engagements; or
- unwelcome and objectionable physical contact or physical proximity.

Lifeworks prohibits harassment based on a protected class status in any form, including verbal, physical, and visual harassment.

Scope of policy

This policy prohibits harassment against any employee, client, or volunteer of Lifeworks by a member of the same sex or a member of the opposite sex.

In addition, this policy prohibits sexual harassment and any other form of harassment by any individual, including support managers and/or managers, employees, coworkers, and third parties such as volunteers, clients, contractors, or vendors who deal with Lifeworks employees or clients.

Reporting Harassment

If at any time you feel that you are being harassed, or you believe that another Lifeworks employee or client or volunteer is being harassed, you should immediately contact the director of human resources at Lifeworks administration.

Lifeworks wants to resolve any problems, but it can do so only if it is aware of them. Lifeworks encourages any individual who believes he or she is being harassed, or who has the belief that another Lifeworks employee, client, or volunteer is being harassed, to report any and all incidents of perceived harassment. Lifeworks will investigate harassment complaints as appropriate, and take other appropriate action. Any person who is found to have violated this policy on harassment and non-discrimination will be subject to appropriate corrective action, which may include discipline up to and including termination of employment.

Confidentiality

Every effort will be made to ensure confidentiality to the extent possible.

No Retaliation

Retaliation against any individual for making a complaint under this policy, for opposing harassment, or for participating in an investigation of any claim regarding harassment or inappropriate behavior is strictly prohibited. If you feel that you have experienced such retaliation, you should immediately report any such retaliation to the director of human resources at Lifeworks Administration.

Employee Responsibilities

All employees are responsible for maintaining a working environment free of harassment and discrimination. Any individual who is found to have engaged in behavior prohibited by this policy will be subject to corrective action, which may include discipline up to and including termination.

It is the responsibility of ALL employees to:

- Read and abide by this policy. If you have any questions about the policy, please contact the director of human resources at Lifeworks administration. Refrain from engaging in acts of harassment or acts that can be construed as harassment.
- Immediately report any acts of harassment or acts that can be construed as harassment.
- Cooperate with any investigation regarding harassment or inappropriate conduct.
- Maintain the confidentiality of any complaint or information received or provided in the course of an investigation, only disclosing information to those Lifeworks personnel or representatives with a need to know the complaint or information. Refrain from speculation and from drawing conclusions or gossiping about the subject matter or individuals involved in claims of harassment or the investigation of such claims.
- Refrain from taking any adverse or retaliatory action against any individual who has made a claim of harassment, opposed harassment, or participated in the investigation of any claim regarding harassment or inappropriate behavior.

Questions about Policy

Any questions about this policy or related matters should be referred to the vice president of human resources at Lifeworks Administration.

Drug and Alcohol Free Workplace Policy

Purpose and Scope of Coverage

Lifeworks employees serve vulnerable adults and represent the agency in a variety of public and private settings. Safety problems can be created when employees use or abuse controlled substances including, but not limited to, marijuana, cocaine, opiates, amphetamines and phencyclidine (PCP) or alcohol. In order to ensure the highest level of judgment and job performance, and provide a safe workplace, Lifeworks has established the following policy on drugs and alcohol for employees.

Policy

All employees are expected to report for work free from the effects of illegal drugs and alcohol. Employees also must notify their support manager of the use of prescribed medications or over-the-counter medications that may affect the individual's ability to work with vulnerable people or operate motor vehicles or equipment or in any other way adversely affect the employee's ability to function while on the job.

The use, possession, sale, distribution, transportation, or being under the influence of, drugs or alcohol while working is strictly prohibited. All employees are expected to report to their support managers any observations of suspected alcohol and drug possession, use or distribution thereof, including but not limited to the odor of alcohol on the breath, observations of impaired motor skills, speech, unusual behavior or appearance of other

employees. Persons operating vehicles while performing job duties or working with vulnerable individuals shall not be under the influence of alcohol while on the job nor report to work under the influence of alcohol.

Employees who engage in any of the prohibited conduct listed above are in violation of this policy and may be subject to discipline up to and including termination at Lifeworks' sole discretion. Employees needing help with drug or alcohol dependency are encouraged to seek assistance through our Employee Assistance Program, which is available to employees. Their number is 1-877-757-7587.

Reservation of Rights

This policy supersedes and revokes any other Lifeworks practice or policy relating to the use of drugs and alcohol in the workplace and drug and/or alcohol testing. Lifeworks reserves the right to interpret and administer this policy at any time, and at its sole discretion, amend, supplement, modify, revoke, rescind or change this policy, in whole or in part, with or without notice and with or without consideration. This policy is not an express or implied contract of employment nor is it to be interpreted as such. Additionally, this policy does not in any way affect or change the status of any at-will employee. At-will employees continue to be free to terminate their employment or resign from employment at any time and Lifeworks continues to be free to terminate any employee, with or without cause, with or without notice, for any lawful reason or for no reason at all. Nothing in this policy is a promise or guarantee or should be construed as a promise or guarantee that Lifeworks will follow in any particular circumstances any particular course of action, disciplinary, rehabilitative or otherwise.

Pay and Benefits

Employee Classification

All positions under this program are identified as nonexempt according to regulations established by the Fair Labor Standards Act (FLSA) and the State Wage and Hour Regulations. The Fair Labor Standards Act provides minimum wage, overtime pay, record-keeping, and child labor standards. Some positions are exempt from the requirements of the Act. Job descriptions identify FLSA status and employees are notified that their position is nonexempt in a letter confirming their employment.

The individual/support manager you are working for will determine your rate of pay and the number of hours you work according to the individual's budget.

Definition of the Work Week

The work week, for payroll purposes, begins on Sunday at 12:00 a.m. and ends on Saturday at 11:59:59 p.m. The specific hours for employees may vary.

Work Schedule

Your support manager will develop a schedule for employees. Your employment schedule is contingent on the level of supports and funding the client is authorized by the

Minnesota Department of Human Services. The amount of scheduled hours cannot be guaranteed.

All hours worked must be pre-approved by your support manager. Employees are not allowed to work for a client while they are in a hospital or care facility.

Employees working under the PCA Choice program may not work over 275 hours in any month between ALL service providers.

Overtime

Lifeworks is compliant to all applicable wage and hour laws. Employees are paid overtime for all hours worked beyond a 40-hour work week and are compensated at time and one-half (1-1/2 times) their normal rate for all **worked** hours beyond 40 hours in a given week. All hours worked beyond the scheduled work week must be pre-approved by the employee's direct support manager/support manager.

Time Card Procedure

All employees must record the actual number of hours worked on a time card form, including the beginning and ending hours each day noted as a.m. or p.m., or time must be entered as an entry through webtime portal via your support manager. Sign and date the time card as verification that the hours recorded are correct and give the card to the support manager to sign and date for approval. The support manager is responsible for verifying the timecard accuracy, and for sending the time card to Lifeworks, or submitting the time online.

Instructions for using the two week time cards (for PCA Choice Program should use the one week time cards.)

- Use a new, blank time card each pay period or week. Time card forms may be downloaded from Lifeworks website, www.lifeworks.org or sent to you by mail when requested.
- Please be sure to fill out all the information blanks on the time card. You must provide the correct employee and client ID numbers, job title (as stated on your hiring letter), the pay period or weekly beginning and end dates, daily and weekly totals and your signature. A line must be drawn through any day you **DO NOT** work. Write neatly and within the spaces provided.
- Pay period or weekly beginning and end dates should always start with a Sunday date and end with a Saturday date. (see back of Payroll Calendar)
- Record daily time in 15 minute increments:
 - 15 minutes = 0.25
 - 30 minutes = 0.50
 - 45 minutes = 0.75
- All time cards must be signed and dated by both the employee and the support manager.
- The support manager shall submit your time card to Lifeworks by 8:00 p.m. on the Monday of pay week. Time cards received after this deadline **will not** be processed until the next pay period.

Payment of wages

Employees are paid every other Friday for 26 pay periods a year. If Friday is a bank holiday, the pay date will be the last previous business day. The paycheck covers the days worked in the two weeks prior to the week in which you receive your paycheck.

Time submission is due at Lifeworks by 8:00 pm on Monday every two weeks, except where noted on a holiday week.

Lifeworks mails out paychecks/direct deposit advice slips every two weeks on Thursday. Employees should receive them on Friday; however we cannot guarantee delivery through the U.S. Mail. Employees may not pick up their regularly scheduled paycheck from the administrative office. All payroll checks must be mailed unless an arrangement has been made with the payroll staff for an adjustment check to be issued at a later date.

Direct deposit is encouraged as employees are expected to cash pay checks in a timely manner and before it is void at 90 days after issue. A written request for cancelation of a direct deposit is required. If direct deposit is not canceled and a check is requested to be issued on a rejected direct deposit transaction, Lifeworks will charge you a \$25.00 fee. Please contact the payroll department 651-454-2732 or email payroll@lifeworks.org for further information or assistance.

Payroll deductions

Payroll deductions for all employees are the standard deductions: FICA, state and federal withholding tax.

If you are an employee who participates in Lifeworks health insurance benefits, and you do not work within the two week pay schedule, Lifeworks reserves the right to deduct the missed premium(s) from all future checks until paid in full.

Wage Attachments

In the event that a wage attachment (e.g. garnishment) is issued against an employee's salary through the proper judicial process, Lifeworks will withhold such portion of his/her salary as the law requires. An employee will be informed of the deduction by the payroll department before it becomes effective with the next paycheck.

Expense Reimbursement

Lifeworks reimburses only pre-authorized expenses incurred by the employee and approved by the support manager.

Reimbursement Requests are due Mondays by 4:00 p.m.

Support manager must submit expense reimbursements within 10 months of the date of purchase and only for items that are approved in the support plan or in an approved addendum. Goods and services will be reimbursed up to the approved dollar amount.

Only include items and mileage for one month (example: January only).

Proper documentation for mileage reimbursement is as follows:

- Date of travel

- Destination
- Total number of miles driven
- Cost: total number of miles driven multiplied by the approved rate.
- Signature of driver is required

Support Manager's signature is required on all Reimbursement Requests.

Reimbursement Requests which are missing proper documentation will be mailed back to support manager if pending for more than two weeks.

W-2 Forms

The request must be made in writing and must include a \$10.00 fee payable to Lifeworks.

Stop Payment Authorization

If a replacement check is requested, please contact the payroll department. Lifeworks charges a \$25.00 fee for this service.

Pay Stub Request

If a duplicate paystub is requested, please contact the payroll department.

Change of name or address

If you would like to change your name, you must submit a copy of your updated social security card and a new W-4 form with your new name.

If you would like to change your address, you must contact Lifeworks human resources department. The request must be made in writing in order to be processed.

Vacation and sick leave

The waiver program, that provides the money for your pay, pays only for services provided. Therefore, Lifeworks considers vacation and sick leave as unpaid time off. If you have questions about these benefits, contact the Lifeworks human resources coordinator.

Check with the family regarding how you are to notify them of absences.

Family and Medical Leave policy

This Family and Medical Leave policy generally applies only to employees at Lifeworks locations where fifty or more employees are employed within seventy-five miles of the site. If you have questions about whether or not you are eligible for this leave, please contact the vice president of human resources at 651-365-3723.

Eligible employees of Lifeworks are entitled under the Family and Medical Leave Act (FMLA) to take up to twelve weeks' unpaid leave during any twelve-month period (except that an eligible employee of a covered service member may be entitled to a combined total of 26 work weeks of leave during a 12-month period to care for the service member) for the birth, adoption, or foster care placement of a child; to care for a child, disabled adult son or daughter, spouse, or parent with a serious health condition; or because of the employee's own serious health condition.

Employees returning from FMLA Leave will be able to return, at the discretion of management, either to their previous position or an equivalent position. The employee on FMLA Leave will not be eligible for reinstatement, however, if he or she would have been subject to a work force reduction or lay-off if working during the leave period.

To be eligible for FMLA Leave, employees must have been employed at Lifeworks for at least twelve months and have worked at least 1250 hours at Lifeworks in the twelve months preceding the Leave.

The twelve weeks of leave will be calculated on a rolling year basis measured backwards from the time the employee uses leave.

FMLA Leave should be scheduled with the employee's support manager as far in advance as possible. If leave is foreseeable, at least thirty (30) days advance notice should be given.

If employees are eligible for both unpaid FMLA Leave and any paid leave (such as vacation, sick leave, or short-term disability benefits), they are required to use such paid leave concurrent with their unpaid FMLA Leave, except that employees on leaves due to birth or adoption need not use their accrued sick leave or vacation during the first six weeks of their leave if they choose not to. Further, employees receiving workers' compensation benefits during their FMLA leave are not required to, and may not elect to, use other paid leave concurrent with FMLA leave during the period they are receiving workers' compensation benefits.

If FMLA Leave is taken due to the serious health condition of the employee or family member, medical certification will be required. Certification will be required before the leave begins or soon afterward, while on leave if necessary, and upon return to work. Lifeworks may, at its own discretion and expense, require a second opinion.

Unless the employee makes special arrangements and is granted permission, FMLA Leave for the birth or adoption of a child or for foster care placement must be taken all at one time. FMLA Leave taken because of the employee's or another's serious health condition may be taken intermittently, all at one time, or in the form of a reduced work schedule, depending upon what is medically necessary. Leave taken by part-time employees in the form of a reduced schedule will be pro-rated to the number of hours worked during the last twelve months.

FMLA Leave can also be taken to care for a spouse, son, daughter, parent, or next of kin who is a member of the Armed Forces who suffered a serious injury or illness (described below) in the line of duty on active duty in the Armed Forces.

Definition of Serious Injury or Illness

A serious injury or illness as it pertains to covered service members means an injury or illness incurred by the service member in the line of duty on active duty in the Armed

Forces that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating.

While on leave, health insurance benefits, if any, will continue in the same manner as prior to leave. Employee co-payments must be made in a timely manner to avoid jeopardizing continued coverage. Please remember that not all employees are eligible for FMLA Leave.

Liability Insurance

Lifeworks has liability insurance to protect the organization, its employees, and volunteers against lawsuits by persons other than employees on charges of malpractice and negligence.

Statutory Insurance Requirements

Lifeworks recommends that all employees have liability limits of \$100,000 per person, \$300,000 per occurrence, \$50,000 per vehicle/property or a combined single limit of \$300,000.

Thrift Retirement Plan

As a Lifeworks employee you are eligible to make elective deferrals from your paychecks into the Thrift Retirement Plan (the "Plan"). The Plan offers a convenient way for you to save money for your retirement through payroll deductions. Lifeworks does not contribute matching contributions to the Plan on your behalf. A copy of the Summary Plan Description ("SPD") describing the essential features of the Plan is posted on Lifeworks' web site. If you would like a printed copy of the SPD, please call Maurita Lundmark at (651) 365-3770 or mlundmark@lifeworks.org and one will be sent to you. If you are interested in enrolling in the Plan, you should contact Erik Johnson, Lifeworks advisor with VALIC at 651-226-9025 or erik.a.johnson@valic.com and he will help you enroll in the Plan. You may start making contributions into the Plan at any time.

Employee Assistance Program

Lincoln Financial Employee Connect
1-877-757-7587

www.eapadvantage.com (password=connect)

Lincoln Financial EAP provides no-cost, confidential assistance for employees and their family members. EAP services can help employees identify solutions to assist with life, work and family concerns. A professionally trained clinician assists with problem identification, analysis and short-term resolution. In addition, an EAP counselor can provide a referral for services within your health insurance benefits or to community resources/self help groups. Referrals are also available to specialized resources for elder or child care, legal or debt management questions. The information discussed with the EAP is kept confidential in accordance with federal and state laws.

Employee Requirements and References

Expectation of Employees

Families are responsible for communicating performance expectations to employees, observing and documenting employee performance, providing performance feedback, and coaching. Employees are responsible for work assignments specified in their job

descriptions and for informing the support manager if expectations are unclear or if they need additional resources to complete assignments.

Professional Conduct for Lifeworks Employees

Your personal appearance says a lot about your professionalism. Interpretation of appropriateness of appearance shall be at the discretion of the support manager.

New hire paperwork

New employees must complete the Employee Packet that Lifeworks provides. Included in the packet is an Application for Employment, Support Staff Job Description, I-9, W-4, Employee/Client Relationship, Authority to Release Information, Employee Handbook Acknowledgement and Driver's Certification or Exclusion forms. For PCA Choice, there are additional forms required. The PCA Enrollment & Provider application, Individual PCA Relationship Acknowledgment, and the MN State Rule Acknowledgement, and the Certificate of Training for the PCA training as administered by the State of Minnesota are the essential forms for working in the PCA Choice program.

You are required to inform Lifeworks if you work another job and where.

When Lifeworks receives all the required forms, and your background studies are complete, Lifeworks will notify your support manager when you can begin working. Your support manager will contact you. You will not be paid for any time worked prior to being notified.

Background Study

For the CDCS, CSG, and the Personal Supports programs, Lifeworks will request a background study from the Minnesota Bureau of Criminal Apprehension and the Minnesota Trial Court Public Access Remote system. If the individual has lived in another state(s), as indicated on the Authorization to Release Information, an additional background study will need to be completed with an outside agency. The individual may not begin working until Lifeworks has received notification that the individual is qualified to provide support for individuals with disabilities. Additional background studies may take 72 hours to complete. The PCA Choice program background studies are completed through the Minnesota Department of Human Services. These background studies take between 5 - 7 business days to complete.

If any of the studies discloses a disqualifying crime according to the Minnesota Statutes Chapter 245C of the Human Services Background Studies division, human resources will notify you and the support manager of your inability to begin work. If you are a current employee and Lifeworks receives new disqualifying information about your background, we may run another background study at our discretion, and your employment may be terminated.

Performance Reviews

The performance review may be scheduled by the family as an opportunity for employees to get feedback from their support manager to review what is expected of them, and to report how well they are doing at meeting job expectations. This is a time to summarize past accomplishments, progress on goals, work habits, and interpersonal relationship skills.

Notice of Rights Regarding Personnel Records

Minnesota law gives you certain rights and remedies relating to your personnel record. For example, you have the right to review your personnel record both during your employment and after it ends. A request to review your personnel file must be made in writing to the director of human resources. The file of a current employee will be made available at Lifeworks corporate office during normal business hours. Lifeworks reserves the right to deny a request to review a personnel file if the request is not made in good faith.

An employee who disputes information in their personnel file may submit a written statement, not to exceed five pages, which will be placed in the personnel file. Lifeworks will not retaliate against anyone who asserts their rights under the law. Penalties may be assessed for a violation of Minnesota statutes relating to personnel records review. A claim asserting a violation of personnel records laws must generally be brought within one year of actual or constructive discovery of the violation.

For a detailed explanation of your rights and remedies, see Minn. Stat. 181.960 – 965. This notice is provided pursuant to Minn. Stat. 181.96

Lifeworks maintains personnel records for employee which are confidential. Only those with direct need to know are permitted to access these records. Access is limited to relevant information only and is monitored by human resources. All requests for information from personnel records should be made in writing and sent to human resources. Employee medical information is maintained in a separate file.

Verification of Employment and Wages

Verification of employment will be given only by human resources and/or the payroll department. A phone reference will include the employee's title and the dates of employment at Lifeworks. Salary information is verified only in writing and upon the employee's written request or authorization. It is the policy of Lifeworks to not forecast employment.

Staff Orientation and Training

All employees of Lifeworks complete an orientation with the family. Orientation includes required training, Lifeworks policies and procedures, and health and safety.

Ongoing Staff Development

As a learning organization, Lifeworks believes that it is important for all employees to have opportunities to acquire knowledge and develop new skills. Lifeworks publishes a quarterly training calendar that includes a variety of training options. All employees who have direct contact with clients can attend training sessions at a rate of \$50.00 per

session. This must be approved by the family and must be in the individual's approved plan.

Disciplinary Action

It is the policy of Lifeworks to apply disciplinary action to prevent the recurrence of past problems in the workplace and to deter problems from occurring in the future. Disciplinary action may include verbal and written warnings, suspension and/or termination. In those instances when a single offense or incident is deemed to be serious, immediate suspension or termination may be warranted.

Examples of activities that may result in disciplinary action are:

Misconduct

Misconduct is defined as behavior which is contrary to regulations or norms which the organization could reasonably expect to be followed.

Violation of Lifeworks Code of Ethics, Policies, or Procedures

The code of ethics and Lifeworks policies are outlined in this handbook.

Breach of Privacy Policies

Impermissible use of or disclosure of Protected Health Information.

Illegal Activities

Activities which violate federal, state or local law, and which occur during, or are associated with, the conduct of Lifeworks business.

Endangering or Abusing Lifeworks Property or Threatening the Physical Well-being of Employees or Clients

Any unsafe, reckless, destructive or violent action which could harm employees or clients or result in the destruction of Lifeworks property.

Falsification of Records

This includes, but is not limited to, falsifying data on employment forms, time cards, medical records or reports, expense reports, and other job-related documents.

Grievance Procedure

Lifeworks recognizes that its employees sometimes have problems which result in grievances, complaints, or misunderstandings. It is important that these problems, regardless of severity, be addressed and resolved. It is Lifeworks policy that problems are fairly and rapidly considered, that communication channels remain open, and that policies and procedures are fair and consistent in application. Assistance is available from the vice president of human resources at any time during the problem resolution process.

- When an employee believes that he or she has a legitimate grievance to be resolved, the employee should discuss the problem with whomever he has a grievance and attempt to resolve the problem.

- If the problem cannot be resolved in this manner, the aggrieved employee should prepare a written statement that states the facts of the situation and present this statement to the support manager or a Lifeworks coordinator within a 30-day period. Together they will attempt to resolve the situation with the aggrieved employee.
- If the grievance is not resolved through this process, the situation should be brought to the manager of customized support who will work to resolve the issue. If necessary the situation will be brought to the vice president of human resources. Lifeworks will attempt to resolve the grievance within 30 days.

Employee Termination

Employment with Lifeworks is at will; meaning that you have the right to terminate your employment at any time, with or without cause or notice, and Lifeworks has that same right. If you have been terminated or it has been over 9 months since you last worked, but a family would like you to begin working again, you are required to fill out a new employee packet and complete a new background study before returning to work. Your employment will be automatically terminated if it has been over 9 months since you have worked.

Your last day worked that Lifeworks has on record will serve as your termination date.

Health and Safety

The health and safety of employees is a priority for Lifeworks. Our objective is to prevent and reduce the occurrence of disabling injuries. All employees are an integral part of the health and safety program and need to understand and follow safety rules and procedures.

Cell Phone and Text Messaging Guidelines

Lifeworks expects all employees to observe good safety habits when using cell phones and discourages all uses while driving, this includes text messaging. Employees must also use discretion in where and when they have conversations, answer emails, or text messages, particularly if the information is sensitive or should remain confidential. If taking pictures of clients see HIPAA Privacy Policy regulations and guidelines.

Employee Injuries

Employees who have a work-related injury or disease should report it immediately to their support manager and human resources. A First Report of Injury form must also be filled out and sent to human resources.

Non-Work-Related Injury

The support manager may require an employee injured on non-work time to undergo a fitness-for-duty exam if the injury limits the employee's ability to perform the essential functions of their job. The exam would be limited to determining the employee's ability to perform the essential functions of their job.

Employee Training

Developmental Disabilities: Issues of Dignity and Respect

What is a developmental disability?

You have been hired to work with people with developmental disabilities.

A person with a developmental disability has a substantial mental or physical impairment (handicap) in at least **three** of the following areas:

- Self care.
- Receptive (understanding) and expressive (being understood) language skills.
- Learning.
- Mobility.
- Self direction.
- Capacity for independent living.
- Economic self-sufficiency.

In addition, a developmental disability must be:

- Severe and chronic.
- Manifested before age 22.
- Expected to continue indefinitely.
- Reflect the person's need for long-term support.

Considerations when assisting a person with a developmental disability

People with developmental disabilities are first and foremost people. They have different personalities, life experiences, capacities, and learning styles. The best way of understanding how to assist a person is by spending time getting to know them. You can also get helpful information by talking to others who know the person well. The following is a general list of considerations to get you started:

1. The person may need extra help to understand abstract concepts; using concrete language as much as possible when giving explanations and instructions is very helpful. Keep sentences short and specific. For example, "It is time to go home. Put your coat on please" is more concrete than "Get ready to leave now."
2. The person may need extra help organizing information and attending or responding to relevant cues in her environment. Judgments about quality and timing may be difficult. Therefore, it can be helpful to identify clear starting criteria, completion criteria, and evaluation criteria for the person. Also, identify important cues in the environment and appropriate responses to them. You might show the person their coat and then say, "It is time to go home. Put on your coat, please."
3. The person may need extra assistance understanding and coping with changes in existing routines or with problem solving. You will have to explain what changes or problems may arise and how to handle them.
4. The person may need help compensating for short-term memory and sequencing difficulties. You can assist by setting up routines and providing visual cues (pictures or sequence book) or auditory cues (taped sequence, bells, timers, etc.) to facilitate memory.

5. The person will benefit more from skill training in real environments with real equipment and materials. The ability to transfer training or generalize skills from one environment to another should not be assumed.
6. The person may have physical disabilities or coordination difficulties. Assistive devices to help position or stabilize task materials may help. Control switches to activate appliances (blenders, TV, radio, lights, staplers, paper punchers, etc.) enable people to control aspects of their environment and participate more fully in their preferred activities.
7. The person may need extra training and support to make choices and decisions. Opportunities for making choices should be a natural part of daily activity. Choices should be appropriate to that person's experience and ability level. Start simply (e.g., by offering choices of concrete items of interest to the individual) and build choice-making experiences. Facilitators must be sure individuals understand and have enough information to make decisions asked of them.
8. The person may need extra training and support to communicate needs, preferences and his emotional or physical state. People who have verbal skills may need to learn when and what words to use to express specific needs. People who are non-verbal may need to learn to use gestures, signs, symbols, pictures, items, or assistive devices to communicate.
9. The person may need extra training and support to seek and maintain relationships. People can benefit from learning to appropriately seek out attention from, and affiliation with, companions, coworkers and family members. Finally, respecting others is seeing them as unique and appreciating their gifts, capacities, and interests. It means understanding that they have the same needs we have for good friends, comfortable homes, self-expressive lives with freedom to choose activities and pursue interests. All people need meaningful work, fun and relaxation, and to anticipate a future where some of their hopes and dreams are realized. On a personal level, respect means being open to friendship and the possibility of exploring mutual interests.

Vulnerable Adult and Maltreatment of Minors Reporting Procedures

Minnesota's Reporting of Maltreatment of Vulnerable Adults Law is designed to protect adults who, because of physical or mental disability, are vulnerable to maltreatment. In addition, Minnesota law requires the reporting of suspected maltreatment of vulnerable adults and children, investigation of reports, and requires protection procedures to be in place to prevent maltreatment. All staff hired by families in the Customized Support program are mandated reporters and are therefore required to report suspected maltreatment of a person receiving services, whether an adult or minor.

A vulnerable adult is defined as:

Any person 18 years of age or older who:

- Receives services from a licensed program or facility, or
- Regardless of residence or whether any type of service is received, possesses a physical or mental disability or other physical, mental, or emotional dysfunction:
 - a. That impairs the individual's ability to provide adequately for the individual's own care without assistance, including the provision of food, shelter, clothing, health care, or supervision; and

- b. Because of the disability or dysfunction and need for assistance, the individual has an impaired ability to protect themselves from maltreatment.

All adults in the Customized Support program are considered to be vulnerable adults.

A minor is defined as: any person under the age of 18, regardless of disability, residence, or services received.

Maltreatment is defined as:

- Abuse: conduct that produces or could reasonably be expected to produce physical pain, injury or emotional distress including, but not limited to:
 - a. Hitting, slapping, kicking, pinching, biting, or corporal punishment.
 - b. The use of repeated or malicious oral, written, or gestured language that could be considered by a reasonable person to be disparaging, derogatory, humiliating, harassing, or threatening.
 - c. The use of any aversive or deprecating behavior, unreasonable confinement, or involuntary seclusion, including forced separation of the individual from another person against their or their legal representative's will.
 - d. Any sexual contact between the individual and a person providing service.
 - e. Forcing, compelling, coercing, or enticing the individual to perform a service for the advantage of another.
 - f. An act, or aiding and abetting of an act, that constitutes a crime against a vulnerable adult or minor.
- Neglect: the failure or omission by a caregiver to supply the individual with care or services, including but not limited to, food, clothing, shelter, health care, or supervision.
- Financial exploitation: engaging in unauthorized expenditures of funds entrusted to the caregiver by the individual or their family which likely results in detriment to the individual. Using, withholding, or disposing of funds or property of the individual are considered financial exploitation.

Maltreatment is also considered when acquiring possession or control of, or an interest in funds or property of the individual through the use of undue influence, harassment, duress, deception, or fraud.

Reporting procedures

Call 911 if the vulnerable adult or child is in immediate danger.

Reports of maltreatment, child abuse, neglect, or sexual abuse during business hours, please contact the county where the child resides as soon as possible, but no longer than 24 hours from the initial time when reason to believe that the incident occurred was received.

All staff hired by families in the Customized Support program are considered to be mandated reporters. This means that if you have reason to believe that an incident of maltreatment occurred, you are mandated to make a report. If you are not comfortable making the report yourself, you should call a customized support coordinator. The coordinator is then responsible for deciding if the report should be forwarded to the CEP and letting you know their decision regarding making the report. If they decide not to report the incident, and you are not in agreement of their decision, you can make the report directly.

Reports are to be made to the Common Entry Point (CEP) in the county where the suspected maltreatment took place. When the individual is a minor (under 18 years of age) the report is to be made to Child Protection in the county of where the child resides.

The CEP numbers are:

<u>County</u>	<u>Day</u>	<u>Evening/Weekend</u>
Anoka	763-422-7168	651-792-3022
Blue Earth	507-304-4444	507-304-4319
Dakota	651-554-6000	952-891-7171
Hennepin	612-348-8526	
LeSeuer	507-357-2251	
Nicollet	507-386-4528	507-931-1570
Ramsey	651-266-4012	651-291-6795
Scott	952-445-7751	651-496-8484
Washington	651-430-6484	651-291-6795

If you are unsure of the number to make a report, contact the Department of Human Services in the county where the incident occurred.

The numbers for Child Protection are:

<u>County</u>	<u>Day</u>	<u>Evening/Weekend</u>
Anoka	763-422-7125	651-792-3022
Blue Earth	507-304-4444	507-304-4319
Dakota	952-891-7459	952-891-7171
Hennepin	612-348-3552	
LeSeuer	507-357-2251	
Nicollet	507-386-4528	
Ramsey	651-266-4500	651-291-6795
Scott	651-445-7751	952-496-8484
Washington	651-430-6484	

Contacting the Ombudsman office

When death or serious injury of a client occurs, you must contact the Common Entry Point (CEP) and the Ombudsman Office. Reporting the death or serious injury of a client to the Ombudsman Office is mandatory within 24 hours. Serious injuries as defined include:

(1) fractures, (2) dislocations, (3) evidence of internal injuries, (4) head injuries with loss of consciousness, (5) lacerations involving injuries to tendons or organs, and those for

which complications are present, (6) extensive second degree or third degree burns, and other burns for which complications are present, (7) extensive second degree or third degree frostbite, and others for which complications are present, (8) irreversible mobility or avulsion of teeth, (9) injuries to the eyeball, (10) ingestion of foreign substances and objects that are harmful, (11) near drowning, (12) heat exhaustion or sun stroke; and (13) all other injuries considered serious by a physician.

It is strongly recommended that these reports be made in writing. Complete the appropriate set of forms and fax or mail copies of the forms to the Department of Human Services, licensing division, and the Ombudsman's office. When mailing the forms, you must call the Ombudsman office at 1-800-657-3506 within 24 hours and tell them the forms are being mailed. The forms are:

- Serious Injury Reporting Form
- Death Reporting Form
- Death or Serious Injury Report Fax Transmission Cover Sheet

You can get a copy of these reports from your Lifeworks coordinator or at the Web site for the Ombudsman office at www.ombudmhm.state.mn.us.

Protection for reporters

A person who makes a good-faith report is immune from any civil or criminal liability that might otherwise result from making a report. The identity of the reporter may not be disclosed unless the reporter gives written consent or unless there is written finding by a court that a report was false and there is evidence that the report was made in bad faith.

Retaliation prohibited

A facility or person shall not retaliate against any person who reports suspected maltreatment in good faith. A reporter is protected from any adverse action from a person or facility which includes but is not limited to transfer from facility, termination, demotion, reduction in salary, or restricted access to the facility. Any facility or person which retaliates against a person because of a report of suspected maltreatment is liable to that person for actual damages, punitive damages up to \$10,000.00, and attorney fees.

False reports

Any person or facility that intentionally makes a false report shall be liable for actual damages suffered by the reported facility, person or persons, and for punitive damages up to \$10,000.00, and attorney fees.

Failure to report

A mandated reporter who negligently or intentionally fails to report suspected maltreatment is liable for damages caused by the failure.

If you would like additional information or training on Vulnerable Adult and Maltreatment of Minors Reporting Procedures, please contact your Lifeworks coordinator.

Health and Safety Policy

The personal safety and health of each employee and client of Lifeworks is of primary importance. Our objective is to prevent and reduce the occurrence of disabling injuries.

1. You are responsible for your own safety and health. Keep yourself in good physical condition.
2. Understand and use safety and health procedures. Use proper lifting, disposal of contaminated materials, hand-washing, cleaning, and housekeeping procedures. Keep an inventory of equipment, such as gloves, and disinfectants.
3. Know where Material Data Safety Sheets and other safety information is located for your job assignment.
4. Report and correct unsafe conditions and unsafe acts.
5. Report all injuries to the support manager and human resources.

OSHA - Infection Control and Bloodborne Pathogens

The goal of all infection control procedures is to minimize the transmission of communicable disease and to prevent infection. The goal is to insure optimal health for everyone.

Communicable disease transmission includes:

- Contact transmission – this is person-to-person contact or a person coming in contact with a contaminated surface. This is the most common means of disease transmission.
- Airborne transmission – this occurs by “droplet infection” via breathing, talking, or coughing.
- Bloodborne transmission – this occurs through contact with blood, or body fluids that are contaminated with blood. Generally these diseases are transmitted through damaged skin (sore or open skin), eyes, or mucus membranes. Coming in contact with these body fluids is called an exposure.

Universal precautions have been established to reduce the occurrence of communicable disease transmission. Universal precautions require that all human blood and body fluids be treated as if they are known to be infectious.

Universal precautions require:

- Thorough hand washing with soap and water.
- The use of gloves when in contact with body fluids.
- The use of personal protective equipment as determined necessary (masks, gloves, eye protection, aprons, or other protective clothing)
- Bagging contaminated laundry.
- Cleaning and disinfecting contaminated surface with detergent and warm water.
- Disposing of sharps without recapping in an approved container.
- Annual review of infection control procedures.

Each person is responsible to use universal precautions to protect themselves and the people they serve against communicable diseases. Specific procedures on universal precautions are available through Lifeworks.

Overview for Basic First Aid

The following information is intended to be a brief overview of basic first aid and safety. Families may request that care providers participate in a certified Standard First Aid and CPR course.

Your role in an emergency situation can save a life. Calling 911 is the most important thing that you can do. The sooner medical help arrives the better a person's chance of survival.

1. Recognize the emergency exists.

Emergencies can happen anywhere at any time to anyone. Before you can provide help you must recognize the situation as an emergency. You may realize an emergency has occurred only if something unusual attracts your attention. Examples include:

- Unusual noises – screams, yells, moans, calls for help, breaking glass, crashing, screeching tires, or sudden loud voices.
- Unusual sights – a stalled vehicle, overturned pot, spilled medicine, downed electrical wires, fire or smoke.
- Unusual odors – an odor stronger than normal or unrecognizable.
- Unusual appearance – difficulty breathing, clutching chest or throat, slurred or confused speech, confusion, sweating for no apparent reason, unusual skin color.

2. Decide to act. Get involved and give direction. Follow the Check, Call, Care rule.

- **Check** the scene. Is it safe for you to approach? **Check** the victim. Is this a life-threatening situation?
- **Call** 911 or your emergency number for help.
- Provide **care** until help arrives.

This overview is intended to assist you in providing care for minor injuries and for providing care until help arrives in an emergency. It is important to have a list of emergency numbers near the phone and to know where the first-aid kit supplies are kept.

Illness or Injuries That May Require Basic First Aid

Burns

Fire, sun, chemicals, heated objects, fluids, and electricity can cause burns. They can be minor problems or life-threatening emergencies. Distinguishing a minor burn from a more

serious burn involves determining the degree of damage to the tissues of the body. If you are not sure how serious the burn is, seek emergency medical help.

- **First-degree burns** are those in which only the outer layer of skin is burned. The skin is usually red and some swelling and pain may occur. Unless the burn involves large portions of the body, it can be treated at home.
- **Second-degree burns** are those in which the first layer of skin has been burned through and the second layer of skin is also burned. In these burns, the skin reddens intensely and blisters develop. Severe pain and swelling also occur. If a second-degree burn is no larger than two or three inches in diameter, it can be treated at home. If the burn covers a larger area, seek medical attention. You may need a tetanus booster.
- **Third-degree burns** are the most serious and involve all layers of skin. Fat, nerves, muscles, and even bones may be affected. Areas may be charred black or appear a dry white. If nerve damage is substantial, there may be no pain at all. These burns should receive emergency medical attention.

Follow these steps when treating minor burns at home:

1. If the skin is not broken, run cool water over the burn for several minutes.
2. Cover the burn with a sterile bandage or clean cloth.
3. Take aspirin or acetaminophen to relieve any swelling or pain.

Seek emergency treatment immediately for major burns. Until an emergency unit arrives, follow these steps:

1. Remove the person from the source of the burn (fire, electrical current, etc.).
2. Remove all smoldering clothing to stop further burning.
3. If the person is breathing sufficiently, cover the burned area with a cool, moist, sterile bandage or clean cloth. Do not place any creams, ointments or ice on the burned area or break blisters.

Choking

The Heimlich maneuver is the best known method of removing an object from the airway of a person who is choking. You can use it on yourself or someone else.

1. Stand behind the choking person and wrap your arms around his or her waist. Bend the person slightly forward.
2. Make a fist with one hand and place it slightly above the person's navel.
3. Grasp your fist with the other hand and press hard into the abdomen with a quick, upward thrust. Repeat this procedure until the object is expelled from the airway.

If you must perform this maneuver on yourself, position your own fist slightly above your navel. Grasp your fist with your other hand and thrust upward into your abdomen until the object is expelled.

Cuts and scrapes

Small cuts and scrapes usually don't demand a visit to the emergency room of your local hospital, but proper care is necessary to keep infections or other complications from occurring.

When dealing with minor wounds, keep the following guidelines in mind:

1. Stop the bleeding by applying pressure, wearing rubber gloves, and using a gauze pad or clean cloth. If the bleeding persists after several minutes of applying pressure, get immediate medical attention.
2. Keep the wound clean by washing the area with mild soap and water and removing any dirt. Dry the area gently with a clean cloth, and cover the wound with a protective bandage. Change the bandage at least once a day. If the wound becomes tender to the touch and red or oozes fluid, see your doctor.
3. If the cut is more serious and the bleeding does not stop on its own or the cut is large, deep, or rough on the edges, try to stop the bleeding. Wear rubber gloves and apply pressure directly to the injury using a sterilized gauze pad or clean cloth. Maintain pressure on the wound until the bleeding stops. Then consult a physician. A tetanus booster may be required.

* *Remember Universal Precautions whenever you are dealing with body fluids.*

Eye injuries - foreign bodies

Foreign bodies such as dirt, sand, wood, or metal chips may cause tearing. Tearing may rid the eye of the foreign body. If the object remains in the eye, have the victim blink several times. If the object still remains in the eye, gently flush the eye with water.

Nosebleed

A nosebleed is sudden bleeding from one or both nostrils, and may result from a variety of events: a bump to the nose, breathing dry air, allergies, or for no apparent reason. To stop the flow of blood from a common nosebleed, use these steps:

1. Have the person sit or stand upright to slow the flow of blood in the veins of the nose. Do not tip the head back.
2. Pinch the nose with your thumb and forefinger for 10 minutes without relieving pressure. The person should breathe through their mouth during this time.
3. If the bleeding continues despite these efforts, consult a doctor or call 911.

Poisoning

A poisoning may or may not be obvious. Sometimes the source of a poisoning can be easily identified — an open bottle of medication or a spilled bottle of household cleaner. Look for these signs if you suspect a poisoning emergency:

1. Burns or redness around the mouth and lips.
2. Breath that smells like chemicals.
3. Burns, stains, and odors on the person, his or her clothing, or on the furniture, floor, rugs, or other objects in the surrounding area.
4. Vomiting, difficulty breathing or other unexpected symptoms.

If you can find no indication of poisoning, do not treat the person for poisoning, but call for emergency help.

If you believe someone has been poisoned, take the following steps:

1. Some products have instructions on the label specifying what to do if a poisoning occurs. If the product known to be the poison has these instructions, follow them.
2. If you cannot identify the poison or there are no instructions on the product label, call your local poison control center for instructions. Keep the number near your telephone.
3. If you are told to induce vomiting in the person who has swallowed poison, use Syrup of Ipecac to do so. An alternative method to induce vomiting is touching the back of the throat of the person to initiate gagging. If you have no other alternative, have the person drink a glass of warm water containing one teaspoon of dried mustard or three teaspoons of salt. After the person has vomited, give a glass of water or milk.
4. If the poison has spilled on the person's clothing, skin, or eyes, remove the clothing and flush the skin or eyes with cool or lukewarm water for 20 minutes.
5. Get immediate medical attention. If you have identified the poison, take the container with you.

Severe Bleeding

To stop serious bleeding, follow these steps:

1. Lay the affected person down. If possible, the person's head should be slightly lower than the trunk of his or her body or the legs should be elevated. This position increases blood flow to the brain. Elevate the site of bleeding, if possible, to reduce the blood flow.
2. Do not attempt to clean the wound.
3. Apply steady, firm pressure directly to the wound using a sterile bandage, a clean cloth, or your hand. Maintain pressure until the bleeding stops, then wrap the wound with a tight dressing and secure it with adhesive tape. Most bleeding can be controlled this way. Call for emergency help immediately.
4. If the bleeding continues and seeps through the bandage, add more absorbent material. Do not remove the first bandage.
5. If the bleeding does not stop, apply pressure to the major artery that delivers blood to the area of the injury.
6. When the bleeding has stopped, immobilize the injured portion of the body. You can use another part of the body, such as a leg or torso, to immobilize the area. Leave the bandages in place and take the person for immediate medical attention or call for emergency help.

* *Remember Universal Precautions whenever you are dealing with body fluids.*

Shock

Shock can occur when a person has had a serious illness or injury. A variety of symptoms appear in a person experiencing shock:

1. The skin may appear pale or gray, and is cool and clammy to the touch.
2. The heartbeat is weak and rapid, and breathing is slow and shallow. The blood pressure is reduced.
3. The eyes lack shine and seem to stare. Sometimes the pupils are dilated.

4. The person may be conscious or unconscious. If conscious, the person may faint or be very weak or confused. On the other hand, shock sometimes causes a person to become overly excited and anxious.

Even if a person seems normal after an injury, take precautions and treat the person for shock by following these steps:

1. Get the person to lie down on his or her back and elevate the feet higher than the person's head. Keep the person from moving unnecessarily.
2. Keep the person warm and comfortable. Loosen tight clothing and cover the person with a blanket. Do not give the person anything to drink.
3. If the person is vomiting or bleeding from the mouth, place the person on his or her side to prevent choking.
4. Treat any injuries appropriately (bleeding, broken bones, etc.).
5. Summon emergency medical assistance immediately.

Weather-Related Emergencies

Heat Exhaustion

Heat exhaustion occurs when your heart and vascular system do not respond properly to high temperatures. The symptoms of heat exhaustion resemble shock and include faintness, rapid heartbeat, low blood pressure, an ashen appearance, cold clammy skin, and nausea.

If you suspect heat exhaustion:

- Get the person out of the sun and into a cool spot.
- Lay the person down and elevate his or her feet slightly.
- Loosen or remove most or all of the person's clothing.
- Give the person cold (not iced) water to drink, with a teaspoon of salt added per quart.

Heat Stroke

Heat stroke is a fever of 105 degrees Fahrenheit with hot, dry skin. Other signs include rapid heartbeat, rapid and shallow breathing, either elevated or lowered blood pressure, and confusion or unconsciousness. Heat stroke is an emergency that needs immediate medical attention.

If you suspect heat stroke:

- Get the person out of the sun and into a cool spot.
- Cool the person by covering him or her with damp sheets or spraying with water.
- Direct air onto the person with a fan or a newspaper.
- Monitor the person's temperature with a thermometer.
- Stop cooling the person when his or her temperature returns to normal.

Frostbite

Frostbite is distinguishable by the hard, pale, and cold quality of the skin that has been exposed to the cold. As the area thaws, the flesh becomes red and painful. If your fingers, ears, or other areas are frostbitten, get out of the cold. Warm your hands by tucking them into your armpits; if your nose, ears, or face are frostbitten, warm the area by covering it with dry, gloved hands. Do not rub the affected area. If numbness remains during warming, seek professional medical care immediately. If you are unable to get immediate emergency assistance, warm severely frostbitten hands or feet in warm—not hot—water. (The water should be between 100 and 105 degrees Fahrenheit).

* *Be aware that some medications may cause sensitivity to the sun. Always use sunscreen.*

Basic Principles of Body Mechanics

Anytime you are required to move something, whether a person or a box of work materials, you need to **think and plan**. **Think** about the size of the load. Do you need help? **Think** about the position of your feet, legs and back and **think** about using the correct muscle groups. **Plan** the lift or carry so you move the object or person no further than absolutely necessary. Rearrange the room or work area if need be. Whenever possible, use equipment (wheeled office chairs or carts) to transport items instead of carrying. Store materials on knee-to-shoulder level shelves in order to reduce lifting from floor or overhead positions.

The following rules of body mechanics serve as a guide to moving people and objects safely and efficiently. Practicing these principles will greatly decrease the risk of injuries associated with lifting and carrying.

Familiarize yourself with the principles of good body mechanics. Practice your body position in front of a mirror. Get a 10-pound box and practice lifting it, using the principles of body mechanics.

1. If the object is large or heavy, avoid moving it alone. Use assistive lifting devices for large clients, carts or dollies for work materials.
2. Stretch and warm-up before lifting or physically assisting clients.
3. Do not move an object any further than is absolutely necessary. Arrange the surface **to** which the object is to be moved as close as possible to the surface **from** which it is to be transferred.
4. Keep your arms and the object as close to your body as possible throughout the move.
5. Maintain the three natural curves in your back.
6. Bend at the knees and hips rather than the waist. Do not twist at the waist while lifting. Pivot or move your feet.
7. Keep your feet flat on the floor and spread them about the width of your shoulders. Place one foot back giving you a firmer base of support. Your back foot should be used as a pivot base when transferring an object and should be closest to the direction you want to move. Pivot on this foot when turning.
8. Use your whole body when pushing, pulling or lifting—not just your back and arms.
9. Lift slowly and smoothly.

10. Use transfer belts with the individual when appropriate.
11. Exercise and practice good posture to keep your back healthy.

Lifting Techniques

Ideal Lift

1. Keep head up with eyes forward and maintain three natural curves in back.
2. Use a squat position (bending at the hips) to start your lift whenever possible. Hug the object close to your body.
3. When you're ready to lift, tighten your abdominal muscles, keep your head up with your nose over your toes, and your back in alignment. Put one foot ahead with the object in close to your body. Maintain a wide-balanced base of support.

Alternate Lift

Sometimes it isn't possible to use the squat lift. An alternate lift is necessary when it is difficult to get close to a load. Get as close as you can; brace yourself by placing your knees against the car, on the side of the cabinet, or the table from which you are lifting. With your buttocks out and knees slightly bent your spine will be balanced. Complete the lift by using your arm, leg and abdominal muscles. When objects are too heavy to handle, get help.

Ergonomics

Ergonomics is simply defined as "the study of relationships between the worker and the work environment." "Ergos" means work and "nomos" means law. Virtually all factors in the work environment are considered in the science of ergonomics, including:

- The physical environment, such as temperature, lighting, noise, equipment and furniture.
- Work organization and tasks.
- The psychosocial environment, including job demands, interpersonal relations and labor relations.

Emergency Procedures

Fire

- When a fire is detected, call 911.
- All individuals should leave the house or building via the designated emergency exit for their area, or the nearest safe exit. Staff are responsible for assisting vulnerable adults and minors.
- Move away from the house to allow the fire trucks to enter.
- Remain outside the house until the "all clear" is given.

Tornado

- When there is an applicable tornado warning, or severe weather warning, all individuals will proceed to the lowest level and innermost rooms of the home, away from glass windows or doors.

- Individuals should assume a protective position: Sit facing close to a solid wall with arms overhead, if possible.
- Weather reports should be monitored via television or radio. When the threat of danger passes, one designated person will make the decision to direct individuals back to their original activities.
- If injury occurs, provide appropriate first aid and call 911, if warranted.

Facilitating Positive Interactions

One of the best ways we can support an individual with challenging behaviors is to listen, really listen, to what they say as well as what they do not say. What is the person saying about his or her life, about the services you provide? Often, if you can help a person have a life that makes sense to them, the challenging behaviors decrease or may even stop.

Creating a Positive Learning Environment

In a positive learning environment, 75 to 90 percent of all behavioral crises can be stopped through preventative techniques. Staff should be able to recognize how the person is acting and respond accordingly. Common daily practices in supporting people should include:

- Respect personal space and be supportive. Maintain a comfortable distance between you and the person.
- Be aware of your own and the individual's body language. Your body and verbal communication should be the same.
- Be aware of your preverbal communication. In other words, it's not so much what you say but how you say it. Avoid an aggressive or overly authoritative tone of voice, have your voice volume appropriate for the situation, and be aware of the cadence or rate of your speech.

Examples: Instead of saying, *"Clear the table,"* say, *"Joe, take all the dishes off the table and bring them into the kitchen."*

Instead of saying, *"Stop playing with the lunch box,"* say, *"Joe, put the lunch box in the cupboard."*

Behavior-Specific Positive Correction

To avoid upsetting a person by correcting his performance, always focus the attention on the aspect of the job that was completed correctly. Then follow with positive instruction regarding the part of the task that was not completed correctly. This enables the person to see the positive and any corrections given can be framed in terms of improvement upon already perceived success.

Keep the Environment Reinforcing

There should be at least four positive statements given for each corrective one. By shifting the focus to what the person has done well, we can alter how they perceive the instruction.

An example: *"Joe, that's great. You put all the dishes on the cart and the paper in the bin. Now when you wipe this part of the table, you will be done with this section."*

Individual Medical Care Plan

If applicable, discuss proper medication administration and medical care procedures with the support manager. Include location of all medical supplies.

Consider:

- Medication administration – oral, sublingual, liquid, rectal
- Labels and storage
- PRN medications
- Topical medications
- Eye, ear, nose drops
- Medical treatments

Individual Emergency Procedures

Discuss the actions necessary in the event of an emergency with the support manager. Include location of emergency phone numbers, evacuation procedures and emergency supplies (radio, flashlights, and medications.)

Consider emergencies such as:

- Fire
- Missing person
- Inclement weather