

*Lifeworks*

A nonprofit serving  
people with disabilities

**Lifeworks Services, Inc.**

**Employee Handbook**

Consumer Support Grant (CSG)  
Consumer Directed Community Supports (CDCS)  
PCA (Personal Care Assistant) Choice

# 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 over 2,300 people with disabilities in through our Fiscal Services, Employment, Career Development and Social Enrichment programs across the state of Minnesota

## **Mission**

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

## **Vision**

We envision a community where people with disabilities are more broadly valued, employers hire candidates with disabilities, families receive support, ordinary activities are open to people with disabilities, and community members enjoy the diversity that people with disabilities bring.

## **Values**

- Integrity: We act with the highest ethical and legal standards in everything we do.
- Respect: We respect and value the worth of all people, cultures, viewpoints and backgrounds.
- Empowerment: We speak up for what we believe is right and take prudent risks.
- Collaboration: We work together and share resources to fulfill our mission.
- Innovation: We use our diverse skills, talents and ideas to maintain our position as an industry leader.
- Accountability: We fulfill our commitments and are effective stewards for the resources entrusted to us.

## People We Serve

Lifeworks provides customized services for people with disabilities that help them to live full and meaningful lives. We do this by listening to the people we serve and their families to determine what is important to them. We understand that in order to listen we must first learn how each person communicates. We plan with each person in order to follow their lead, rather than direct their path. We consider their interests and gifts, and build relationships with their families and friends, employers, coworkers, funders, and the community.

## Service Navigation

Lifeworks helps individuals identify and reach their goals. Through the use of the LifePlan, a tool which helps a person assess and prioritize their needs and desires against their available resources, we are able to support people to lead self directed lives. Our service lines offer multiple options for people with disabilities to receive the support they need to be active members of the community. Our Service Navigators assist people to purchase the right services and supports at the right time, for the right price. As trusted advisors, Lifeworks will anticipate needs and difficult points of transition providing, resources and information to ensure people lives of purpose and value.

## Fiscal Services

Over 1,500 people use our fiscal services to help manage the everyday challenges of living with a disability. Our service coordination team provides fiscal support entity services so that clients and their family members can hire support and purchase needed services and equipment. As a state-approved fiscal support entity, 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 make the lives of families and individuals who receive these services easier.

We offer our clients online tools to help them manage budgets, access required documents, and enter staff's time. We take pride in finding creative solutions that improve the quality of life for our clients.

Lifeworks fiscal services assists clients 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:** Lifeworks is a state approved PCA Choice provider, an option that gives individuals more control over their own care by allowing them to hire, supervise and train their personal care attendants. Lifeworks also provides PCA supervision.

- **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, either directly or through a fiscal intermediary like Lifeworks, to purchase services and supports.
- **Personal Support:** Personal Support is a 245D licensed waiver service that provides in home supervision and assistance to increase independence, productivity, and inclusion in the community.

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

## **Lifeworks Day Services**

More than 900 adults with disabilities access Lifeworks day service programs including Community Employment and Social Enrichment services. The focus is to support people to lead self directed lives offering opportunities for employment, personal growth and meaningful experiences to gain skills, confidence and a sense of community.

- **Community Employment:** At Lifeworks, people with disabilities increase independence and income through employment in the community. We assess skills, discover interests, and find the job that is the best fit. Lifeworks job coaches provide ongoing support to maintain employment and further their careers at the increments that allow for the most independence and success on the job. As people's skills and employers ability to provide natural support grows, job coach support fades. Lifeworks matches individuals to jobs based on their skills and preferences. In 2014, 712 Lifeworks clients worked at 254 businesses and earned more than \$4 million for themselves, with an average wage of \$8.50 per hour. Ninety-eight percent of employers are willing to refer us to other businesses
- **Social Enrichment:** Within our social enrichment programs we provide person-centered services to people when they are not working. Our goal is to ensure they are participating in the community, filling valued social roles, participating in life long learning opportunities and receiving quality personal care

We offer a variety of vibrant and engaging opportunities including:

- **Community involvement and volunteering**
- **Communication skills development**
- **Multi-Sensory Environments**
- **Client Technology Labs**
- **The Art and Music programs**
- **Music Therapy**

- **Transportation**

## **Volunteer Program**

Volunteers, both individuals and groups, play a vital role in the day-to-day activities at Lifeworks and enhance our ability to provide meaningful and impactful experiences for those we support.

The goal of our volunteer program is to integrate community members into the lives of those that we serve. All volunteers have an orientation, are given a position description, receive on-site training and support, and undergo an evaluation process if they are with us for at least two months.

When the need for a volunteer has been identified, staff should complete the Volunteer Request Form which can be found in Document Templates on the internal web site. All requests must have supervisor approval. Completed forms are to be submitted to the volunteer coordinator who will notify you of the action taken on your request.

## **Board of Directors**

Lifeworks is governed by a volunteer Board of Directors. Board members are listed in our annual report, on our external website on the "About Us" page. The president and CEO of Lifeworks reports to the Board of Directors. It is the Board of Directors' 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).
- Provide long-range planning, define the vision, and influence strategy.
- Focus on ends (outputs, impacts) of service rather than on means (methods) of delivering services.
- Measure the ends against the means to ensure taxpayer dollars are well spent.
- Evaluate executive performance.
- Attend meetings, do committee work, represent the organization in the community, and assist in resource development.

## Contact Information for Administration and Program Locations

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

<p><b>Administrative Office</b> 2965 Lone Oak Drive, Suite 160 Eagan, MN 55121 Phone: 651-454-2732 Fax: 651-454-3174 <a href="http://www.lifeworks.org">www.lifeworks.org</a></p> <p><b>Service Coordination</b> (located at Administrative Office) Phone: 651-454-2732 Fax: 651-454-2773</p> <p><b>Human Resources</b> Phone: 651-454-2732 Fax: 651-365-3787</p> <p><b>Payroll Department</b> Phone: 651-454-2732 Timecard Fax: 1-877-858-6957 General Fax: 651-365-3788</p>	<p><b>Whistleblower Hotline</b> Phone: 1-877-369-0179 Email: <a href="mailto:lifeworks@getintouch.com">lifeworks@getintouch.com</a></p> <p><b>Forms</b> found online at <a href="http://www.lifeworks.org">www.lifeworks.org</a></p> <p>Hourly Time Card Payroll Calendar Direct Deposit Authorization Forms Reimbursement Request Forms Retirement Plan Information</p>
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## **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 individuals we serve with the utmost dignity, free from ridicule.
- I shall not use my professional relationship with our clients to further my own interests.
- I shall interact with our clients in a manner which is respectful of their humanity and rights as persons.
- I will not witness documents or co-sign any legal documents.
- I shall be aware of my potential influence on clients and will not exploit their trust.
- I shall follow all state and federal laws and rules regulating services to our clients.
- I shall afford the same consideration to all individuals I provide service for regardless of whether I normally work with them or not.
- I shall demonstrate a genuine interest in all our clients and dedicate myself to their best interests and empowerment.
- I shall provide the opportunity for reasonable risk in growth experiences for 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 (see Privacy Policy)**

- 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:
  - As mandated by law;
  - To prevent a clear and present danger to a person or persons;
  - If there is an authorization for release of information previously obtained in writing and then only the information as indicated on the authorization.
- I recognize that confidentiality and privacy requirements apply also to colleagues who do not work directly with the said clients.
- 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 supervisor 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 supervisor.

### **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 not fundraise for my personal causes unless approved by human resources.
- 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 keep confidential all information related to the business of Lifeworks that the organization does not make available to the public, including but not limited to client, personnel, financial, and other business information. I understand that I can discuss wages and conditions of employment.
- 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**

It is the policy of Lifeworks to ensure smooth operations and avoid conflict of interest by requiring all Lifeworks employees to 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, seeks to do business with Lifeworks, or is a competitor of Lifeworks. This will not, however, apply to modest non-cash gifts (fairly valued at no more than \$100 or to larger non-cash gifts (such as the use of sporting event tickets) which human resources has approved in advance. In no case should an employee accept any personal cash gifts.

## **Whistleblower Policy**

Lifeworks requires that all Lifeworks Personnel will, in connection with all Lifeworks matters, observe high standards of business and personal ethics, practice honesty and integrity, comply with all applicable laws and regulations, comply with all Lifeworks policies, and report violations or suspected violations in accordance with this Whistleblower Policy.

Lifeworks seeks to have an open door policy and encourages all Lifeworks Personnel to share their questions, concerns, suggestions, or complaints regarding the organization ("**Issues**") with those within the organization who can address them properly, on the basis set out in this Policy. All Lifeworks Personnel are encouraged to ask questions if they are unsure about how to proceed or whether conduct violates the law or Lifeworks policies.

It is the policy of Lifeworks that no Lifeworks Personnel who, in good faith, report a violation of applicable laws, regulations, or Lifeworks Policies in accordance with this Policy shall suffer harassment, retaliation, or adverse employment consequences as a result of making such a report. Any Lifeworks Personnel who so retaliates against anyone who, in good faith, has reported an Issue under this Policy is subject to discipline up to and including termination of employment or relationship with Lifeworks.

It is further the policy of Lifeworks that appropriate Lifeworks authorities will take prompt action to investigate and resolve any Issues reported under this Policy on a timely basis

### **Rights & Responsibilities**

- **Compliance Authorities.** The CEO will act as Chief Compliance Officer for Lifeworks and will have overall responsibility for the implementation and administration of this Policy. The CEO may delegate responsibilities under this Policy to a Compliance Officer and/or Compliance Department, who will report to the CEO and/or Board of Directors (as described below) with respect to matters relating to this Policy. The Chief Compliance Officer (and/or his/her designee) will annually report compliance activity to the Audit and Investment Committee for presentation to the full Board. The Audit and Investment Committee may in its discretion report any matters subject to this policy to the full Board or Directors.

## Reporting of Issues

- **Internal Channels.** Lifeworks Personnel are encouraged to report Issues through internal channels, as follows:
  - An employee or volunteer should first present an Issue to his/her supervisor. However, if the employee or volunteer is not comfortable speaking with the supervisor about the Issue or is not satisfied with the supervisor's response, the employee or volunteer is encouraged to present the Issue to someone in the Human Resources Department, the Compliance Department, or anyone in management.
  - An officer (other than the CEO) should first present an Issue to the CEO. However, if the officer is not comfortable speaking with the CEO about the Issue or is not satisfied with the CEO's response, the officer is encouraged to present the Issue to the Chair of the Board.
  - The CEO or a member of the Board or Board Committee should present an Issue to the Chair of the Board. However, if the CEO or member is not comfortable speaking with the Board Chair about the Issue or is not comfortable with the Board Chair's response, the member is encouraged to speak with anyone on the Board whom he/she is comfortable in approaching, or to directly contact the organization's outside legal counsel, whose contact information can be obtained from the CEO.
  - As a last resort, any Lifeworks Personnel may report an Issue directly to the CEO, a member of the Board of Directors, or the organization's outside legal counsel.

**Whistleblower Hotline.** Alternatively, Lifeworks Personnel may report Issues at any time to the Lifeworks Whistleblower Hotline, staffed by an independent whistleblower hotline company retained to anonymously and confidentially accept messages about Issues relating to Lifeworks. Issues can be communicated to the Lifeworks Whistleblower Hotline as follows:

- By leaving a message at the following toll-free telephone number: **1-877-767-7781**. Callers to this number will be assigned a five-digit case number for the reported Issue. Callers should record the case number at the time of the call because the case number cannot be recovered after the call has ended. The hotline company is responsible for transcribing the caller's message, deleting it from its system and sending the message to appropriate authorities at Lifeworks. A caller may check the status of his/her reported Issue at any time by calling the above number and entering the assigned five digit case number.
- By sending an email to **Lifeworks@getintouch.com**. The hotline company is responsible for removing the origination address and forwarding just the content of the message to appropriate authorities at Lifeworks.

Lifeworks Personnel are encouraged to direct questions to supervisors, managers, and officials (on the basis described below) if they are unsure about how to proceed or whether specific conduct violates the law or Lifeworks policies.

### **Handling and Reporting Issues**

The Chief Compliance Officer (or his/her designee) is responsible for investigating and resolving all reported Issues, except if the Issue involves:

- the **CEO**, the Board (other than the CEO) will be responsible for investigating and resolving the Issue;
- a **Board member**, the remainder of the Board will be responsible for investigating and resolving the Issue; and
- the **CEO and one or more members of the Board**, the remaining members of the Board will be responsible for investigating and resolving the Issue;
- **matters involving corporate accounting practices, internal controls, or auditing matters** (other than minor matters involving no alleged misconduct or potentially material financial implications), the Audit and Investment Committee of the Board of Directors will be responsible for investigating and resolving the Issue.

The person(s) responsible for investigating and resolving a reported Issue will:

- promptly and thoroughly investigate the matter made the subject of the reported Issue;
- acknowledge receipt of the reported Issue to the individual reporting it (if his/her identity is known);
- involve other Lifeworks personnel, as appropriate, to assist in the investigation and resolution of the Issue;
- seek the advice and counsel relative to legal matters;
- institute appropriate measures, if warranted, to correct and resolve the matter made the subject of the Issue; and
- document the investigation and resolution of the Issue.

### **Requirement of Good Faith**

Anyone filing a complaint concerning a violation or suspected violations must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Lifeworks Personnel are not free to make statements or disclosures knowing they are false or that they are in reckless disregard of the truth. Any allegations that prove not to be substantiated and which were maliciously made or knowingly false will be viewed as a serious disciplinary offense.

## **Confidentiality**

All Lifeworks Personnel involved in the investigation and resolution of any reported Issues under this Policy will (to the greatest extent consistent with a thorough investigation, the discharge of legal obligations and the proper resolution of the Issue) maintain in confidence the identity of the person reporting the Issue and the subject of the reported Issue.

## **Compliance and Ethics Policy: Fraud, Waste and Abuse**

The successful business operation and reputation of Lifeworks is built upon principles of lawful behavior, fair dealing and ethical conduct. This policy is intended to reflect the commitment of Lifeworks to comply with all applicable laws, rules, regulations and standards; to conduct business in an ethical manner, in accordance with the letter, spirit, and intent of the law; and to refrain from any illegal, dishonest, or unethical conduct.

Lifeworks is dedicated to the delivery of services to individuals with disabilities using the highest standards of accountability for service delivery, administration, business marketing, and financial management. In order to achieve these goals and to be a good corporate citizen, maintain and enhance its reputation, satisfy the requirements of certifying agencies, be a good business partner and avoid exposure to liabilities, Lifeworks and its Personnel will, in good faith and to the greatest extent possible, conduct Lifeworks business so as to:

- meet or exceed high standards of business ethics;
- comply with all applicable federal, state, and local laws, rules, and regulations;
- comply with all contractual requirements to which it has agreed;
- meet or exceed all standards and best practice guidelines applicable to its business; and
- prevent and detect fraud, fiscal mismanagement and misappropriation of funds.

## **Fraud and Abuse**

The Deficit Reduction Act of 2005 requires certain agencies (including Lifeworks) that receive money from the federal government to notify all employees, Board members, and vendors of their fraud and abuse and whistleblower policies. In addition to general legal compliance, Lifeworks must ensure at all times that conduct does not violate fraud and abuse laws, including the federal and state False Claims Act, as well as section 1902(a)(68)(A) of the Social Security Act. These laws help prevent and detect fraud, waste and abuse in the public health care programs that support services, and benefit the public and the people we serve by ensuring public programs pay for legitimate and quality health and social services.

Briefly, these laws prohibit:

- Submitting false or misleading claims to the government or to a third party or other payer. 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 billing rules.
- 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 their payers must be truthful and accurate.

Lifeworks receives government money – all time cards, time studies, attendance records, and other applicable documentation must be filled out accurately.

- Failing to properly document service provided.
- 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 President of Lifeworks or Vice President of Services.
- 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.

### **Compliance and Ethics Program**

In furtherance of the above objectives, Lifeworks will maintain (and devote sufficient resources to implement, promote, and enforce) a Corporate Compliance and Ethics Program reasonably intended to:

- identify and understand the requirements of laws, rules, regulations, contracts, and standards applicable to the business of Lifeworks (the "Requirements");
- document standards of conduct, internal controls, plans, and mechanisms reasonably calculated to comply with (and prevent and detect violations of) the Requirements;
- assign responsibility for overseeing compliance and ethics matters consistent with this Policy;
- prevent delegation of substantial discretionary authority to individuals with a history of engaging in illegal activities or other conduct inconsistent with an effective compliance and ethics program;
- effectively and regularly communicate (through practical and clear communications) Lifeworks ethics and compliance policies, disciplinary standards, and procedures to all affected Personnel;
- ensure that all affected Personnel are trained on corporate compliance, including the role of the Compliance Officer and the organization's procedures for addressing allegations of fraud, waste, abuse, and other wrongdoing;
- utilize ongoing monitoring, internal auditing, and reporting procedures to detect misconduct and periodically evaluate effectiveness of the Compliance and Ethics Program;
- consistently enforce disciplinary measures and provide incentives to perform in accordance with the Compliance and Ethics Program;
- prevent fraud, waste, and abuse;
- provide all notifications of policies required by law, including the laws referenced in the above section on Fraud and Abuse;
- reduce the likelihood of violations and civil and criminal liability;
- provide means for immediate reporting and investigation of questionable activities and practices without consequence to the reporting party;
- provide prompt, effective, and appropriate responses to inappropriate business practices, misconduct, and non-compliance (both specific instances and systemic shortcomings), take steps to prevent recurrence and correct any situations which put the organization, its leadership, or staff, funding sources, or clients at risk;

- providing a structure to maximize the right of confidentiality under the attorney-client privilege; and
- reinforce the commitment of Lifeworks to comply with the Requirements and the expectation that all Personnel will operate in an environment of honesty, integrity, and high ethical standards.

## **Privacy Policy**

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). 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 Department  
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 & Communications activities
- 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 department 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 supervisor and/or to the compliance department. The direct supervisor, in turn, will promptly notify the compliance department 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.

See Lifeworks Privacy Policies for more detailed information located in document templates, operations and compliance.

## **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.

Lifeworks requires employees sending emails with PHI to use “[Secure]” in the subject line of the email. Procedures are located in document template/operations documents/information technology folder.

It is Lifeworks policy that you only access personal health information you need to do your job and nothing more; Minimum Necessary Use and Disclosure of PHI.

Report any disclosures, or suspected disclosures, of PHI to your supervisor or the Compliance Department immediately (within 24 hours) upon discovery.

Report any lost or stolen laptops, smart phones, tablets or other devices immediately (within 24 hours) upon discovery to the IT or Compliance Department.

See Lifeworks HIPAA Security Rule Policies for more detailed information located in document templates, operations and compliance.

## **Equal Employment Opportunity and Affirmative Action**

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

It is Lifeworks' policy to grant equal employment opportunities to all qualified persons without regard to age, race, color, creed, sex (including pregnancy), sexual orientation, marital status, familial status, religion, national origin, physical or mental disability, genetic information, or past, present, or future membership in a Uniformed Services of the United States, status with respect to Public Assistance or activity in a human rights commission, or any other status protected by the law or regulations where we operate.

Lifeworks will not discriminate against any such qualified person and will treat qualified persons equally in all employment practices such as the following: job application procedures, hiring, advancement or discharge of employees, rate of pay or other forms of compensation, benefits, and all other terms, conditions, and privileges of employment.

Lifeworks will take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level

### **Disability 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 vice president of human resources.

### **Genetic Information Nondiscrimination Act**

Lifework 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 supervisor or vice president 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, familial 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, familial 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 supervisors 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 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**

Lifeworks will maintain confidentiality to the extent possible reasonably possible under the circumstances, however, the disclosure of some information may be necessary in the course of investigation or responding to an issue.

## **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 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 Human Resources Department 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 human resources department at Lifeworks Administration.

### **Minnesota Citizens Personal Protection Act (Conceal and Carry)**

This policy affirms the desire of Lifeworks to protect the health and safety of everyone in the workplace, to meet our customers' needs, to protect property and to maintain a climate of respect and cooperation.

Lifeworks bans firearms and weapons on all company property, including company vehicles. It is against company policy to use or possess firearms or weapons, concealed or otherwise, on company property, including company vehicles. This policy does not apply to a non-company vehicle located in a parking area, unless the vehicle is being used to transport Lifeworks clients, in which case firearms and weapons are prohibited.

It is against company policy for any employee acting in the course and scope of employment to use or possess firearms or weapons, concealed or otherwise. This policy applies whether the employee is at a Lifeworks facility, off-site, or transporting clients in personal or company vehicles. This policy applies at all times, including but not limited to: before, during and after normal working hours, weekends, and holidays.

In addition, this policy applies to all individuals who are on Lifeworks premises, including applicants for employment, vendors, suppliers, customers, Board of Directors, visitors or any other person. This policy applies equally to all individuals, without regard to race, creed, color, religion, national origin, gender, marital status, veteran/military status, disability, age, sexual orientation or any characteristic protected by law.

Lifeworks reserves the right to respond to any individual who does not follow this policy by informing the person of the policy and demanding compliance.

### **Consequence of Policy Violation**

If this policy is violated by any individual, such actions must be reported immediately to the building supervisor, human resources, the president or any member of the executive team. The individual with the firearm or weapon will be informed of this policy and Lifeworks will demand compliance. Should the individual with the firearm or weapon refuse to comply, Lifeworks will notify the authorities immediately.

No individual shall be retaliated against for making a good faith report of behavior contrary to this policy.

If the individual with the firearm or weapon is an employee, further corrective actions or discipline may take place, depending on the circumstances.

### **Drug and Alcohol Free Workplace Policy-Fiscal Services**

Lifeworks employees serve vulnerable minors and adults and represent the organization 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 800-316-2796.

### **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.

### **Pay**

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.

For employees working under the PCA Choice, Consumer Directed Community Supports (CDCS) and Consumer Support Grant (CSG) programs, hours worked for these programs are covered by the SEIU Healthcare Minnesota. For more information about SEIU, please call the home care workers Member Action Center at 651-294-8100.

### **Discussion of Wages**

Lifeworks does not prohibit employees from discussion wages nor does it require employees to sign a waiver or other document that takes away their right to disclose their wages. Lifeworks will not take any adverse employment action against an employee for disclosing their own wages or discussing another employee's wages that have been disclosed voluntarily.

### **Work Schedules and Pay**

#### **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 and should not exceed 40 hours unless an advance exception is requested and approved by Lifeworks in writing. 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.
- Employees who work and live in the same home as the client must have a defined work schedule of what times are considered work time and what times are considered duty free. Written agreements of defined work schedules are required with Lifeworks.
- Employees who work for more than one client in the same work day at different locations should submit time to travel from client A to client B as this time is considered work time. Please contact Lifeworks payroll department for additional information on how to submit paid travel time between clients.

## **Time Card Procedure**

Time must be entered as an entry through webtime portal approved by your support manager. 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. 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 approving the time online.

## **Instructions for using the two week paper time cards:**

*(Employees for the PCA Choice Program should use the one week time cards for verification of Activities of Daily Living (ADLs).)*

- Use a new, blank time card each pay period or week. Time card forms may be downloaded from Lifeworks website, [www.lifeworks.org](http://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 Responsible party/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.

## **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.

## **Travel Time**

Employees who work for more than on client in the same work day at different locations should submit time to travel from client A to client B as this time is considered work time. Please contact Lifeworks payroll department for additional information on how to submit paid travel time between clients.

## **Sleep Time**

Employees who are scheduled to work overnight, up to eight (8) hours of sleep time per night can be unpaid if

- The sleep period is at night.
- Employee has at least five (5) hours of uninterrupted sleep; interruptions are paid.
- Employee is paid a reasonable number of hours of work other than sleep time during the week

## **Paychecks**

- **Payroll Period:** Employees are paid every other Friday. 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 to Lifeworks by 8:00 pm on Monday of a payroll processing week. Employees should be aware of early time submission requirements on certain holiday weeks. Employees can find out when those early time submissions are required on the annual Payroll Calendar found at [www.lifeworks.org](http://www.lifeworks.org).
- **Paycheck Distribution:** Pay checks and direct deposit pay information is mailed or posted the day before a pay day. Employees who do not participate indirect deposit should receive their checks timely; however Lifeworks 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 advice slips are posted on the Green Shades portal. <https://www.greenshadesonline.com/>

- Direct deposit is encouraged as employees are expected to cash pay checks in a timely manner as pay checks are only valid for 90 days. 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 at 651-454-2732 or email [payroll@lifeworks.org](mailto:payroll@lifeworks.org) for further information or assistance.

### **Payroll Deductions**

Payroll deductions for all employees are the standard deductions: Social Security, Medicare, and state and federal withholding taxes. Other deductions, e.g., retirement savings, health insurance, union membership dues and fees, etc., may be made with employee authorization.

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.

### **Over Payments**

In the event of an over payment, payroll will work with the employee, responsible party and Lifeworks service coordinator to rectify the issue and collect the overage as soon as possible either by payroll deduction(s) or specific agreed upon arrangements. All overpayments need to be collected prior to calendar year end.

### **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**

Paystubs are available on the Green Shades website. Please access the website and print copies as needed. <https://www.greenshadesonline.com/>

## **W-2 Forms**

IRS Form W-2 are mailed to employees by January 31 of each year. Employee Form W-2 are also posted and available on the Green Shades website. In the event an employee has lost their paper copy of Form W-2, and employee must request a duplicate copy in writing and must include a \$10.00 fee payable to Lifeworks. <https://www.greenshadesonline.com/>

## **Paid Time Off (PTO)**

Paid time off is provided for all hours worked covered by SEIU Healthcare Minnesota. Employees shall accrue one (1) hour of Paid Time Off for every fifty-two (52) hours worked in covered programs.

## **Use of PTO**

In order to utilize Paid Time Off, an employees must have worked at least six hundred (600) hours in one of the covered programs. (see Employee Classification section for more information)

## **Requesting PTO**

Employees must obtain the express consent of his or her participant/client in order to use PTO. Lifeworks provides a PTO Request Form online at [www.lifeworks.org](http://www.lifeworks.org).

## **Carry Over**

Employees may carry over up to eighty (80) hours of PTO from one State fiscal year to the next. Minnesota's state fiscal year runs from July 1 to June 30.

## **Reimbursement upon termination**

Up to eighty (80) hours of accrued PTO shall be cashed out upon termination of all employment from Lifeworks.

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

## **Family and Medical Leave Act (FMLA)**

The Family Medical Leave Act of 1993 requires certain employers to allow eligible employees to take unpaid, job-protected leaves for certain family and medical events. It is intended to assist employees in reaching a balance between family and work responsibilities with as little conflict as possible.

### **Employee Eligibility Criteria**

To be eligible for FMLA leave, an employee must be:

- Employed at least 12 months prior to the commencement of the leave **and**
- Worked at least 1,250 hours during the 12-month period prior to the commencement of the leave.

Spouses who work for Lifeworks are permitted to take only a combined total of 12 weeks in a 12-month period.

### **Reasons for the Leave**

In order to qualify for leave under this policy, the employee must be taking the leave for one of these reasons:

- Birth of a child or placement of a child for adoption or foster care. Leave must commence within 12 months of the birth or placement.
- To care for a spouse, child or parent with a serious health condition (described below)
- To care for a spouse, son, daughter or parent on active duty in the Regular Armed Forces, National Guard and Reserves because of any qualifying exigency (as determined by the Secretary of State)
- 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 covered active duty in Regular Armed Forces.
- The serious health condition (described below) of the employee.

### **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 Regular Armed Forces, National Guard and Reserves that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating.

### **Definition of Serious Health Condition**

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves at least one of the following:

- Inpatient care in a hospital, hospice or residential medical care facility.
- A condition that requires continued care, or the supervision of a healthcare provider, usually more than three consecutive calendar days.

- Any period of incapacity due to pregnancy, or for prenatal care.

In the absence of complications, routine treatments and short-term conditions ordinarily do not constitute a serious health condition.

### **Certification of Serious Health Condition; Serious Illness or Injury**

An employee may be asked to submit a Certification of Health Care Provider form from a health care provider to support a requested medical leave. An employee has 15 calendar days from the date of the leave request to obtain the medical certification. The certification must include the dates and duration of treatment and a statement of medical necessity for taking leave. Failure to provide the certification may result in a denial or delay of leave.

Lifeworks has a right to ask for a second opinion and will pay for the employee to get a certification from a second doctor, selected by Lifeworks. If necessary to resolve a conflict between the original certification and the second opinion, Lifeworks will require the opinion of a third doctor. Lifeworks and the employee will jointly select the third doctor, and Lifeworks will pay for the opinion. The third opinion will be considered final.

#### **Definitions of a Health Care Provider**

- Doctor of medicine or osteopathy
- Podiatrist
- Dentist
- Clinical psychologist
- Optometrist
- Clinical social worker
- Christian Science practitioner
- Nurse midwife
- Chiropractor

### **Use of Leave**

- FMLA provides for 12 work weeks of unpaid leave during a 12-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.) Lifeworks will notify the employee of the first day considered to be leave under this policy, and will measure the 12-month period from this date.
- Any disability absences will be counted as a FMLA.

### **Reduced Schedule or Intermittent FMLA Leave**

An employee may work a reduced schedule or take intermittent FMLA when medically necessary. Lifeworks may require a health care certification which must include the dates and duration of treatment and a statement of medical necessity for taking intermittent leave or working a reduced schedule.

- Only the amount of leave actually taken while on intermittent or reduced-schedule leave will be charged to FLMA leave.

- Leave taken for the birth of a child or for placement for adoption or foster care may be taken on an intermittent basis only if agreed to by the supervisor.

### **Procedures for Requesting Leave**

Except where leave is not foreseeable, employees requesting leave under this policy must submit the request to their supervisor 30 days before the leave is to commence using the Leave Request form at [www.lifeworks.org](http://www.lifeworks.org)

- If it is not possible to give 30 days' notice, the employee must give as much notice as is practical.
- An employee undergoing planned medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruptions to the individual being served.

### **Status of Position During and After Leave**

An employee who takes leave under this policy will be able to return to the same or an equivalent position with no loss in benefits accrued prior to the leave (unless the job would have been eliminated regardless of whether the employee had taken the leave).

- While on leave, employees are requested to report periodically to their supervisor regarding the status of the medical condition, and their intent to return to work.
- Lifeworks may request a written physician's statement indicating the employee's ability to return to their job.
- If the leave is an intermittent leave, Lifeworks may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternate position would better accommodate the intermittent schedule.
- The employee, at the discretion of Lifeworks, may be permitted to return to work prior to the end of the medical leave.

### **Benefits During Leave**

While on paid leave employees who exhaust their paid time off will be billed for their portion of the insurance benefit premium. Payment must be sent to Lifeworks by the date indicated on the invoice.

- Employees who are granted an extension for leave beyond 12 weeks may continue their participation in Lifeworks health and other insurance programs at their own expense through COBRA. The employee must make this payment, either in person or by mail to our third party administrator per their schedule of payments. If the payment is more than 30 days late, the employees' health and other insurance coverage may be discontinued for the duration of the leave.

## **Insurance and Benefits**

### **Liability and Bonding**

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.

If you are driving your own vehicle while being paid by Lifeworks, it is recommended that 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 per vehicle.

### **Medical Insurance**

- If you work an average of 30 hours per week during Lifeworks set measurement period you will be eligible for medical insurance. Once you become eligible for medical insurance Lifeworks' Benefits Specialist will notify you and you may elect or decline the coverage.
- If you enroll in the medical insurance you may not drop the coverage until the next Open Enrollment or you experience a Qualifying Life Event. Medical insurance premiums are to be paid through payroll deduction.
- If you decline the medical insurance you may not add the coverage until the next Open Enrollment or you experience a Qualifying Life Event. For more information on Qualifying Life Events, please contact the Benefits Specialist.
- 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.

### **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 Lifeworks Benefits at 651-365-3719 and one will be sent to you.

If you are interested in enrolling in the Plan, you should contact Lifeworks Benefits at 651-365-3719 or payroll@lifeworks.org to help you enroll in the Plan. You may start making contributions into the Plan at any time.

## **Employee Assistance Program**

Medica Optum Health Employee Assistance Program (EAP) provides no-cost, confidential assistance for employees and their family members. The EAP offers access to three in-person counseling sessions, one 30-minute legal consultation, 30- to 60-minute phone consultations with a financial advisor, child care and dependent care referrals, and community resources. Please call 1-800-626-7944 anytime for confidential consultation and resource services.

## **PERSONNEL**

### **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.

### **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.

### **Federal I-9 Forms**

Lifeworks complies with all applicable employment laws and does not employ unauthorized workers. Employment eligibility verification is done through the Federal E-Verify system.

### **Background Study**

Lifeworks will request a background study from the Minnesota Department of Human Services Net Study system or 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. These background studies take between 5 - 7 business days to complete or longer.

If any of the studies discloses a disqualifying circumstance 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.

All Lifeworks employee's are verified with the Office of Inspector General to ensure they are not individuals excluded from participation in Medicare, Medicaid and all other Federal health care programs. Employees are also verified with the Minnesota Level 3 Sex Offenders authority who provides information on sex offenders in the community that have been identified as high risk.

### **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 physical address or email address, you must contact Lifeworks fiscal services department. The request must be made in writing in order to be processed.

### **Performance Reviews**

Performance reviews may be scheduled by the family or authorized representative as an opportunity for employees to get feedback, review what is expected, and to report how well you 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 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.

## **Employee References**

### **Verification of Employment**

Verification of employment will be given only by human resources or the payroll department. A phone reference will include the employee's title, dates of employment at Lifeworks, and the employee's job responsibilities.

### **Written Letters of Reference**

Written letters of reference may include the following information:

- The employee's job title
- Dates of employment
- Job responsibilities

The letter may reflect aspects of the individual's job performance and provide examples. It is important for the person writing the letter to clarify their position and relationship to the employee, e.g., supervisor.

The reference letter is given to the employee to release at their discretion. Lifeworks will send a copy of the letter to another organization only upon written request from the employee. A copy of the reference letter is placed in the employee's personnel file.

### **Credit References**

Requests for credit information are completed by payroll. Payroll verifies the employee's dates of employment, position, title, and full or part-time employment. Salary information is verified only in writing and upon the employee's written request. It is the policy of Lifeworks to not forecast future employment.

## 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

### Policy

Lifeworks Services, Inc. recognizes that our employees and the people we serve (clients) sometimes have problems which result in grievances, complaints, or misunderstandings. It is important that these problems, regardless of severity, be addressed and resolved to keep the channels of communication open. We are committed to providing a simple complaint process for the people served in our program and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

### Procedure

- **Service Initiation:** A person receiving services and their case manager will be notified of this policy, and be provided a copy, within five working days of service initiation.
- The person receiving services or person's authorized or legal representative should speak to a staff person that they feel comfortable with about their complaint or problem; clearly inform the staff person that they are filing a formal grievance and not

just an informal complaint or problem; and may request staff assistance in filing a grievance.

- If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the highest level of authority in this program, the vice president of services, who may be reached at:  
Lifeworks Services, Inc.  
2965 Lone Oak Drive, Suite 160  
Eagan, MN 55121  
651-454-3732
- Upon request, staff will provide assistance with filing a complaint using the compliant process to the service recipient and their authorized representative.
- Lifeworks will respond promptly to grievances that affect the health and safety of service recipients; all other complaints will be responded to within 14 calendar days of the receipt of the compliant and will be resolved within 30 calendar days of the receipt of the compliant. If we are unable to resolve the issue within 30 calendar days, Lifeworks will document the reason for the delay and a plan for resolution.
- Employees of Lifeworks are also able to file a formal complaint and may request the assistance of human resources. Lifeworks will follow the guidelines outlined in the Collective Bargaining Agreement (union contract).
- Filed complaints will be reviewed by the Compliance Committee to evaluate if policies and procedures were followed, if they are adequate, if additional staff training is needed, if the complaint is similar to past complaints with the persons, staff or services involved and if there is a need for a corrective action to protect the health and safety of persons receiving services.
- Based on the Compliance Committee review, Lifeworks will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performances by staff or the company, if any.
- Lifeworks will provide a written summary of the complaint and a notice of the compliant resolution to the person and case manager regarding the nature of the complaint, the date the complaint was received, the review of the compliant and resolution including any corrective action taken.
- The complaint summary and resolution notice will be maintained in the person's record.
- The action of filing a formal complaint, if done in good faith, will not result in retaliation or present a barrier to services. If you suspect maltreatment, you can make a report to the County's common entry point.

Employees covered by SEIU Healthcare Minnesota also have rights under the SEIU Healthcare Minnesota agreement with the State of Minnesota.

## **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.

## **Staff Orientation and Training**

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

## **Employee Training**

### **Definition of 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 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.

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.

## **Supporting People with Disabilities with Positive Support Strategies**

One of the best ways we can support an individual with behaving in a way that interferes with his or her inclusion is to listen, really listen, to what the person says as well as what they do not say. What is the person saying about his or her life, about the services you provide? You can help a person have a life that makes sense to them and the behaviors that get in the person's way may decrease.

## **Creating a Positive Learning Environment**

In a positive learning environment, positive support strategies are implemented to support the person. Staff should know the person, understand what the person's calm state looks and sounds like; understand what is important to the person and important for the person; and implement positive support strategies that support the person to return to a state of calm. 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," you could say, "Joe, take all the dishes off the table and bring them into the kitchen." Clear the table could mean different things to different people. The second sentence very clearly explains the expected outcome.

Instead of saying, "Stop playing with the lunch box," say, "Joe, put the lunch box in the cupboard." Again, the first sentence is not clear. Perhaps the person is playing with the lunch box and perhaps the person has just gotten distracted by something in the kitchen. Asking someone to put the lunch box in the cupboard is clear, defines the outcome, and does not include any judgement.

## **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 Positive**

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."

## **Maltreatment of Vulnerable Adults and Minors Reporting Policy and Procedure**

### **Policy-see appendix A for complete policy**

Adults and minors (children) with developmental disabilities are more vulnerable to maltreatment than others. Lifeworks Services, Inc. is required by state law to ensure the safety of vulnerable individuals and report any suspected maltreatment. All Lifeworks staff are considered mandated reporters. Definitions of maltreatment of vulnerable adults and of minors are located at the end of this policy.

## **Health and safety**

### **Policy- see appendix B for basic first aid, emergency procedures and OSHA**

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.
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.

**Employee Injuries**

Employees who have a work-related injury or disease should report it immediately to their supervisor and human resources. A First Report of Injury form must also be filled out and sent to human resources. This form can be found on Lifeworks web site [www.lifeworks.org](http://www.lifeworks.org)

**Non-Work-Related Injury**

The supervisor 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.

# **APPENDIX - A**

## **Maltreatment of Vulnerable Adults and Minors Reporting Policy and Procedure**

### **Policy**

Adults and minors (children) with developmental disabilities are more vulnerable to maltreatment than others. Lifeworks Services, Inc. is required by state law to ensure the safety of vulnerable individuals and report any suspected maltreatment in accordance to MN Statutes 245A, 245D and 626.5572 and 626.556. All Lifeworks staff are considered mandated reporters.

### **Procedure**

#### **Vulnerable Adults:**

- A. Who should report suspected maltreatment of a vulnerable adult:
  1. As a mandated reporter, if you know or suspect that a vulnerable adult has been maltreated, you must report it immediately (as soon as possible, but no longer than 24 hours from the time initial knowledge that the incident occurred has been received).
- B. Where to report suspected maltreatment of a vulnerable adult:
  1. If you know or suspect that a vulnerable adult is in immediate danger, call 911.
  2. You may report suspected maltreatment of a vulnerable adult internally or externally. Internally, you may report to your Lifeworks supervisor (primary person) or the compliance committee (secondary person) at 651-454-2732. Externally, you may report to the Minnesota Adult Abuse Reporting Center (MAARC), formerly known as the Common Entry Point, by calling 1-844-880-1574 which is open 24 hours a day, seven days a week or through their webpage at [mn.gov/dhs/reportadultabuse/](http://mn.gov/dhs/reportadultabuse/).
- C. What to report:
  1. Definitions of maltreatment of a vulnerable adult are located at the end of this policy.
  2. An external or internal report should contain enough information to identify the vulnerable adult, the caregiver, the nature and extent of the suspected maltreatment, any evidence of previous maltreatment, the name and address of the reporter, the time, date, and location of the incident, and any other information that the reporter believes might be helpful in the investigation of the suspected maltreatment.
- D. Definition of a Vulnerable Adult:
  1. Anyone over the age of 18 who:
    - a. has a physical, mental or emotional disorder that makes it difficult for the person to care for themselves without help and to protect themselves from maltreatment;
    - b. is in a hospital, nursing home, transitional care unit, assisted living, housing with services, board and care, foster care or other licensed care facility; or
    - c. receives services such as home care, day services, personal care assistance or other licensed services.

#### **Minors (children):**

- A. Who should report suspected maltreatment of a minor:
  1. If you provide care to minors (children) served by this program, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility.
  2. If you know or have reason to believe that a child is being or has been neglected or physically or sexually abused within the preceding three years you must immediately (as

soon as possible, but no longer than 24 hours) make a report to an outside agency (see the list of county phone numbers at the end of this policy).

B. Where to report suspected maltreatment of a minor:

1. If you know or suspect that a vulnerable individual is in immediate danger, call 911.
2. All reports concerning suspected maltreatment of a minor (child) in a licensed facility must be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600. All other possible violations of the Minnesota Statutes or Rules should be reported to the Department of Human Services, Licensing Division at (651) 431-6500.
3. All reports concerning suspected maltreatment of a minor (child) within a family or in the community should be made to the local law enforcement or county social services agency (see list of counties and phone numbers at the end of this policy).

C. What to report:

1. Definitions of maltreatment of a minor (children) are located at the end of this policy.
2. A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within this program, the report should include any actions taken by this program in response to the incident.
3. An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

## **Internal Reporting & Review:**

A. Internal Reports:

1. When an internal report is received regarding a vulnerable adult, the program supervisor (for intensive support services) or service coordinator (for basic support services) is responsible for deciding if a report to the MAARC is required. If that person is involved in the suspected maltreatment, the program manager or compliance committee (651-454-2732) will assume responsibility for deciding.
2. The report to the MAARC must be as soon as possible (no longer than 24 hours from the time initial knowledge of the incident occurred has been received).
3. If you have reported internally, you will receive a confidential written notice within 2 business days that tells you whether or not your report regarding an abuse of a vulnerable adult has been forwarded to the MAARC. If you are not satisfied with the action taken, you may still make an external report to the MAARC.

B. Internal Review:

1. When Lifeworks has reason to believe that an internal or external report of alleged or suspected maltreatment has been made, an internal review will be conducted and will take corrective action, if necessary, to protect the health and safety of the vulnerable individual.
2. The internal review will include an evaluation of whether: related policies and procedures were followed; the policies and procedures were adequate; there is a need for additional staff training; the reported event is similar to past events with the vulnerable individual or the services involved; and there is a need for corrective action by the license holder to protect the health and safety of the vulnerable individual.
3. The internal review will be completed by the compliance committee within 30 calendar days. If an individual from the compliance committee is involved in the alleged or suspected maltreatment, the individual will be removed from being involved in the internal review.
4. Internal reviews regarding maltreatment will be made accessible to the commissioner (DHS) immediately (within 24 hours) upon the commissioner's request.

5. Based on the internal review, a correction action plan will be developed, documented and implemented to correct current lapses and assist in preventing future lapses in performance by individuals or the program.

### **Failure to Report, Retaliation and Training:**

#### **A. Failure to Report:**

1. A mandated reporter who negligently or intentionally fails to report suspected maltreatment of a vulnerable adult is liable for damages caused by the failure to report.
2. A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

#### **B. Retaliation Prohibited:**

1. A facility or person shall not retaliate against any person who reports in good faith or against the vulnerable individual with respect to whom the report is made.
2. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

#### **C. Orientation for persons served:**

1. Orientation will be provided regarding the internal and external reporting procedures to all persons served and/or legal representatives within 24 hours of admission or within 72 hours if the person would benefit more from a later orientation.

#### **D. Staff training:**

1. Staff will receive training on this policy, Minnesota Statutes, sections [626.556](#), [626.557](#) and [626.5572](#), the requirements of Minnesota Statutes, section [245A.65](#), the program's program abuse prevention plan when applicable, and all internal policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services.
2. The program will document the provision of this training, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section [245A.04](#), subdivision 14.

### **Definitions of Maltreatment of a Vulnerable Adult:**

#### **A. Abuse of a Vulnerable Adult include:**

1. Physical, emotional and sexual abuse, use of restraints, involuntary seclusion or punishment.

#### **B. Neglect of a Vulnerable Adult include:**

1. Failure to provide necessary food, shelter, clothing, health care or supervision because of neglect by a caregiver or because the vulnerable adult cannot meet their own needs.

#### **C. Financial Exploitation of a Vulnerable Adult include:**

1. Theft or withholding of money or property and/or use of money or property not for the vulnerable adult's benefit.

#### **D. Visit MN Statutes [626.5572](#) for more information on maltreatment of vulnerable adults.**

### **Definitions of Maltreatment of a Minor:**

#### **A. Neglect of a Minor:**

1. Neglect is the most common form of maltreatment and is usually a failure of a child's caregiver to:
  - a. provide needed food, clothing, shelter, medical or mental health care, education or appropriate supervision;

- b. protect a child from conditions or actions that endanger the child; or
  - c. take steps to ensure that a child is educated as required by law.
2. Exposing a child to certain drugs during pregnancy and causing emotional harm to a child may also be considered neglect.

**B. Physical Abuse:**

1. This is when a caregiver causes any physical injury, or threatens harm or substantial injury, on a child other than by accident. Physical abuse can range from minor bruises to severe internal injuries and death.

**C. Mental Injury:**

1. This is harm to a child’s psychological capacity or emotional stability evidenced by an observable and substantial impairment of a child’s functioning.

**D. Sexual Abuse:**

1. This is when a child is a victim of a criminal sexual act or threatened act committed by:
- a. a person responsible for a child’s care;
  - b. a person who has a significant relationship to a child; or
  - c. a person in a position of authority.

**E. Visit MN Statutes 626.556 for more definitions on maltreatment of minor (children).**

**County Phone Numbers to Report Maltreatment of a Minor (children):**

COUNTY	DAY	EVENING/WEEKEND
AITKIN	(218) 927-7200 or (800) 328-3744	(218) 927-7400
ANOKA	(763) 422-7168	(651) 291-4680
BECKER	(701) 235-3620	(701) 235-3620
BELTRAMI	(218) 333-4223	(218) 751-9111
BENTON	(320) 968-5087	(320) 968-7201
BIG STONE	(320) 839-3558	(320) 839-3558
BLUE EARTH	(507) 304-4319	(507) 625-9034
BROWN	(507) 354-8246	(507) 233-6720
CARLTON	(218) 879-4511	(218) 384-4185
CARVER	(952) 361-1600	(952) 226-1483
CASS	(218) 547-1340	(218) 547-1424
CHIPPEWA	(320) 269-6401	(320) 269-2121
CHISAGO	(651) 213-0324	(651) 213-5617
CLAY	(218) 299-5200	(218) 299-5171
CLEARWATER	(218) 694-6226	(218) 694-6226
COOK	(218) 387-3620	(218) 387-3030
COTTONWOOD	(507) 831-1891	(507) 831-1375
CROW WING	(218) 824-1140	(218) 829-4749
COUNTY	DAY	EVENING/WEEKEND
DAKOTA	(651) 554-6000	(952) 891-7171
DODGE	(507) 635-6170	(507) 635-6200
DOUGLAS	(320) 762-2302	(320) 762-8151

FARIBAULT	(507) 526-3265	(507) 526-5148
FILLMORE	(507) 765-2175	(507) 765-3874
FREEBORN	(507) 377-5400	(507) 377-3081 or (507) 373-2940
GOODHUE	(651) 385-3000	(612) 385-3155
GRANT	(218) 685-4417	(218) 685-5303
HENNEPIN	(612) 348-8526	(612) 348-8526
HOUSTON	(507) 725-5811	(507) 725-3379
HUBBARD	(218) 732-1451	(218) 732-3331
ISANTI	(763) 689-8146	(763) 689-2141
ITASCA	(218) 327-2941	(218) 327-2941
JACKSON	(507) 847-4000	(507) 847-4420
KANABEC	(320) 679-6350	(320) 679-2141
KANDIYOHI	(320) 231-6232	(320) 235-2244
KITTSOON	(218) 843-2689 or (800) 672-8026	(218) 843-3535
KOOCHICHING	(218) 283-7000	(218) 283-4416
LAC QUI PARLE	(320) 598-3720	(320) 598-3720
LAKE	(218) 834-8401	(218) 834-8385
LAKE OF THE WOODS	(218) 634-2642	(218) 634-1143
LE SUEUR	(507) 357-8288	(507) 357-2251
LINCOLN	(507) 532-6241 or (800) 657-3811	(507) 694-1664
LYON	(507) 532-6241 or (800) 657-3811	(507) 537-7000
MAHNOMEN	(218) 935-2568	(218) 935-2255
MARSHALL	(218) 745-5124	(218) 745-5411
MARTIN	(507) 526-3265	(507) 526-5148
MC LEOD	(320) 864-3144	(320) 864-3134
MEEKER	(320) 693-5300	(320) 693-5400
MILLE LACS	(320) 983-8208	(320) 983-8257
MORRISON	(320) 632-2951	(320) 632-9233
MOWER	(507) 437-9700	(507) 437-9400
MURRAY	(507) 352-6241 or (800) 657-3811	(507) 836-6168
NICOLLET	(507) 934-8559	(507) 931-1570 or (800) 247-5044
NOBLES	(507) 372-2157	(507) 372-2136
NORMAN	(218) 784-5400	(800) 422-0863
OLMSTED	(507) 328-6400	(507) 281-6248

OTTER TAIL	(218) 998-8150	(218) 998-8555
<b>COUNTY</b>	<b>DAY</b>	<b>EVENING/WEEKEND</b>
PENNINGTON	(218) 683-4350	(218) 683-4350
PINE	(800) 450-7263	(800) 629-3930
PIPESTONE	(507) 825-6700	(507) 825-6700
POLK	(218) 281-3127	(218) 281-0431
POPE	(320) 634-5750	(320) 634-5411
RAMSEY	(651) 266-4012	(651) 291-6795
RED LAKE	(218) 253-4131	(218) 253-2996
REDWOOD	(507) 637-4050	(507) 637-4036
RENVILLE	(320) 523-2202	(320) 523-1161
RICE	(507) 332-6115	(800) 422-1286
ROCK	(507) 283-5070	(507) 283-5000
ROSEAU	(218) 463-2411	(218) 463-1421
SCOTT	(952) 445-7751	(952) 496-8484
SHERBURNE	(763) 241-2600	(763) 607-0969 or (763) 241-2500
SIBLEY	(507) 237-4000	(507) 237-4330
ST. LOUIS	(218) 726-2164 or (800) 450-9777	(218) 726-2164 or (877) 474-4290
STEARNS	(320) 656-6000	(320) 656-6000
STEELE	(507) 444-7500	(507) 451-8232
STEVENS	(320) 589-7400	(320) 589-2141
SWIFT	(320) 843-3160	(320) 843-3133
TODD	(320) 732-4500	(320) 732-2157
TRAVERSE	(320) 563-8255	(320) 563-4244
WABASHA	(651) 565-3351	(651) 565-3361
WADENA	(218) 631-7605	(218) 631-7600
WASECA	(507) 835-0560	(507) 835-0500
WASHINGTON	(651) 430-6484	(651) 291-6795
WATONWAN	(507) 375-3294	(507) 375-3121
WILKIN	(218) 643-8013	(218) 643-8544
WINONA	(507) 457-6200	(507) 457-6368
WRIGHT	(763) 682-7400	(763) 490-8569
YELLOW MEDICINE	(320) 564-2211	(320) 564-2130

## **APPENDIX - B**

### **Overview for Basic First Aid**

This 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 911 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. 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.

## **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.

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.

## **Emergency Procedures**

### **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**
  - 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.
- **Missing person**
  - call 911
- **Inclement weather**
  - **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.