

# Reach For Your Potential, Inc.

## Employee Handbook



\*2020 Favorite Things About Working at RFYP

## **WELCOME**

Welcome to Reach For Your Potential, Inc. We are glad you have chosen to work in a rewarding and challenging field. Our employees are dedicated and believe that we can support people and help them to lead fulfilling and meaningful lives. Reach For Your Potential, Inc. began in 1990 with five individuals receiving services. We currently offer Supported Community Living, Day Habilitation, and Home Based Habilitation services for a combined total of approximately 130 people. We take a great deal of pride in the high quality of services we provide. We work hard to ensure that we continue to receive positive feedback from members, their families, and other service providers. We work even harder to ensure that every person we serve is respected and valued.

All RFYP staff collaborate to ensure comprehensive continuity of care for the person served across all programming agency-wide. RFYP elevates health equity for members by providing an on-staff medical team, transportation for all needs, advocacy, safe housing, education, health and financial literacy, and supporting active lifestyles within their community.

This philosophy is embodied in our mission statement, which reads:

“Reach For Your Potential, Inc. exists to provide services to people with disabilities to foster their independence and to achieve their personal goals.”

Our motto is “Together we can make it happen.”

We hope that together we can work to provide the support and encouragement for people to lead wonderful lives. We hope you find your employment with Reach For Your Potential, Inc. to be fulfilling as well as important and that you will work to help us to continue delivering quality services to those we serve.

Thank you for your time, effort, and commitment.

Sincerely,

Ronald Schieffer  
Executive Director

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## YOUR EMPLOYMENT

### About The Handbook

The Employment Handbook is intended to inform our employees about our organization's mission and to provide a brief overview of Reach For Your Potential's policies and procedures. This handbook contains important information about the organization. You are expected to review and understand the contents of this handbook. Ask questions if you need clarification! Please understand, however, that the handbook's provisions, and our policies, are subject to change.

Nothing contained in the handbook alters or varies the nature of your employment relationship. Unless you have a specific written contract of employment signed on behalf of Reach For Your Potential by the Executive Director, your employment relationship is entirely voluntary in nature. In other words, at all times and at your discretion, you retain the right to terminate the employment relationship for reasons of your choice. Similarly, Reach For Your Potential retains the same right. Moreover, no employee, agent or representative of the organization, except in a specific written contract of employment signed on behalf of Reach For Your Potential, Inc. by the Executive Director, has authority to vary the voluntary nature of the employment relationship.

### Our Open Door

Reach For Your Potential understands that, from time to time, employees and/or members will have problems or concerns that need to be addressed. Whether those concerns relate to constructive working relationships among employees, communication difficulties between employees and supervisors, issues concerning application of organization policies or other subjects, we believe that the most effective way to address concerns is to do so directly and honestly. If you have a problem or concern relating to your work for Reach For Your Potential, it cannot be corrected unless it is brought to the attention of the organization. There are a variety of ways to give input to the agency, including but not limited to, speaking with your supervisor, administration, or HR, completing a Accessibility Modification Request Form, completing a Formal Complaint Form, and/or engaging in the evaluation process at 6 months and annually.

With most issues, the best way to start the process is to discuss the issue with your supervisor. Some policies, such as the harassment policy or perceived discrimination issues, have specific reporting requirements. On all issues, understand that each member of management team maintains an Open Door Policy and you should not feel intimidated in bringing issues to their attention, including the Executive Director. Reach For Your Potential cannot guarantee that every problem can be resolved to the satisfaction of all concerned. It can guarantee, however, that it will discuss and consider employees' concerns about their work for the organization.



Board of Directors  
Executive Director  
Human Resources Director  
Program Directors

SCL, DH Service Coordinators, Health Care Coordinator  
Residential/Hourly Facilitators, DH Facilitators, Office Personnel,  
Medical Assist.  
Direct Care Staff, Office Assistants, Day Habilitation Assistants

To raise an issue, you are encouraged to start by talking to your immediate supervisor. If your concern is not addressed to your satisfaction, you should continue by talking to the next level of supervision and so on up the ladder. Use the chart below if you need help.

### **Equal Employment Opportunity**

Reach For Your Potential, Inc. is an equal opportunity employer. All employment decisions will be made without regard to race, color, creed, national origin, gender, religion, disabilities, sexual orientation, gender identity, transgender status, veteran status or any other legally protected basis. Nor will Reach For Your Potential tolerate or accept discrimination or harassment (including sexual harassment) by fellow employees or even third parties because of an employee's membership in any legally protected group. This policy governs all aspects of the employment relationship, including recruiting, the application process, hiring decisions, assignment of work, performance evaluation, promotions, compensation, benefits, transfers, layoff, recall, discipline, and employment termination. Annual Management Reports are available to view upon request, which includes the Equal Employment Opportunity report. A modified management report is available to review on the RFYP website.

If you believe that you may have been subjected to prohibited employment-related discrimination, please bring the matter to the attention of the Human Resources Director or a Program Director as soon as possible so that the issue can be investigated and addressed.

### **Harassment**

Our prohibition against harassment on the basis of any legally protected status is an important aspect of the Reach For Your Potential Equal Employment Opportunity policy. Such prohibited harassment can take many forms and includes, but is not limited to, sexual harassment. Sexual harassment may be in the form of unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature when (1) submission to the conduct, either explicitly or implicitly, becomes a term or condition of employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions; or (3) the conduct has the purpose or effect unreasonably to interfere with an individual's work performance or creates an intimidating, hostile or offensive working environment.

Other types of lawfully prohibited harassment involve verbal, physical or other conduct because of an individual's membership in a legally protected group when the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.

Each of us has a responsibility to help prevent conduct that may be considered to be sexual or other lawfully prohibited harassment. We must all try to be sensitive to others so that we do not,

intentionally or unintentionally, offend them with conduct or actions that may be considered to be sexually offensive or unwelcome. The same is true with respect to other verbal or physical conduct relating to an individual's membership in a legally protected group.

If you believe you may have been subjected to or witnessed prohibited sexual or other harassment, please report the situation immediately. You can report the situation to the Human Resources Director, Program Director, or your supervisor. Reach For Your Potential will investigate the situation promptly and take appropriate remedial or disciplinary action as necessary. Confidentiality will be respected consistent with the need to fully and completely investigate reports of harassment and to protect the rights of anyone accused of harassment. Moreover, any person who reports suspected sexual or other prohibited harassment in good faith will be protected from any retaliation.

### **Fair Business Practices**

Reach for Your Potential expects its employees to maintain the highest professional standards of conduct. Accordingly, how one relates to other staff, members or other community persons/institutions is as important to the overall integrity of the agency as what one is saying or doing.

All employees should always conduct themselves in a manner that will encourage each member to achieve program/treatment goals free from verbal or physical abuse, neglect, harassment or other behavior that would infringe upon the legal or civil rights of the member. Further, all staff member must: (a) comply with all federal/ state confidentiality laws, (b) acknowledge the limitations of their respective academic disciplines; c) attempt to maintain current knowledge of information pertinent to the field; (d) comply with all prevalent community moral, ethical and legal standards, while (e) terminating any member relationship when it is reasonably clear that the member is not benefiting from that relationship.

It is the responsibility of all staff to report member abuse to their supervisors. Reach for Your Potential expects that you will intervene while maintaining your own personal safety in any instance where you witness patient/service recipient abuse.

Reach for Your Potential staff members are prohibited from accepting any gifts from members (except on behalf of Reach for Your Potential) or giving any gifts to members or conducting any personal financial transactions with members other than the collection of Reach for Your Potential service fees on behalf of the agency. Reach for Your Potential staff may not sell items to, buy items from, hire or employ, loan money to, or borrow money from any agency member. This section is intended to prohibit personal transactions with such individuals.

Reach for Your Potential staff members are prohibited from accepting any gifts from agency suppliers or vendors or giving any gifts to agency suppliers or vendors or conducting any personal financial transactions with agency suppliers or vendors. Reach for Your Potential staff may not sell items to, buy items from, hire or employ, loan money to, or borrow money from any agency supplier or vendor. This section is intended to prohibit personal transactions with such individuals or entities.

All staff members will encourage a working atmosphere of mutual trust and individual respect with one another. All of us are entitled to be treated with respect and human dignity, regardless of rank or position. Openly and directly address any conflict that arises with any other member of the Reach for Your Potential staff. State facts and listen for feedback. Agree to work in collaboration with the other staff member to find a mutually agreed upon resolution for the conflict.

Reach for Your Potential staff will:

- Avoid the use of vulgar or disrespectful language or slang expressions which demean anyone.
- Avoid gossip, rumors, and innuendo regarding the agency or any member, service recipient, employee and/or their family members.
- Avoid being placed in any conflict of interest situation, accepting gifts of any value or personal favors from vendors, members or service recipients. You may accept small gifts (doughnuts, bagels, fruit, flowers, candy, etc.) if they are shared with your co-workers. Other gifts may be accepted on behalf of Reach for Your Potential, for agency use, but your supervisor should handle those situations to make certain they are appropriately reported and documented.
- Report and provide to Reach for Your Potential any honorariums or other payments for services provided on behalf of the agency.
- While on work time, perform only agency-related business
- Avoid any activity or behavior that may be harmful to the integrity of the agency.

All Reach for Your Potential staff whose positions require certification or licensure are expected to adhere to the principles of their Codes of Ethics.

If you have any questions or concerns about Reach for Your Potential's requirements for professional and ethical behavior, talk with your immediate supervisor. He or she will be responsible for monitoring and enforcing the ethical code of conduct. Violation of this policy will subject an employee to discipline.

### **Workplace Violence**

Reach For Your Potential considers violence, whether actual or threatened, to constitute a serious violation of its mission and policies. Reach For Your Potential will not tolerate acts or threats of violence which harm or demean employees. Such conduct will, of course, result in discipline up to and including discharge. Everyone who is employed by Reach For Your Potential are expected to report acts or threats of violence immediately to the Human Resources Director or a Program Director. Any person who reports acts or threats of violence in good faith will be protected from any retaliation.

Employees may not possess or use any weapon, at any time while on any property owned, leased or controlled by Reach For Your Potential. Regardless of whether an employee possesses a

concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited on any company property.

### **Security Camera Policy**

Reach For Your Potential recognizes the need to balance safety needs of clients and staff and to protect individual and organizational property with an individual's reasonable expectation for privacy. Cameras will be used for video recordings only in a professional, ethical, and legal manner consistent with Reach For Your Potential policies.

Clients and staff should anticipate that they may be videotaped while in public areas of Reach For Your Potential property. However, cameras will not be located in areas where privacy needs to be respected. Cameras may be placed on the outside of Reach For Your Potential properties. Signs may be posted to advise that security monitoring is occurring.

### **Use of Technology & Mobile Device Policy**

This Mobile Device Policy is to allow the authorized use of mobile devices (cell phones, smart phones, iPhones, Droids, iPads tablets, laptops, etc.) and other portable computing and communication devices at Reach For Your Potential by authorized members of Reach For Your Potential. Staff receive training on the use of technology necessary for their positions and RFYP security policies and procedures at orientation and at least annually.

This policy applies to all members of Reach For Your Potential's workforce including all employees, volunteers, trainees, and any other person whose conduct, in the performance of work for Reach For Your Potential, is under the direct control of Reach For Your Potential in the performance of work for or on behalf of Reach For Your Potential.

The Policy applies to any private, sensitive, or confidential information, which Reach For Your Potential is obliged by law or contract to protect against unauthorized use, disclosure, copying, or alteration. This includes, without limitation:

- Protected Health Information (PHI) or Electronic Protected Health Information (EPHI) as defined under HIPAA.
- Confidential, personal, or organizational information, such as employee records and financial information.
- Sensitive visual information, such as patient faces or imaging.

Reach For Your Potential will distribute agency phones to employees including Maintenance, Potentially Yours Store Manager, Service Coordinator On Call, Facilitator On Call, Medical Team Assistants, and Administration On Call. Spare phones are kept at the main office as back up phones. These phones are for making and receiving work related calls. They are enabled with phone and text technology only. Data usage is restricted on agency phones. The agency phones will be distributed, tracked, and maintained by the Reach For Your Potential Administration.



If an employee is using a personal mobile device or agency phone to send a text message regarding a member, the employee should only use the minimal information necessary, and must NOT disclose any PHI. Initials should be used instead of names of members. There should never be photos taken of members on a mobile device. Information sent or received via mobile devices shall limit client data so the client is not identifiable.

All information on a mobile device, including personal information about or entered by the user, may be subject to audit or evidentiary review as provided in this policy. Any such personal information may be used or disclosed by Reach For Your Potential to the extent it deems reasonably necessary;

- In order to avoid, prevent, or mitigate the consequences of a violation of this policy.
- In connection with the investigation of a possible or proven security breach, security incident, or violation of Reach For Your Potential's policies.
- In order to protect any assets, information, reputational or financial interests of Reach For Your Potential.
- For the purposes of determining sanctions against the User or any other member of the Reach For Your Potential Workforce.
- For purposes of litigation involving the user
- If required by law.

All users of mobile devices must employ reasonable physical security measures. Mobile device users have the following responsibilities:

- Encryption, if applicable.
- Password, PIN, or other authentication is required.
- Passwords should be changed.
- The device should time out

It is the user's responsibility to maintain physical control of the device at all times. The mobile device should not be shared with another person at any time. If the mobile device has been misplaced, lost, stolen, or has otherwise been out of the possession of the user and in the hands of an unknown source, the user must report the matter immediately to the Human Resources Director or Financial Director.

The following uses of mobile devices are **prohibited**:

- The storage of unencrypted information--voice messages, voice notes, email, instant messages, web pages, and electronic documents, photographs, images, and videos.
- The creation of any photograph, image, video, voice or other recording of any individual who is a staff member or client of Reach For Your Potential. A photo may only be taken if absolutely necessary such as for documenting an incident of abuse or damage to property. The image should be shared immediately with the Reach For Your Potential Administration and, after transfer, permanently deleted.

- Users will make no modification of any kind to Reach For Your Potential owned and installed hardware or software without prior approval of IT or Reach For Your Potential.

All users of any mobile devices used to access or communicate protected health information must execute the Acceptable Use Agreement, regardless of whether it is the user's own mobile device or one issued by the organization.

## **HIPAA for New Employees**

### **Objectives:**

1. Understand the intent of HIPAA Privacy and Security Rules as amended by the HIPAA Final Omnibus Rule.
2. Define "covered entity"
3. Define "protected health information"
4. Be familiar with and be able to explain our Notice of Privacy Practices (NOPP)
5. Define "reasonable safeguards"
6. Identify appropriate disclosures/authorizations
7. Define "minimum necessary"
8. Identify individual rights
9. Be familiar with RFYP Privacy Policies & Procedures
10. Identify Privacy and Security Officer
11. Explain compliant procedures
12. Understand consequences of violations

### 1. Intent of HIPAA

The US Congress wanted to protect health information in accordance with the rapidly evolving technology infrastructure of the health care industry. In addition, the increasing complexity of the health care system demands a standard of protection of confidentiality. The Administrative Simplification provisions of the federal law were designed to improve the efficiency and effectiveness of the health care system with the respect to the electronic transmission of information. Moreover, it provides guidelines for entities to protect the health care information of individuals. Therefore, the HIPAA Privacy and Security Rules enacted pursuant to the statute intends to streamline the exchange of health care information while providing more uniform standards of privacy protection and control.

### 2. Covered Entity

A covered entity means a health plan (which is broadly defined as any third party payer), a health care clearinghouse, and a health care provider who transmits any health information in electronic form in connection with a transaction covered by the legislation. Essentially, any agency, organization, clinic, etc. who uses health information to provide services.

### 3. Protected Health Information

Any information, whether oral or recorded in any form or medium that is created or received by a health care provider, health plan, public health authority, employer, life

insurer, school or university, or health care clearinghouse; and relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for provision of health care to an individual. Essentially any information in the hands of someone who provides health services, including name, address, etc.

#### 4. Notice of Privacy Practices

The Notice of Privacy Practices is intended to provide individuals with information up front about the allowed use of protected health information. Every covered entity is mandated to provide a Notice and attempt to have each individual sign an acknowledgement of receipt. The Notice also includes information about individual's rights. The Notice is posted in a viewable area of the office and on line. It may be updated as needed.

#### 5. Reasonable Safeguards

This phrase refers to the efforts each agency and employee must make towards HIPAA compliance. If it is reasonable that you simply put a file away or turn over a piece of paper, then you are HIPAA compliant. HIPAA does not mandate locks, alarms, sign in and out sheets, etc. We must simply make a reasonable effort to protect the information we have.

#### 6. Appropriate Disclosures/Authorizations

Although HIPAA allows disclosures of protected health information without signed authorization in certain situations, Reach For Your Potential operates under states laws which mandate signed authorizations for all disclosures except those related to abuse reporting and in emergency situations. Therefore, no employee of Reach For Your Potential is allowed to make disclosures without a signed authorization to the specific agency that clearly demarcates use of the information.

#### 7. Minimum Necessary

"Minimum necessary" refers to the concept that employees make disclosures with the minimum necessary amount of information. That is, we provide only the amount of information we feel that other individual needs for the particular purpose to be accomplished. The recipient can always ask for more information, but we cannot take back what we have already communicated.

#### 8. Individual Rights

Individuals have the Right to Access their central files upon request, the Right to Request Amendment of that file, the Right to an Accounting of our disclosures, the Right to Appeal Reach For Your Potential's decision about protected health information, and the Right to Complain about Reach For Your Potential's policies, procedures, and activities.

#### 9. Policies and Procedures

Reach For Your Potential maintains privacy policies and procedures that are HIPAA compliant. These Policies and Procedures are maintained in the main office and are

available through the designated contact person. These policies and procedures are in place to insure that we follow HIPAA guidelines.

#### 10. Privacy and Security Officer

The current Privacy and Security Officer is Human Resources, and is located in the main office.

#### 11. Complaints

Any individual, family member or employee may make a complaint. Complaints may be directed to Reach For Your Potential or to the Federal Office of Civil Rights.

#### 12. Consequences

Consequences of HIPAA violation range from reprimands to fines to prison terms.

In the end, HIPAA does not significantly alter the manner in which we provide services. However, we must all remain cognizant of how we transmit protected health information. As long as we continue to empathize with the people with whom we work, to try to place ourselves in their position and ask “Would I want my information lying on the table when other people are around? Would I want someone freely discussing my condition, trip to the doctor, etc., with just anyone at any time?”, we will easily be HIPAA compliant and much more aware of individual rights.

In addition to complying with HIPAA, to the extent we have mental health information, we must follow Iowa law, which requires that in order to release mental health information, we must have a signed authorization specifically authorizing the release of mental health information.

### **Severe Weather Policy**

#### **Definitions**

**Winter weather watch** is issued to give advanced notice when conditions are favorable for the development of severe weather. When a watch is issued for our area, it is time to take precautions and make sure we are prepared should bad weather strike.

**Winter weather warning** is issued when severe weather is occurring or imminent. When a warning is issued for our area, we should take possible immediate action concerning the individuals we serve.

**Flooding** occurs when water is entering any part of the home or apartment.

#### **Employee coverage for severe weather:**

RFYP currently provides 24 hour residential services to the majority of its members. As a result, the agency does not close because of severe weather concerns and employees are expected to report to their scheduled shifts. Contact your supervisor **directly** as soon as possible if weather issues cause you to be late for shift. If, despite your best efforts, you are unable as a Direct Care employee

to make it to shift, then you need to **directly** notify your supervisor of the situation. Other Direct Care employees may be contacted by their supervisors to cover for absent co-workers.

Day Habilitation employees are expected to report to work even if the day program is closed, and they will be assigned to cover residential locations. Office employees are expected to report to work as they may need to cover other duties because of co-worker absences, which may include covering residential locations.

If you are an Day Habilitation or Office employee and are not able to make it to work, **directly** notify your supervisor as soon as possible, as well as the supervisor who will handle your job responsibilities for the day.

If you are a full time RFYP employee and cannot report to your scheduled shift, accrued vacation time will be used to cover those hours. Employees cannot use sick time for missing shifts due to weather concerns nor can they make up the time at a later date in the week.

### **Day Habilitation**

The Day Habilitation will close because of severe weather if the Iowa City Transit and SEATS are not running. If the Day Habilitation is closed all members (staff and parents of members living at home) attending the Day Habilitation will be notified.

Because of billing and staffing issues, the Day Habilitation will not have delayed starts. However, if weather concerns arise after members arrive at the center, these members may leave the Day Habilitation when transportation can safely get them home.

### **Other Agencies**

Other agencies such as REA, Goodwill, MYEP, Employment Systems, Systems Unlimited, etc., may notify RFYP Office staff of their closings. Office staff will notify residential staff of those closings and ensure employee coverage for those members staying home.

### **RFYP Vehicles**

Employees should use caution when transporting members by agency vehicles or their own personal vehicles. To reduce the risk of injury to members or employees, vehicles may be grounded during a **winter weather warning**. Supervisors will notify Direct Care employees if vehicles are not to be used. Direct Care employees should also be aware of weather conditions by listening to the local radio or television station.

If members are able and want to use public transportation during weather concerns, then that is their decision (if they are their own guardian), however employees should assist members in evaluating the risks. Direct Care employees should notify supervision if a member decides to leave during a **winter weather warning**.

## **Snow/Ice**

RFYP and Southgate (Keokuk St. Apartments) contracts snow and ice removal at all locations. The maintenance team also helps maintain most of the properties during the weekdays. Direct Care employees should also assist with shoveling and salting sidewalks as needed during the evening and weekend shifts to help prevent injury. Shovels and salt or ice melt are located at the locations.

## **Flooding**

If water of any amount is discovered entering any area of the members' home or apartment, staff should immediately call the Main Office and the Service Coordinator. The members should be kept away from the water. Unplug any electrical devices and remove anything from the floor to prevent damage to the items. Staff and members should avoid that area of the home until they receive further instructions.

## **Social Media Policy**

At Reach For Your Potential, Inc., we understand that social media can be a fun and rewarding way to share your personal life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all associates who work for Reach For Your Potential, Inc.

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Reach For Your Potential, Inc., as well as any other form of electronic communication.

The same principles and guidelines found in Reach For Your Potential, Inc. policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of Reach For Your Potential, Inc. or legitimate business interests may result in disciplinary action up to and including termination.

## **Know and follow the rules**

Carefully read these guidelines, the Reach For Your Potential, Inc. Code of Ethics Policy, the Security Policy and the Discrimination & Harassment Policies, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks,

harassment, threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

### **Be respectful**

Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of Reach For Your Potential, Inc. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

### **Be honest and accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Reach For Your Potential, Inc., fellow associates, members, customers, suppliers, people working on behalf of Reach For Your Potential, Inc. or competitors.

### **Post only appropriate and respectful content**

Maintain the confidentiality of Reach For Your Potential, Inc. trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Confidential information would include any and all information, and specifically, protected health information, of and about Reach for Your Potential's consumers. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to a Reach For Your Potential, Inc. website without identifying yourself as a Reach For Your Potential, Inc. associate.

Express only your personal opinions. Never represent yourself as a spokesperson for Reach For Your Potential, Inc. If Reach For Your Potential, Inc. is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of Reach For Your Potential, Inc., fellow associates, members, customers, suppliers or people working on behalf of Reach For Your Potential, Inc.. If you do publish a blog or post online related to the work you do or subjects associated with Reach For Your Potential, Inc., make it clear that you are not speaking on behalf of Reach For Your Potential, Inc. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Reach For Your Potential, Inc."

## **Using social media at work**

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Confidentiality and Security Policies. Do not use Reach For Your Potential, Inc. email addresses to register on social networks, blogs or other online tools utilized for personal use.

## **Retaliation is prohibited**

Reach For Your Potential, Inc. prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

## **Media contacts**

RFYP employees and/or associates should not speak to the media on Reach For Your Potential's behalf. All media inquiries should be directed to the Administration.

If you have questions or need further guidance, please contact the Human Resources Director.

## **EMPLOYMENT POLICIES**

### **Employee Classifications**

Your classification as an employee will affect how you are paid, benefits to which you are entitled and restrictions that may be placed upon your work activities. The following classifications apply for employees of Reach For Your Potential:

*Exempt (salaried) employees.* Certain employees, by virtue of their executive, professional or administrative responsibilities as defined by federal law, are exempt from the overtime requirements of the Fair Labor Standards Act. Such employees are typically known as "salaried" employees. If you are an exempt employee, you will be paid a standard rate of pay that does not vary with the number of hours you work in a given week.

*Non-exempt (hourly) employees.* If you are not an exempt employee (executive or administrative), you are subject to the overtime requirements of the Fair Labor Standards Act. As a non-exempt or hourly employee, you will be paid a base hourly rate. If you work more than 40 hours in a work week, you will receive pay at the rate of time and one-half for those hours that you worked in excess of 40. Most employees of Reach For Your Potential are non-exempt or hourly employees.

*Full-time employees* are either hired on at full-time or have filled out the necessary change of status form and have received an official notice of change in status. Direct Care employees must have at least 80 hours of availability including one weekend shift, must have worked for the agency for at least 3 months, completed all required trainings, and must be in good standing to be considered



for a full time position. RFYP reserves the right to change an employee to part time if there is a change in availability or if the employee continues to fall below the 40 hour requirement. Some positions require full time status; inability to meet this qualification may result in demotion or discharge.

If you regularly work a schedule of less than 40 hours per week, you are considered a *part time employee*. Your eligibility for some employment benefits offered by Reach For Your Potential may depend upon whether you are a full time or part time employee.

Reach For Your Potential will sometimes accept student interns and volunteers. Student interns and volunteers must go through the entire application process (see below). Student interns and volunteers are not considered to be employees of Reach For Your Potential and are subject to supervision by employees.

### *Temporary Employees*

When a temporary employee is hired through a temporary agency, Human Resources will collect the following information for the employee file. Temporary employees do not provide direct service and are not unsupervised with members at any time. If the temporary employee provides any direct service or will be unsupervised with a member, the temp staff will need to complete all RFYP required trainings and remain in compliance with all requirements by accreditors (CARF, Medicaid, Ch 24, etc).

- Application (references not needed)
- Background check (at hire and annually)
- Complete BBP, Confidentiality/HIPAA, Dependent Adult Abuse, Emergency Response, Harassment, Diversity & Inclusion trainings at hire and annually
- Receive a copy of the employee handbook and sign the acknowledgement page
- Sign a copy of the Emergency Guidelines document
- Keep all paperwork from the temp agency
- Sign the mask wearing policy
- Copy of their COVID-19 vaccination card (if applicable)

### **Application Process**

All applicants for employment (and applicants for student intern or volunteer positions) must complete an application form and will be required to provide additional information as may be requested. All open positions are posted in the Agency Newsletter, RFYP website, and externally online or in newspapers. The Human Resources Department or a Program Director will interview all applicants for employment, internship or volunteer positions and will check references of such applicants. Your signature on the application form constitutes express permission to check your references.

Individual must begin employment within 30 days of completed background checks. The Offer of Employment letter must be signed within 30 days of the date that the background check was run. If the Offer of Employment is not signed within 30 days, a new set of pre-employment background checks must be run and all follow up must be documented.

Office of Inspector General (OIG) and System for Award Management (SAM.gov) checks are performed prior to hire and on a monthly basis. If a staff's name is identified on the OIG or SAMs lists for committing any type of fraudulent offense, the staff is subject to immediate suspension or termination depending on the offense.

Background checks will be conducted through the Department of Criminal Investigation with respect to child abuse, sexual assault, dependent adult abuse, and criminal history, both prior to the offer of employment and throughout your employment in conjunction with the annual evaluation process. DHS will approve or deny the applicant to work in this setting. If denied, the applicant will no longer be considered for employment. If approved, RFYP will decide if they want to move forward with pursuing the applicant for employment.

Reach For Your Potential may investigate your driving record and may confirm that you have the appropriate vehicle insurance if your job responsibilities will include driving members in a RFYP vehicle and/or your personal vehicle. Driving record checks are performed prior to hire and in conjunction with the annual evaluation process. RFYP may perform an intermittent driving record check if the HR department receives a report or believes the driving record status may have changed.

RFYP requires a Fitness for Duty and TB test (or copy of a TB test results from within the last year). If the results of the Fitness for Duty examination are acceptable, the staff may begin service delivery. If the results are not acceptable, they will need to see a physician to be cleared for duty. The staff must bring a letter from the physician to the HR department stating the physician has reviewed the job description and feels that the staff is able to perform the job functions. A Fitness for Duty examination may be required throughout employment after the employee returns to work after taking time off for a serious illness or injury, if the employee's condition prevents the employee from performing the job's essential functions safety, or if the employee poses a direct threat to his or her own safety and the safety of others.

If specific credentials are required for the position, verification of credentials, including college transcripts and/or nursing licenses, will be supplied to the HR department prior to service delivery. Original documents of the credentials are acceptable. A copy of the credentials given from the staff to the HR department is not acceptable. The credentials must be given to the HR department prior to service delivery. If credentials are not available or cannot be verified, service delivery will not take place and their employment may be terminated.

### **Job Assignment, Orientation and Training**

At the start of your employment, you will be provided a job description that outlines your assignment and the responsibilities of your job. If your job description should change, you will be provided a new job description. Similarly, if you should change jobs within the organization, you

will receive a new job description. If you wish to transfer or transition to a new job assignment or would like to apply for an open position within the organization, please talk with your immediate supervisor and/or give Human Resources a letter of interest. The Human Resources Department will respond to your letter of interest in a timely manner to discuss the qualifications and expectations of the position you are inquiring about. If appropriate, an interview will be scheduled.

As a newly hired employee (or volunteer), you will go through an initial orientation program that addresses Reach for Your Potential and its organization, personnel policies and procedures, safety plans, personnel and employment policies, policies relating to the reporting of dependent adult abuse and child abuse, member rights and service documentation requirements, confidentiality issues and other matters that will relate to your employment or volunteer status. Reach for Your Potential views the orientation process as an important and required onboarding tool. Please understand that you are obligated to follow all policies and procedures of Reach For Your Potential, including but not limited to those specifically addressed in your orientation.

As part of the initial employment period, Reach For Your Potential will establish a training schedule for you. You will receive your training calendar at Orientation. As a new employee (or volunteer), you are responsible for attending all training shifts as scheduled and for completing the appropriate training paperwork and returning it to the Human Resources Department for each shift you work. Your trainer will assist you in completing required worksheets. If an emergency prevents you from attending a training shift, you must call the Service Coordinator before your shift.

### **Introductory Period**

Your first six months of employment with Reach For Your Potential is considered your introductory period. During that time, you and the organization should address whether or not you are suited to the requirements of your position and the needs of the organization. As you evaluate the organization and your job responsibilities to determine whether they fit your needs, the organization will also evaluate your suitability to the needs of the organization. Sometimes, either the employee or the organization decides during the introductory period that ending the employment relationship is advisable. On other occasions, it may be necessary to extend the introductory period beyond the usual six months. **Even after the introductory period has been completed, at all times the employment relationship remains voluntary in nature and you and the employer have the right to terminate that relationship.**

### **Personnel and Medical Records**

As an employee of Reach For Your Potential, you have a personnel record that is maintained by the Human Resources Director. The personnel record will include application information and materials, correspondence relating to your employment, performance evaluations, benefits information and disciplinary information. If you would like the opportunity to review your personnel file, please notify the Human Resources Director so that arrangements can be made.

In addition to personnel records, Reach For Your Potential will maintain limited medical information about you such as the TB test and new hire Fit For Duty (staff work physical)

examination by the RFYP RN. Similarly, there may be circumstances in which medical information is provided to Reach for Your Potential in conjunction with a return to work, etc. All medical information that Reach for Your Potential has will be kept in separately maintained files that are locked. Access to the medical information files will be strictly monitored.

Information in your personnel file or in the separately maintained medical file are considered to be confidential. That information will not be disseminated unless there is a legitimate business reason to do so.

### **Employment Separations**

There are a number of types of circumstances that could lead to separation from employment. Because the employment relationship is voluntary in nature, you may decide to end the relationship or Reach For Your Potential may determine that it is appropriate to end the relationship.

**Voluntary Separation:** If you decide to end the employment relationship, it is necessary that Direct Care staff submit notice at least 14 days in advance, in writing, to the Human Resources Director. All professional and administrative staff are required to submit at least 30 days' notice, in writing, to their immediate supervisor. Please understand that your failure to provide the required notice will affect your eligibility for rehire and may affect benefits to which you are entitled.

**Involuntary Separation:** Sometimes, it is necessary for the organization to sever the employment relationship. For example, if business needs or program funding changes, it may be necessary to eliminate certain positions of employment and you may be affected through no fault or responsibility of your own. There are also occasions in which employees fail or refuse to meet the requirements of their position or disciplinary rules of the organization. These, also, may be the basis for a decision by the organization to end the employment relationship. If you have been involuntarily terminated through no fault of your own, you will be eligible for rehire. If your employment ends because you failed or refused to meet the expectations of your job, you will not be eligible for rehire. The circumstances of your separation from employment may affect benefits for which you are eligible at the time of termination.

At the time of separation from employment, you must return all Reach For Your Potential property (including planners or keys) on your last day with the agency.

### **Payroll and Time Records**

Reach For Your Potential utilizes direct deposit to pay its employees. All employees hired after July 1, 2006 are required to participate in direct deposit as a condition of employment. As an employee of Reach For Your Potential, your pay will be available to you on Friday of each week.

If you are a non-exempt or hourly employee, in order to ensure that your pay is correct, it is necessary that you submit an accurate time sheet setting forth your work from the previous week. Your time sheet is due each week on Tuesday in the progress note bin at the location or at the office or Wednesday by 9am at the office. Your time sheet will be verified for accuracy by the Service Coordinators.

In order to make certain that you are paid accurately, please make sure that your time sheet has all the information requested on the form and, specifically, the amount of time you spent (in quarter hour increments) with each individual at each site, the beginning and ending time of your shift, the date of each shift you worked and the location. You must legibly print and sign your time sheet each week. If you fail to follow the required time sheet procedures, it is likely that your pay may be delayed and you may be subject to discipline.

Employee paystubs will be sent on or before the weekly Friday pay date. If an employee requires a reprinted paystub, the employee must complete the necessary form and reimburse \$0.50 per paystub for time spent and supplies.

### **Performance Evaluations**

You have a right to know how you are doing as an employee of Reach For Your Potential. Although we anticipate that your supervisor will regularly discuss with you issues that relate to your job responsibilities and obligations, Reach For Your Potential will plan to issue a formal performance evaluation annually. All RFYP staff participate in an initial 6 month performance evaluation after the probationary period in conjunction with their direct supervisor. After the probationary period, all RFYP staff will participate in an annual performance evaluation in conjunction with the direct supervisor. Typically, your evaluation will be at or around your hire anniversary date or at the beginning of the fiscal year if you are a Professional, Administrative or Executive staff.

At your evaluation, you and your supervisor will discuss all areas of your performance. The criteria of the performance evaluation is based directly from the job duties on your job description, including attendance and punctuality, reliability, participation in and support for organization procedures, accuracy in documentation, etc. Necessarily, the evaluation format may be somewhat different for direct care employees, professional employees and clerical employees. Nonetheless, with all our employees, the goal is to provide you with an accurate assessment of your strengths as a Reach For Your Potential employee, identify areas in which growth is necessary, and give you the opportunity to provide feedback regarding your employment. Together with your direct supervisor, you will reflect on the previous year's goals, develop new employment goals for the upcoming year, and make a plan for additional professional development. If necessary, your direct supervisor may seek input from other professional or administrative staff for a comprehensive assessment of your performance.

If the annual agency budget allows, pay increases will generally be considered following your probationary evaluation with the agency, as well as annually. You will have the opportunity to give feedback regarding the evaluation process and your input regarding your employment. You will sign your performance evaluation at the completion of the meeting and return any additional documents to your direct supervisor. If you feel your evaluation was unfair, you have the right to contact the HR Department. The HR Department will review the evaluation and make the decision to re-evaluate your performance evaluation or to support the current performance evaluation.

RFYP values the contributions of the employees and welcomes feedback. One-on-one structured retention interviews between HR and the employee is an opportunity for both parties to provide two-way feedback on employment expectations and experiences thus far. RFYP aims to provide a supportive work environment that cares about the employees and wants to understand their thoughts, needs, and feelings.

## **BENEFITS**

### **Compensation**

Our employees do important work supporting our members live more independent lives. Our goal is to pay fairly for that work. Your pay will be reviewed at the time of your performance evaluations.

### **Vacation**

If you are a full time employee you will begin to accrue vacation with your first day as a fulltime employee. Your vacation time will accrue as follows:

<b>Number of years employed</b>	<b>Days of vacation accrued per year</b>
Less than one year	5 days
One to 4 years	10 days
4 to 8 years	15 Days
8 to 12 years	20 days
12 or more years	25 days

Vacation leave will carry over from one anniversary year to the next. However, the maximum hours of vacation time to be accrued for non-salaried employees will be a total of 20 days (160 hours). For salaried employees, the maximum hours of vacation time to be accrued is 30 days (240 hours). Vacation time will not accrue if you are on a leave of absence.

Vacation time must be accrued prior to taking a vacation. Although it has accrued, vacation time is not awarded until it is used. Use of vacation time is subject to the approval and coordination with your supervisor and the Agency Financial Director. Vacation hours will be compensated at your base wage rate, not including any site-specific premiums or increases. In any pay period, the hours you work plus vacation hours you decide to take will not exceed 40 hours total. If you are full time status and unable to work 40 hours per week, you are required to use accrued vacation time to maintain your full time status.

Vacation leave is provided to Reach For Your Potential employees in order to maintain your income level and to give you the opportunity for some time away from your work. At the termination of your employment, if you provide the required amount of notice (14 days for Direct Care Staff; 30 days for Professional and Administrative staff) to the Human Resources Director, you will be paid for accrued vacation time that has not been awarded (used) once you have submitted all outstanding documentation, returned agency property to the main office, and worked all scheduled shifts within the last 14 days or 30 days.

If you are involuntarily terminated through no fault of your own, you will receive pay for accrued vacation time on the same basis as individuals who resign with proper notice. If you fail to provide the required notice of your resignation in writing or if you are terminated involuntarily as a result of gross misconduct or behavior, you will not receive pay for accrued vacation time that has not been used.

### **Sick Pay**

Reach For Your Potential understands that there will be occasions on which you will be unable to work your scheduled shift because of personal or family illness. Full time employees will accrue paid sick leave at the rate of .77 hours per week for a maximum accrual of 15 days (120 hours). Sick leave will not accrue if you are on a leave of absence without pay.

In order to use accrued sick leave, notify your supervisor at least four hours before the start of your work shift. If you take more than one sick day in any one-week period, you may be asked to provide a doctor's excuse in order to return to work. If you take sick pay during any pay period, your sick pay hours plus your work hours cannot exceed a total of 40 hours. Your sick leave hours will be paid at your standard base wage rate, not including any site-specific premiums.

Sick pay benefits are intended to help protect you from loss of income as a result of illness or injury. Accrued sick leave cannot be "cashed out" at the end of employment.

### **Family and Medical Leave**

After you have been employed for at least 12 months by Reach For Your Potential and if you worked at least 1250 hours during the previous 12 months, you may under certain circumstances be entitled to unpaid family and medical leave. Such leave is available for the birth or adoption of a child, in order to care for a spouse, child or parent with a serious health condition, because of your own serious health condition, call to military active duty for self or immediate family member or to care for a service member who is recovering from an illness/injury sustained in the line of duty.

In situations in which you are aware in advance of the possible need for family and medical leave, you are required to give the organization at least 30 days advance notice. If circumstances do not permit notice of 30 days, you are required to provide as much notice as is possible. Requests for family and medical leave will also require certification of a health care provider of the need for the leave. In certain circumstances, it may be necessary for Reach For Your Potential to obtain, at its expense, a second medical opinion.

If you are an eligible employee under the Family and Medical Leave Act, upon your return from family and medical leave you will resume the position you held before your leave or a position with equivalent benefits, pay, etc. While you are on approved family and medical leave, we will need periodic reports regarding your leave status and anticipated return. Also, during your leave, you will be required to use any accrued vacation and/or sick leave (at least 40 hours per-week for full time until expended). While you are on family and medical leave, you will not accrue vacation

or sick leave and, in order to maintain your health insurance status, you must continue to make required contributions.

Provisions regarding the Family and Medical Leave Act are complex and detailed. If you have questions concerning Reach For Your Potential's policy or procedures relative to family and medical leave, contact the Human Resources Director.

### **Leave of Absence**

If you are not eligible for FMLA, under certain circumstances, a leave of absence may be granted if you have been employed for the organization at least 6 months. All such leaves, however, are at the exclusive discretion of management and depend upon particular circumstances of your situation, your job responsibilities, the needs of Reach For Your Potential, etc.

If you would like Reach For Your Potential to consider a personal leave of absence, you must notify the Human Resources Director in writing at least 30 days in advance. After you have provided your leave request, and the reasons you are requesting leave, the Human Resources Director will meet with you to address issues relating to your leave request. If personal leave is granted, details concerning your leave (including your last day of work and anticipated return date) will be determined. At least ten days before the expiration of your approved leave, you must contact the Human Resources Director to discuss scheduling and your return to work. Failure to return to work at the end of an approved personal leave will be considered a voluntary resignation (without required notice).

### **Health/Dental Insurance**

Eligible Reach For Your Potential employees may participate in our health insurance plan. In order to be eligible, full time employees who average 30 hours per week will be permitted to participate. Participation for full time employees begins on the first day of the third month of full time employment. Part time employees must complete a six month initial measurement period to determine if an average of 30 hours per week has been reached. Eligible part time employees will be permitted to participate in health insurance plan on the first day of the third month following the measurement period. Dental insurance is not offered to part time employees.

Employees will be notified of the requirements necessary for health insurance eligibility at orientation. To participate, you must complete the required application(s) and you must contribute at the established employee rate. Employee contribution levels are determined each year. Your health insurance contribution will be automatically deducted from your gross wages (before taxes).

### **Retirement**

All full time employees who meet the enrollment requirements are eligible to participate in Reach For Your Potential's 401K plan after one year of employment. Requirements for enrollment and details about the plan can be requested at the main office.

### **Life, Accidental Death and Dismemberment and Long-Term Disability Insurance**



Reach For Your Potential’s life, accidental dismemberment and long-term disability insurance plan provides coverage for staff death or disability. This coverage is provided for full time staff after 90 days of employment. Plan specifics will be given to full time staff as they are hired and can be requested any time at the main office.

**Holiday Pay and Benefits**

Reach For Your Potential observes the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

**The main office is closed on these holidays.** If you are classified as a full time employee, you will receive 8 hours pay for those holidays on which you do not work at your base wage rate, not including site-specific premiums. In order to receive the 8 hours holiday benefit you must have a total of 40 hours on your timesheet. If you are a Direct Care Staff and work residentially on the holiday, you will not accrue the holiday benefit.

Reach For Your Potential Direct Care employees (full time, part time or occasional) who work residentially on the days listed below will receive pay at 1.5 times their regular, base rate of pay (not including site specific premiums). There will be no overtime on Holiday Pay. **Reach For Your Potential pays time and a half for the following days.**

New Year’s Day	12:00am-11:59pm
Memorial Day	12:00am-11:59pm
Independence Day	12:00am-11:59pm
Labor Day	12:00am-11:59pm
Thanksgiving Day	12:00am-11:59pm
Christmas Eve	12:00am-11:59pm
Christmas Day	12:00am-11:59pm
New Year’s Eve	12:00am-11:59pm

**Jury and Witness Duty**

If you are a full time employee of Reach For Your Potential and are required to serve jury duty or to testify as a witness in trial (unless you are a party in the litigation), you will be eligible for reimbursement to your regular rate of pay. In order to be eligible, you must notify your supervisor as far in advance as is possible and you must be required (not volunteer) to serve as a witness or a juror. Even during the course of a trial, when you are not required for jury or witness duty, you are expected to be at your job.

At your supervisor’s discretion, you may be asked to find another employee to cover your missed work hours. Moreover, you must provide written documentation reporting your need to be absent

for jury or witness duty and setting forth the compensation you received. If you comply with these requirements, you will receive your regular base wage rate (not including site specific premiums) during regular work hours you are required to perform jury or witness duty in exchange for the jury duty or witness check you receive. Alternatively, you may use accrued paid sick or vacation time to cover your absence.

### **Funeral Leave**

Reach For Your Potential employees will be granted up to 4 days off in order to attend funerals. In the event it is necessary for you to miss work to attend a funeral, you should notify your supervisor as soon as possible. Your supervisor may ask you to find another employee to cover your missed hours of work. If you choose, you may use accrued sick or vacation time to cover your absence.

### **Worker's Compensation**

All Reach For Your Potential employees are protected in the event of work injury by worker's compensation insurance. If you are injured while performing work related tasks, you must notify the Human Resources Director, and your Service Coordinator or the Service Coordinator On-Call immediately. You should submit a staff accident/injury report form of your injury to the Human Resources Director as soon as is possible or within 24 hours in order to protect your right to receive benefits. Reach For Your Potential reserves the right to direct the care of all worker-related injuries to Mercy Occupational Health. If you are issued work restrictions, those restrictions are in effect 24 hours per day. If you do not follow the work restrictions ordered by the physician, you will be subject to disciplinary action. RFYP is committed to following the work restrictions while you are on the job, however you are responsible for following the work restrictions outside of the work place.

### **Expense Reimbursement**

In the course of your work for Reach For Your Potential, there may be occasions when you spend your own money and are entitled to reimbursement (for example, the cost of participation in an activity in which employee participation is required). Similarly, when an agency vehicle is not available, and if you are approved to utilize your vehicle while at work, you will be reimbursed at 25 cents per mile when you drive members in your own vehicle. On the other hand, your meals, when eating out with a member, are not reimbursable expenses.

Expense sheets are available at the main office. In order to obtain reimbursement, complete the expense sheet in order to record reimbursable work-related expenses within 30 days of the expense. Failure to submit an expense sheet within 30 days will jeopardize the approval of the reimbursement. Expense sheets are due to the office by the 1<sup>st</sup> of each month. Expense sheets will be reviewed when they are submitted. Approved expenses will be reimbursed.

### **Liability Protection**

It is more difficult for you to fulfill your job responsibilities to Reach For Your Potential if you are unnecessarily concerned about possible legal claims. Accordingly, if you perform your job responsibilities in good faith and to the best of your ability, you are protected under Reach For Your Potential's liability insurance policies. Coverage under those policies is provided against personal injury claims caused by employee's acts or omissions during an employee's performance of his or her job. Coverage does not extend to incidents that occur if an employee is in violation of organization policies and procedures or has committed acts that constitute dependent adult abuse or other violation of member's rights. Coverage for particular circumstances, of course, is and must be subject to the specific terms of individual insurance plans.

### **Employee Development**

It is important to Reach for Your Potential that you have the tools and training necessary to perform your job. During the orientation period, the organization will provide you training. Full-time employees must complete required trainings within 30 days of hire. Part-time employees must complete required trainings within 90 days of hire.

After your initial orientation, you will, from time to time, receive additional training. Some agency trainings are required annually.

Pay increases will generally be considered following your probationary evaluation with the agency, as well as annually. Potential pay increases will not be awarded until after required trainings have been completed.

Reach For Your Potential will conduct monthly cluster meetings in order to continue the education of the employees. Our continuing education program will be based on evaluation of services offered, employee needs and member program plans. In addition, our locations will hold site-specific meetings to assist in ongoing education and training. Journals and other literature on developmental disabilities will be made available to all employees.

Cluster meetings and trainings are not optional. If you fail to attend monthly site meetings without a valid excuse, you will be subject to Reach For Your Potential's disciplinary process.

### **Performance Measurement and Management**

RFYP uses performance measurement data to assess and improve current programs, agency policies and procedures, organizational decision making, strategic planning, financial planning, and risk management planning. The strategic decision making process for the agency is driven by the data. This is the process of collecting, analyzing and/or reporting information regarding the overall performance of an agency such as Satisfaction Surveys, Employee Evaluations, and ISP meetings. **Your participation guides the process and is invaluable! Every employee plays a role in making RFYP a great place to live, work and collaborate with.** The RFYP Annual Management Report contains the summaries of all of the performance measurement data and annual performance reports. The reports are available upon request and shared widely in a variety of ways with members, staff, and stakeholders.



## EXPECTATIONS

### Safe Workplace

As an employee of Reach For Your Potential, it is important that you work safely and stay injury free. Follow proper procedures for performing your job in a safe manner. If necessary, seek assistance. If safely working requires equipment that is not available, speak to your supervisor. If your request is practical and will help you do your job safely, Reach For Your Potential will make every effort to respond to your concern. At all times, be careful. Do not risk your health. Immediately report any unsafe working conditions to the Human Resources Director.

Prior to starting your shifts at the RFYP locations or Day Habilitation, staff will complete a Fit for Duty (work physical) examination and TB test administered by the RFYP RN. After passing both health assessments, the staff may begin to work independently. If there are signs of a needed follow up by a physician, the RFYP RN will request the staff schedule an appointment with a physician and obtain written approval from a physician stating the staff is healthy to work and complete the job duties. The RFYP RN will give the staff a job description to provide to the physician to be aware of the job responsibilities and requirements.

If you are injured at work, immediately notify your supervisor and, within 24 hours, complete and present the staff accident/injury report form to the Human Resources Director. RFYP must follow all recommendations by the physician for return to work recommendations.

RFYP makes every attempt to keep the RFYP properties as safe and well maintained. During the winter months, RFYP Maintenance Department and other contracted snow removal companies will clear the snow and ice. Staff are also responsible for applying salt and shoveling as needed to help maintain a safe environment for the members and themselves.

The following specifically refers to biohazardous accidents or exposure to blood or body fluids. However, the first aid procedures provided here apply to any skin puncture wound and any infectious disease. Even though a person has been vaccinated, post exposure follow-up and testing are essential for overall health protection. If an employee has experienced harmful contact with blood or other body fluids with visible blood, follow-up must be sought from Mercy Occupational Health. The staff member should immediately contact the office or SC On Call and complete a Staff Accident Form. If necessary, the staff will be given instructions to go to Mercy Occupational Health for follow up.

A harmful contact might include: skin penetration with a sharp, a human bite resulting in a punctured skin wound, or blood, body fluid or potentially infectious material contact with non-intact skin or mucous membranes (eyes, nose or mouth). Prompt reporting of exposure to blood or body fluids in the workplace is an important part of the overall infection prevention and control. Biohazardous materials clean up kits are maintained at the Main Office and at residential locations.

Good housekeeping is essential for a safe workplace. Storage of biohazardous materials should be kept in a secure, clean, orderly, and sanitary space. Chemicals, such as cleaning materials, should be kept in a secure location such as a designated cabinet or closet. When cleaning, gloves should be used for protection and the directions on the product should be strictly followed. Staff should wash their hands after using cleaning products and follow proper gloving procedures.

Sharps go directly into a sharps container. When the container is full, the nurse can pick it up and bring it back to the main office for safe disposal with a medical waste contractor. All other hazardous waste should be put in a plastic bag or secure container for safe disposal. Questions on safe storage, handling, or disposal of hazardous waste should be directed to the RFYP nurse.

#### **COVID-19 PRECAUTIONS:**

RFYP staff provide a wide variety of home and community-based, health-related services that support people with disabilities. Services provided may include personal care, activities of daily living, access to health services, socialization, and more. All staff need to be aware of how COVID-19 spreads, risk factors, and prevention actions. According to the Centers for Disease Control and Prevention (CDC), COVID-19 can have a wide range of symptoms that may appear 2-14 days after an individual contracts the virus. Symptoms include fever, shortness of breath, chills, shaking, muscle pain, headache, sore throat, and loss of taste or smell.

All RFYP staff are required to follow the Mask Policy, use all required PPE, follow disinfecting procedures, practice physical/social distancing, and follow handwashing policies. All employees reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19. Staff will be sent for further testing if any symptoms of COVID-19 are present.

**COVID-19 VACCINATION:**

RFYP staff and members are eligible for a COVID-19 vaccination at no cost to them at Towncrest Pharmacy or any pharmacy of their choice. If staff or members have already been vaccinated, a copy of the vaccination card will be on file with the dates of the vaccine and the brand of vaccine in the staffs' or the members' medical file. RFYP will ensure members, guardians, and staff receive education on the COVID-19 vaccine regarding the benefits, risks, and potential side effects. RFYP offers the vaccine to all staff and members unless it is medically contraindicated or the resident or staff member has already been immunized.

**HEPATITIS B VACCINATION:**

Human Resources provides consultation to employees on hepatitis B vaccinations, addressing the safety, benefits, efficacy, methods of administration, and availability. The hepatitis B vaccination series is available at no cost to all employees. Employees sign documentation upon hire if they accept or decline the Hep B vaccination series. Employees who initially decline the vaccine but who later wish to have it may then have the vaccine provided at no cost. Human Resources is responsible for ensuring the vaccine has been offered, waivers signed, for each employee.

**Safe Member Handling Policy**

A Safe Member Handling Program (SMHP) improves care, safety, and comfort for the member as well as reduces the risk of preventable staff and member injuries. A SMHP involves the use of assistive devices to ensure that care providers avoid performing high-risk manual patient handling tasks. Using the devices reduces a care provider's risk of injury and improves the safety and quality of patient care.

New staff receives training on proper lifting and assisting techniques upon hire at orientation. The staff receives training with the Health Care Coordinator on how to use good posture to protect themselves and the members, repositioning, properly using a stander, Hoyer lift, and gait belt. Staff receives member specific trainings during training shifts at the individual member's location. This training takes place with the Service Coordinator, Residential Facilitator, or lead staff. Periodic unannounced safety checks take place to ensure the proper techniques are being used after training is complete. Staff also receives training annually as part of the annual staff training process.

Staff should never lift a member from the floor. If the situation occurs that a member is on the floor, the staff should coach the member to stand (if able) or to use a mechanical aid to assist the member to a standing position. If neither option is available, staff should call the office for assistance. Remember that members who cannot support themselves for more than 5 seconds should not bear weight and staff should use a mechanical lift for support

In the case an injury occurs, a Staff Injury Report will be reviewed by HR and the Safety Committee. Retraining will occur with the staff member if necessary or after a prolonged leave of absence.

All mechanical lifts receive formal inspections by JVA Mobility, as well as regular inspections by RFYP staff before each use. If a mechanical problem is found, RFYP staff complete a Medical Concern Tracking Sheet. At that time, the Health Care Coordinator or Medical Team Assistants

will inspect the equipment and decide if a referral needs to be made to JVA Mobility for repair or replacement.

This process will be reviewed regularly by the Safety Committee to ensure its effectiveness. Reach For Your Potential staff are trained on the use of mechanical lifts, depending upon the work site. Retraining is provided as needed. Failure to follow procedures for individuals needing assistance with mobility may result in disciplinary action.

### **Attendance**

A basic and essential part of your job is to come to work, on time, and perform your duties when scheduled. You cannot be a successful employee of Reach For Your Potential if the organization cannot count on you to be at work when you are supposed to be at work. Good and reliable attendance is fundamental. Direct Care Professionals will need to work a minimum of one approved shift per month to maintain employment.

If you would like time off, make sure to follow our procedures. Whether it is family and medical leave, personal leave, vacation or sick leave, make sure you provide as much notice as possible in advance. Make requests for time off in writing to your supervisor. Describe the reason for the request for time off. You can obtain a time off request form in location hanging files or at the main office. Do not assume that all requested time off will be granted. Such decisions will be based on business needs, notice provided and the reasons for the request.

Because of the nature of our business, there will be occasions in which you may want to switch your scheduled shift with another employee. It is important that both you and your coworker sign the shift switch request and turn in the form before the shift so the Service Coordinator can approve it. Do not assume that your shift switch request will necessarily be granted. Shift switch requests are located in the hanging file in your location and at the main office.

### **Staff Coverage**

Reach For Your Potential is responsible for ensuring all members have the proper level of supervision. This is done by creating a staff schedule and making revisions as needed, completing check-ins and providing an afterhours number for staffing emergencies.

Reach For Your Potential completes a staff schedule in order to ensure each location is staffed appropriately and that each member has the appropriate level of supervision at all times. Staff working direct care are expected to follow this schedule. A time off request must be filled out for any absences from work. Switching shifts is to be used only in an emergency and must be approved by the supervisor prior to the switch.

In order to make sure Reach For Your Potential maintains the appropriate level of supervision, do not leave until your replacement arrives. Once your replacement arrives, pass on pertinent information before you leave shift.

Reach For Your Potential will maintain appropriate ratios by sending staff home if they are not required. For most locations, if 2 of the 4 members are home, 1 staff would be appropriate. If a member is leaving without staff, for example going out with their parents, staff should ask when the member will return and then call the on-call to ensure Reach For Your Potential maintains proper staffing levels.

Staff may be switched to a different location and schedule revisions made throughout the week to ensure appropriate coverage for the members. Your supervisor will notify you of this change by placing a revised schedule in your location mailbox and calling you to let you know there is a change. The on-call supervisor may also make schedule revisions and move you to an alternate location. Staff must follow the direction of your supervisor and the on-call supervisor when these changes are being made.

### **Conflict of Interest**

Reach For Your Potential, Inc. is committed to objective, fair, and equitable treatment of all employees. A conflict of interest in employment may exist when one Reach For Your Potential employee is responsible for making decisions/recommendations about the employment status of another Reach For Your Potential employee, or when one employee reports directly to another.

A conflict of interest does exist when two employees have a former or current relationship outside the work setting that would make it difficult to be objective or appear to be objective. This includes relationships by blood, marriage, or domestic partnership, romantic, sexual in nature, strong personal relationship, or a business relationship.

Staff are responsible for immediately notifying the Human Resources Director whenever a situation exists that may be covered by this policy. Potential conflicts of interest will be evaluated and staff schedule revisions will be made by the Human Resources Director and scheduling department. Staff schedule revisions will be based on the needs of the agency and scheduled availability of staff to maintain hours worked.

## **On-Site Emergency Guidelines**

### **In all emergencies or potential emergency situations:**

1. Alert the front desk, SC, or SC on call immediately or call 911.
2. Remain calm and assist the members and staff in remaining calm. Use common sense to protect yourself, other staff, and the members. DH Staff should bring the daily roster with them to account for all the members.
3. Staff are responsible for the safety of the members in their care. Be sure to account for all persons at all times.
4. See the members Health and Safety Plans for when an evacuation is appropriate, designated temporary shelters, and/or meeting locations. See Evacuation Routes located next to each exit in the main office.



5. All available staff that are not already assisting a member or other staff member should assist with the evacuation. Complete evacuations are necessary when the safety of the members and/or staff are at risk in the present situation.
6. When an emergency evacuation is necessary, we will use agency and staff vehicles. Temporary shelter will be at Goodwill of the Heartland at 1470 S. First Ave for the office staff and DH members. Temporary shelter locations for SCL members are listed in the Health and Safety Section of the member's ISP.
7. Take the member's binder with all emergency information included to reference to identify emergency contact information and to identify what services need to be continued during and after the evacuation.
8. Staff should alert the Service Coordinator or SC on call immediately for instructions on how to proceed. Review with the SC or SC on call what services will be continued or canceled.
9. First Aid Kits are located in the office, DH, vehicles, and every residential location. Emergency roadside kits are located in every vehicle. The first aid kits are checked weekly so they remain stocked with supplies.
10. ***Staff must complete an Incident Report and/or Medical Concern Tracking Sheet to document the incident when it is safe to do so.***

**Procedures for specific emergencies or potentially harmful situations:**

1. **FIRE**: Use the nearest clear exit. See the Health and Safety Plan for evacuation procedures at the locations. Direct Care Staff will alert the SC or SC on call of the situation. Office/DH - See Evacuation Routes next to the exits.
2. **BOMB THREATS**: Immediately evacuate the building using the closest exit. Direct care staff will alert the SC or SC on call of the situation. Office/Store - See evacuation route signs next to every exit. Alert the front desk or Admin of the call. Call 911 and give them as much information as possible about the call including what was said, background noise, male/female, etc.
3. **TORNADO/NATURAL DISASTERS**: Go immediately to the designated safe area identified in the members' Health and Safety Plans. Office/Day Hab - Go to the tornado safe zone indicated on the evacuation route signs. Everyone will remain in these locations until instructed otherwise. If necessary, structural damage to the building will be assessed. Direct care staff will alert the main office, SC, or SC on call of the situation. During severe weather, RFYP vehicles may be grounded and traveling is prohibited. During a flood situation, ensure the members safety and move all items on the floor to higher ground.
4. **UTILITY FAILURES**: A staff person should attempt to determine the cause of the power failure and call the power company to get an approximate time for the return of power. The members' Health and Safety Plans describe how to proceed in a power failure at the location. Staff will alert the SC or SC on call of the situation.
5. **MEDICAL EMERGENCIES**: Office and direct care staff can contact the Med Team if the incident occurs during office hours or use basic first aid. Direct care staff should complete an incident report and/or a medical concern tracking sheet. If the incident occurs after office hours,

staff will contact the SC on call to discuss how to proceed with the situation. Depending on the severity of the incident, staff may call 911.

6. **THREATENING SITUATIONS (violent, physical, or emotional)**: Those individual will be asked to leave and to schedule an appointment to discuss the situation at a later time. If the person does not leave, call the police and alert staff. Direct care staff will alert the SC or SC on call of the situation. Staff should call 911 if their safety of the safety of the members is in immediate danger.
7. **WORKPLACE VIOLENCE**: RFYP has a zero tolerance policy for any type of workplace violence. Any violent act in the workplace must be immediately addressed. Employees should notify their supervisors when they witness or are the object of irrational or inappropriate behavior; supervisors should contact their servicing personnel office for advice on the actions needed to respond to such behavior.
8. **CAR ACCIDENTS**: Check the welfare of everyone in the vehicle. Staff should refer to the car accident protocol in the binder and/or emergency guidelines in the glove box. Call the office to speak with a Service Coordinator or call the SC On Call. They will instruct you to call the police and keep a copy of the police report. If possible, take pictures of the scene and damage to the vehicle. First aid kits and emergency roadside kits are located in the trunk of the car or back of the van.
9. **HOUSE KEYS**: All keys for locks on the inside of the house (bedroom doors, furnace room, etc) are located in the key box. Vehicle keys are kept in the kitchen above the microwaves at most locations. Master copies of all of the house and vehicle keys are kept at the main office
10. **INTRUDER**: Be aware of where the intruder is and if he/she has any weapons. Call 911 with a description of where the intruder is located in the building. If it is safe to exit, leave through the nearest fire exit. If it is not safe to exit, stay in your office, turn off the lights, lock the doors, and create a barricade between the door and yourself
11. **ASSAULT**: Immediately ensure your safety and call 911 for medical attention or law enforcement. When the scene is safe, call the RFYP Main Office for additional assistance.
12. **SHELTER IN PLACE**: Find a safe location indoors and stay there until you are given an “all clear” or told to evacuate. You may be asked to shelter in place because of an active shooter; tornado; or chemical, radiological, or other hazard.
13. **OVERDOSE**: If you suspect is suffering from a drug or alcohol overdose, call 911, RFYP Main Office, Service Coordinator On Call. Do not leave the person alone; stay with them until medical professionals arrive. If you witness to an overdose, and the person has passed out, they should be placed on their side just in case they vomit.

### **Important Phone Numbers and Addresses**

- **Fire:** 911
- **Ambulance:** 911
- **Poison Control:** 800-222-1222
- **Police Non Emergency:** 319-356-5375

- **Reach For Your Potential – Main Office**, 1705 S. First Ave, Suite I, Iowa City, Iowa 52240, 319-354-2983
- **Service Coordinator On Call**: 319-631-0030
- **Mercy On Call**: 319-358-2767
- **UIHC Health Access**: 319-384-8442
- **Towncrest Pharmacy**, 2306 Muscatine Ave., Iowa City, IA 52240, 319-337-3526
- **Goodwill of the Heartland (Temporary Shelter Location)** 1470 S. First Ave, Iowa City, IA 52240, 866-466-7881

## **OFF-SITE EMERGENCY GUIDELINES**

**While providing services away from RFYP sites, staff must have: Cell phone (personal or RFYP phone), travel bag, emergency medication, roster, phone numbers of the Main Office and SC ON Call. If staff are transporting members in their personal vehicles, Emergency Roadside Kits, First Aid Kits, Emergency Supply Kits, and Cell Phones are available for use at the Main Office.**

### **In the event of an emergency or potential emergency situations while OFF SITE:**

1. **Remain calm, account for all members, and protect the health and safety of yourself and the members in your care.**
2. Immediately alert the Main Office, Service Coordinator On Call, or call 911. Communicate about the situation, develop an action plan for next steps for safety, and discuss how to continue services safely. Review with the SC or SC on call what services will be continued or discontinued
3. Account for all members in your care and supervision. DH Staff will have the daily roster with them. Remain calm and assist the members and staff in remaining calm. Use common sense to protect yourself, other staff, and the members. Staff are responsible for the safety of the members in their care.
4. **Follow the guidelines for emergency procedures and evacuation of the site you are located.**
5. Ensure basic needs of members and staff are met at all times.
6. Complete evacuations are necessary when the safety of the members and/or staff are at risk in the present situation. Follow the evacuation guidelines of the location. Place high priority on the accessibility of the physical environment to ensure the members can evacuate or move to a safer location.
7. When an emergency evacuation is necessary, use agency and staff vehicles.
8. Take the member's binder with all emergency information included to reference to identify emergency contact information and to identify what services need to be continued during and after the evacuation.

9. First Aid Kits are located in the office, DH, vehicles, and every residential location. Emergency roadside kits are located in every vehicle. The first aid kits and emergency kits are checked weekly so they remain stocked with supplies.
10. *Upon return to the RYFP site, staff must complete an Incident Report and/or Medical Concern Tracking Sheet to document the incident.*

**Procedures for specific emergencies or potentially harmful situations:**

**FOLLOW THE ESTABLISHED PROCEDURES OF THE SITE YOU ARE LOCATED AT.**

**FIRE:** Immediately evacuate using the nearest clear exit. Locate and follow the evacuate route of the location you are at. Consider all physical and emotional accessibility needs of the members in your care. Staff will alert the Main Office, SC on call, or 911 of the situation as soon as it is safe to do so.

**BOMB THREATS:** Immediately evacuate the building using the closest, safest and most accessible exit. Staff will alert the Main Office, SC on call, or 911 of the situation and give them as much information as possible about the call including what was said, background noise, male/female, etc.

**TORNADO/NATURAL DISASTERS:** Go immediately to the designated safe area indicated on the evacuation route signs of the location you are at. Everyone will remain in these locations until instructed otherwise. Staff will alert the main office, SC, SC on call, or 911 of the situation. During a flood situation, ensure the members safety and move all items on the floor to higher ground.

**UTILITY FAILURES:** Staff will alert the main office, SC, SC on call, or 911 of the situation. When the situation is safe, evacuate the building and return to RFYP location.

**MEDICAL EMERGENCIES:** Staff will alert the main office, SC, SC on call, or 911 of the situation. The Medical Team is available for intervention and consultation. First aid kits and emergency kits are available in the vehicle. Staff will contact the SC on call to discuss how to proceed with the situation. Depending on the severity of the incident, staff may call 911.

**THREATENING SITUATIONS (violent, physical, or emotional):** Staff will alert the main office, SC, SC on call, or 911 of the situation. When the situation is safe, evacuate the building and return to RFYP location.

**CAR ACCIDENTS:** Check the welfare of everyone in the vehicle. Staff should refer to the car accident protocol in the binder and/or emergency guidelines in the glove box. Call the office to speak with a Service Coordinator or call the SC On Call. They will instruct you to

call the police and keep a copy of the police report. If possible, take pictures of the scene and damage to the vehicle. First aid kits and emergency roadside kits are located in the trunk of the car or back of the van.

**ASSAULT:** Immediately ensure your safety, the safety of the members in your care, and call 911 for medical attention or law enforcement. When the scene is safe, Staff will alert the Main Office, SC on call, or 911 of the situation as soon as it is safe to do so.

**SHELTER IN PLACE:** Find a safe location indoors and stay there until you are given an “all clear” or told to evacuate. You may be asked to shelter in place because of an active shooter; tornado; or chemical, radiological, or other hazard. Staff will alert the Main Office, SC on call, or 911 of the situation as soon as it is safe to do so.

### **Important Phone Numbers and Addresses**

- **Fire** 911
- **Ambulance** 911
- **Poison Control** 800-222-1222
- **Police Non Emergency** 319-356-5375
- **Reach For Your Potential Office, 1705 S. First Ave, Ste. I** 319-354-2983
- **Service Coordinator On Call** 319-631-0030
- **Mercy On Call** 319-358-2767
- **UIHC Health Access** 319-384-8442
- **Towncrest Pharmacy, 2306 Muscatine Ave.** 319-337-3526
- **Goodwill of the Heartland (Temporary Shelter) 1470 S. First Ave.** 866-466-7881

### **Substance Abuse**

Reach For Your Potential is a drug and alcohol free workplace. Any employee under the influence of unlawful drugs or alcoholic beverages during working hours will be subject to immediate termination. Similarly, any employee involved in manufacture, distribution, dispensing, possession or use of controlled substances in the workplace will be subject to immediate termination. Where a violation of the law occurs, that violation will be reported to the appropriate legal authorities. If you become aware of a violation of our substance abuse policy, you should immediately report the issue to the Executive Director, Human Resources Director or a Program Director. If you fail to report violations you may be subject to discipline.

### **Workplace Procedures**

#### **Transportation**

If you intend to drive as a part of your work, you must submit a certified copy of your driving record or your driver’s license number to the Human Resources Director. Based upon that driving

record you will be approved or denied, in writing, the opportunity to drive in your job. Driving records and driving eligibility are reviewed regularly during annual file reviews and by AW Welt Insurance.

When agency vehicles are available, Reach For Your Potential employees should use those vehicles to transport members. Use of agency information technology systems and equipment and agency vehicles may be monitored. For vehicles, this may include vehicle tracking that records vehicle location, mileage, speed, collision detection and vehicle status. Staff must complete the required sign out procedure, follow all traffic and safety requirements, immediately turn in vehicle keys upon return and clean the vehicle of all trash when you have completed your trip. You are not permitted to drive agency vehicles when the weather is hazardous and you may not make or receive phone calls while driving agency vehicles. Smoking in agency vehicles is prohibited and, when fueling the car, follow appropriate credit card procedures. If you discover any equipment or vehicle performance issues, immediately notify the maintenance team by completing a work order. The mileage log and safety checklist needs to be completed before driving the vehicle each time the vehicle is driven. Failure to do so jeopardizes the safety of both members and other staff. Immediately report any accidents or vehicle damage that occurs to the Human Resources department.

Handicap placards are located in all Reach For Your Potential vehicles. Placards are only to be used when transporting clients in wheelchairs or those who cannot walk long distances. Please remember there are others in the community in need of those spaces. Misuse of parking placards may result in discipline or revocation of your driving status at Reach For Your Potential.

If you are qualified to drive an agency vehicle and would like to drive your own vehicle in the course of your duties, you should provide proof of required automobile insurance coverage to the Human Resources Director. As with agency vehicles, you are not permitted to smoke or make or receive phone calls while transporting members. You must follow all traffic laws and safe transportation procedures. You are not allowed to transport members, even in your own vehicle, if the weather is hazardous. You must resubmit proof of required insurance at least yearly or when changes are made to your policy.

### Clothing

As a Reach For Your Potential employee, you are expected to report to work in clothing that is appropriate for your job responsibilities, clothing that reflects the professionalism of Reach for Your Potential. Your work clothing must be clean and suitable for wearing in public. Shorts, skirts and dresses must be moderate in length. Sexually revealing clothing or clothing with inappropriate messages or advertising is not acceptable. When working direct care you must wear closed toe, closed heel shoes with non-slip soles. High heels are not permitted when working direct care.

### Visitors

Visitors are not permitted when working direct care with members. Anyone who is not scheduled to work at a specific location at a specific time (including Reach For Your Potential employees who are not scheduled to be on shift) is defined to be a visitor. Failure to follow visitor policy will result in disciplinary action up to or including termination.

### Telephones and Agency Equipment

Making or receiving calls, either using your personal cell or a member's phone, during your shift is only permitted in an emergency. Under no circumstances are you permitted to make long distance calls on member phones nor are you permitted to activate \*69 or other additional chargeable services. Never make or receive telephone calls while transporting members or driving an agency vehicle. Use agency cell phones and other agency provided equipment only for work related purposes and only during working hours.

Reach For Your Potential provides a list of staff phone numbers to all employees. Phone lists are to be used solely for work purposes. Misuse of phone list will result in disciplinary action.

### On-Call

Reach For Your Potential has a Service Coordinator on call after hours to handle emergency situations. Staff working direct care should call this number (319-631-0030) if they have an emergency situation, an incident or need assistance with staffing. For non-emergency situations staff should utilize the senior staff, these are the on-site supervisors working that can assist with many situations.

### Computers and Agency Equipment

Computers with related hardware and software are provided to employees for use in fulfilling their job responsibilities. Information stored on Reach For Your Potential's computers, or on file servers, may be scanned by authorized personnel at any time. The agency reserves the right to review, audit, intercept, access and disclose all messages and information created, received, or sent over the agency's system for any purpose.

Internet is provided for work purposes. Using the computer for entertainment/personal business as well as "surfing the net" is prohibited during working hours. Likewise, the viewing of sites that would be considered offensive or inappropriate for work is prohibited. The viewing of inappropriate material includes personal computers being used on location during the overnight hours.

### Animals

Pets are not allowed at any agency locations or in agency vehicles at any time.

### Smoking

Iowa Law prohibits employees from smoking within the confines of a place of employment; this includes employer-provided vehicles. Defacement or removal of no smoking signs will result in disciplinary action up to or including termination.

Smoke only in designated smoking areas. Dispose of your cigarette butts in designated receptacles. Do not smoke while around members, pushing members in a wheelchair or transporting members. At all times, be considerate of non-smokers. Please be aware that smoking outside of certain locations is prohibited. Smoking breaks are included in the two 15 minute paid breaks. It is not acceptable to take smoking breaks in addition to the two 15 minute paid breaks.

### Food

Members served by Reach For Your Potential purchase their own food. As an employee, you are not permitted to eat the member's food. You should bring your own meals and snacks to work with you. You may also have food delivered. If a member is ordering food, you are permitted to contribute to the cost and to share the food. Use receipts to clearly document how food costs are divided and paid.. Remember that many Reach for Your Potential members are on strict nutritional plans. You will need to consider the meal schedule of the member to ensure your meal does not disrupt their plans.

### Member Forms

By virtue of the nature of the services Reach For Your Potential provides members, there are a number of forms that must be maintained to document agency services. It is essential you comply with requirements with respect to those forms. Incident reports, medical concern tracking sheets, progress notes, and staff logs are examples of necessary documents you are required to complete.

### Employment Forms

To enable your successful employment, there are a number of forms you, as an employee, are required to maintain. These forms include time sheets, time off requests, shift switch requests, change of address, and change of status.

### Personal Property

Reach For Your Potential is not responsible for your lost, stolen or damaged property. All personal items should be kept put away and out of reach of members during working hours. This includes cell phones, laptops, homework, etc.

### Discipline

Reach For Your Potential believes that the purpose of employee discipline is corrective in nature. Where conduct is unacceptable, discipline helps the employee understand that the behavior is not permitted and helps ensure that the conduct will not occur in the future. In order to further the corrective purpose of employee discipline, Reach For Your Potential generally follows a



progressive disciplinary approach that can help an employee understand the consequences of unacceptable behavior and avoid such behavior in the future.

Discipline is a broad process. It includes informal and formal feedback. For example, if your supervisor discusses with you how to improve your performance or to avoid a problem in the future or better comply with agency processes or procedures, that might be viewed as the start of a disciplinary process that could progress if the problem or behavior persists. Similarly, sometimes discipline is more direct and results in a specific penalty such as written reprimand or even suspension or termination.

Where there has been a serious breach of acceptable standards, an employee's supervisor and the Human Resources Director will ordinarily provide the employee written notification of the unacceptable conduct. Thereafter, the employee, supervisor, Human Resources Director and other involved parties will meet as soon as is available to discuss the offense and determine the appropriate disciplinary measure to take. Any employee who fails to attend will be subject to more strict discipline.

With many offenses, a documented verbal or written warning may be the appropriate discipline for a first occurrence. Tardiness, wasting time, failure to follow instructions, missing a shift, failure to attend an employee meeting, disorderly conduct, medication error or abusive language may be subject to reprimand. Other, more serious situations may necessitate suspension or termination, even for a first offense. Such offenses may include: serious medication errors, conduct that threatens the safety of others, serious harassment or discrimination, failure to report the conduct of another employee that is harmful or threatens harm to members, theft, dishonesty, assault, serious breach of confidentiality, violation of the substance and alcohol policy, destruction of agency or member property, insubordination, reckless or dangerous behavior, behavior that would be considered dependent adult abuse or illegal activity.

Although this handbook has set forth a number of rules and procedures to provide guidance to employees, it is not possible to list each type of conduct that may give rise to employee discipline. In the end, Reach For Your Potential expects its employees to meet only one rule of conduct—the rule of common sense. In a given case, discipline will be determined based upon individual circumstances, the particular employee and that employee's disciplinary and employment history. Ultimately, Reach For Your Potential retains the discretion to determine the appropriate discipline for any particular situation. Nothing in this policy in any way alters or modifies the voluntary nature of the employment relationship.

Staff have the right to appeal Reach For your Potential's application of policies or procedures or discharge decisions. The Formal Complaint form can be found at the RFYP Main Office or on the RFYP website. After a written appeal or complaint has been submitted to the agency, any form of retaliation or change in ongoing services are strictly prohibited. The HR Department will conduct an annual review of all Grievances/Formal Complaints. During the review of the complaint, it will be determined if there were any trends or patterns discovered, if any corrective action is necessary, and what actions should be taken to prevent the issue from being repeated in the future.

### **Self-Reporting of Arrests or Convictions**

Employees are required to notify the Human Resources Department of any criminal charges, traffic violations (if an approved agency driver), and any child/dependent adult abuse allegations that are lodged against any employee. Based on an evaluation of the situation, an independent determination will be made as to whether the employee's employment should be continued or modified in any way. Failure to do so within 48 hours may result in disciplinary actions up to and including termination.

## **Dependent Adult Abuse Reporting Policy & Procedure**

According to the IAC, all staff of Reach For Your Potential are considered mandatory reporters of child and dependent adult abuse.

### Definition of Adult Abuse

The definitions and rules related to dependent adult abuse in section 441-176 (235B) of the Iowa Administrative Code (IAC) will be followed. A dependent adult is defined as a person 18 years of age or older who is unable to protect his/her own interests or to obtain services necessary to meet essential human needs. This inability is the result of a physical or mental condition requiring the individual to receive assistance from another. Dependent adult abuse is the result of willful or negligent acts or omissions of the caretaker. Dependent adult abuse includes the following acts.

- Physical injury, unreasonable confinement, unreasonable punishment or assault against a person.
- Commission of a sexual offense with or against the person.
- Exploitation of a person's physical or financial resources for one's own profit. This includes acts of undue influence, harassment, duress, deception or false representation.
- Deprivation of the minimum food, shelter, clothing, supervision, physical and mental health care and other care necessary to maintain the person's life or health.
- Deprivation of the minimum food, shelter, clothing, supervision, physical and mental health care and other care necessary to maintain the person's life or health as a result of acts or omission of the dependent adult.

### Reporting Dependent Adult Abuse

Definitions and rules in 441--176, *Iowa Administrative Code* concerning Dependent Adult Abuse will be followed. During working hours, all staff are considered mandatory reporters. A staff person will immediately inform a Service Coordinator or Administrative Staff to report the alleged dependent adult abuse. The staff will also complete a report which will be turned into the office within 24 hours of the incident.

A mandatory reporter may directly contact the Department of Human Services at any time; however, RFYP would like to be involved in this process to facilitate correct reporting and follow-up. An oral report will be made to the Department of Human Services by an Administrative Staff or Service Coordinator within 24 hours of being made aware of the incident. The Administration or Service Coordinator will also notify the Case Manager, guardian, and member following the Incident Reporting policy. (See Incident Reporting Policy).

If the dependent adult needs immediate protection, RFYP will remove the individual from that situation, or ensure the current environment is safe and secure. Law enforcement will be involved if needed.

The oral report made by telephone to DHS will contain the following information:

- Names and home addresses of the dependent adult, appropriate relatives, caretakers and other persons thought to be responsible for the adult dependent
- The dependent adult's location if different from the above address
- The reason the adult is dependent
- The dependent adult's age
- The nature and extent of alleged abuse including any evidence of previous adult abuse
- Any information concerning suspected adult abuse of other dependent adults in the same residence
- Other information which you believe might be helpful in establishing the cause of the abuse, the identity of the person(s) responsible for the abuse or helpful in assisting the dependent adult
- The name and address of the person making the report

Within 48 hours of the initial oral report, a written report will be sent to the Department of Human Services. The written report will contain the same information as stated in the initial report. DHS form 470-2441, *Suspected Dependent Adult Abuse Reporting Form* may be used for the written report. The written report should be submitted regardless of whether the report was accepted for investigation.

#### Legal Ramifications for Failing to Report Suspected Abuse

A mandatory reporter who knowingly and willfully fails to report an allegation of dependent adult abuse commits a simple misdemeanor. A mandatory reporter who knowingly fails to report a suspected case of dependent adult abuse, who knowingly interferes with the making of a dependent adult abuse report, or applies a requirement that results in a failure to make a report, is civilly liable for the damages caused by the failure. (IAC 235B.3)

#### Ensuring Member's Safety After An Abuse Allegation

After an employee reports suspected abuse to a Service Coordinator or Administrative Staff:

- If alleged abuse was reported to a Service Coordinator they will report the incident to an administrator
- If deemed appropriate, the RFYP nurse or a medical professional will assess the member's physical and/or mental health
- The RFYP Administration will assess the member's living environment for safety and make changes immediately as needed

#### RFYP Investigation of Alleged Abuse

An Administrative Staff will conduct an internal investigation of the alleged abuse. The Program Director will:

- Ensure compliance with all provisions of section 441-176 (235B) in the Iowa Administrative Code related to mandatory reporting.

- The internal investigation will include such steps as establishing a timeline, interviewing the alleged victim, interviewing the alleged perpetrator, viewing/photographing physical injury, documenting statements
- Document the conclusions of the internal investigation

#### Cooperation With DHS Investigation

Reach For Your Potential will do nothing to impede the DHS investigation. Administrative staff will ensure full cooperation with the investigation:

- Internal interviews will be conducted by trained administrative staff
- Questions during internal investigation will be open ended and non-leading
- RFYP will provide a safe and non-threatening setting for interviews conducted
- Two persons will be present during internal interviews
- All information obtained during internal interview process will be made available to DHS upon request
- RFYP will provide DHS with all requested information to conduct their investigation

#### When the Alleged Abuser is an Employee

- When the alleged abuser is an employee, that employee will be immediately separated from the alleged victim. Depending on the nature of the alleged abuse, this may be done by reassigning the employee to work with different members, suspending the employee or terminating the employee.
- The HR Director will meet with the involved employee and confirm the reassignment, suspension or termination verbally and in writing
- If suspension or reassignment occurs it will continue until the investigation by DHS and RFYP are completed
- Suspension or reassignment will be lifted when RFYP receives written notification from DHS stating allegations are unfounded
- If the allegations of abuse are founded, the employee will be terminated from employment

## **Child Abuse Reporting Policy & Procedure**

### Definition of Child Abuse

A child is defined as any person under 18 years of age. Child abuse means harm or threatened harm occurring through the following acts:

- Any non-accidental physical injury, or injury which is at variance with the history given of it, suffered by a child as a result of the acts or omissions of a person responsible for the care of the child.
- The commission of any sexual offense with or to a child pursuant to *Chapter 709, Section 762.2 or Section 782.12, Subsection 1 of the Code of Iowa*, as a result of the acts or omissions of the person responsible for the care of the child.
- The failure on the part of a person responsible for the care of a child to the child's health and welfare when financially able to do so. A parent or guardian legitimately practicing religious beliefs who does not provide specified medical treatment for a child for that reason alone shall not be considered abusing the child, however this provision shall not preclude a

court from ordering that medical service be provided to the child where the child's health requires it.

- The acts or omissions of a person responsible for the care of a child which allow, permit or encourage the child to engage in prostitution pursuant to *Section 725.1 of the Code of Iowa*.

**In accordance with *Iowa Code 232.75*:**

- Any person, official, agency, or institution required by this chapter to report a suspected case of child abuse who knowingly and willfully fails to do so is guilty of a simple misdemeanor.
- Any person, official, agency, or institution required by section 232.69 to report a suspected case of child abuse who knowingly fails to do so or who knowingly interferes with the making of such a report in violation of section 232.70 is civilly liable for the damages proximately caused by such failure or interference.
- A person who reports or causes to be reported to the department of human services false information regarding an alleged act of child abuse, knowing that the information is false or that the act did not occur, commits a simple misdemeanor.

**Reporting Child Abuse**

Refer to policy regarding Dependent Adult Abuse, replacing “dependent adult” references with “child”.



## RECEIPT AND ACKNOWLEDGEMENT EMPLOYEE HANDBOOK

I have received the employment handbook for Reach For Your Potential, Inc. I understand the handbook sets forth information about the organization's history, policies and procedures. I also understand that the provisions of the handbook are subject to change and are not contractual in nature.

I further understand that nothing contained in the employment handbook in any way alters or varies the nature of my employment relationship. Unless I have a specific written contract of employment signed on behalf of Reach For Your Potential by the Executive Director, my employment relationship is voluntary. Accordingly, I have the right, at my discretion and for reasons of my choice, to terminate the employment relationship. Similarly, my employer retains the same right. Moreover, I understand that no employee, agent or representative of Reach For Your Potential, except in a specific written contract of employment signed on behalf of the organization by the Executive Director, has the authority to change the voluntary nature of my employment relationships.

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Signature

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Date

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Name (Printed)