



Policy and Procedure

Includes:

1. Training Requirements
2. Requesting Time Off
3. Transferring Positions
4. Employment Requirements
5. Injuries on the Job
6. Professionalism
7. Scheduling, Timesheets and Mileage



Training Requirements

Training

BIS thoroughly trains each of its employees to meet quality standards set by the Department of Mental Health.

Upon completion of all Basic Training Requirements, you will be released to work your scheduled shifts.

“Training Week”, or “Orientation Week”, covers the Basic Training Requirements and any “As Needed” trainings to prepare you for work. We want you to feel confident and prepared as you enter the field.

Additional Client-Specific Training will accompany and/or follow Training Week. Your supervisor will reach out to you to schedule these training sessions.



Classes Offered

Basic Training Requirements

- Adult and Child CPR/First Aid
- Basic ABA (2 parts)
- Mandt
- Orientation
- Online Training Modules
- "Annuals"



**American
Red Cross**



The Mandt System®

As Needed

- Medication Administration Level 1
 - Required for all ISL staff
- Discrete Trial Training
 - Required to work Tier 2

Client-Specific Training

- BSP training
- ISP training
- Shadowing, observation

Online trainings

Online training modules are what you are working on now and a requirement to be completed once per year which cover a variety of fundamental topics for direct support.

Unless otherwise noted, all trainings are due in either January or June, depending on your last name.

- ☐ Abuse & Neglect (A & N)
- ☐ Blood Borne pathogens (BBP)
- ☐ Confidentiality agreement (**every 365 days**)
- ☐ HIPAA test (**every 365 days**)
- ☐ Observe, Record and Report test (ORR)
- ☐ Seizure training acknowledgement

Last Name:

A-M

Due each
January

N-Z

Due each
June

CPR/First Aid

CPR/First Aid is a course that teaches students critical skills needed to respond to and manage a first aid, choking, or sudden cardiac arrest emergency in the first few minutes until EMS arrives.

Skills taught include:

- Adult and Child CPR
- Breathing Emergencies
- Sudden Illness
- Environmental Emergencies
- Controlling External Bleeding
- Injuries to Muscles, Bones, Joints
- Head Injuries



**American
Red Cross**



**American
Heart
Association®**
Learn and Live

Mandt

The Mandt System® program presents an education and training system of alternatives for de-escalating and supporting people, using a combination of communication skills and physical interaction techniques designed to reduce injury to all the participants in an encounter.

Relational Level Training – used most often

- Review of what it takes to build healthy relationships with coworkers and clients in the workplace.



Conceptual Level Training

- Competencies and skills for addressing conflicts and meeting unresolved needs.

Technical Level Training – last resort

- Physical techniques to be used for de-escalating and managing people while maintaining a high level of dignity and respect.

Applied Behavior Analyst (ABA)

Parts 1 and 2

A review of basic psychology and function of clients with developmental disabilities. Basic ABA is a cornerstone of the services we provide and teaches the day-to-day of working with clients.

Topics taught include:

- Treatment of Client
- Language
- Applied Behavior Analysis
- Objective vs Subjective Reporting
- Data Collection
- Functions of Behavior
- Consequences vs. Reinforcement
- Prompting

Also known as “Positive Behavior Supports” or “Behavior Management/support”.

Although some information overlaps with training from outside agencies, each agency may teach this information differently with a different focus.

Advanced ABA (formerly Discreet Trial Training)

Advanced ABA is a method of teaching in simplified and structured steps. Instead of teaching an entire skill in one go, the skill is broken down and “built-up” using discrete trials that teach each step one at a time. Completing Advanced ABA is required in order to work with Tier 2 clients or to become an Registered Behavior Technician (if applicable).

Topics taught include:

- Components of a Session
- Parts of a Trial
- Reinforcing Learning
- Prompting
- Data Collection
- Setting Up Learning Scenarios

Also known as “Discrete Trial Procedure”, “Discrete Trial Teaching,” or “Discrete Trial Instruction.”

Medication Administration Level 1 (MA1 or L1MA)

Learn basic medication terminology, techniques, and approaches to giving over-the-counter medication or medication prescribed by a doctor. This class is only required for individuals working in the Individualized Supported Living (ISL) department. This must be completed before working any one-on-one shifts with a ISL client.

MA1 Certification

- Must be Med Admin Level 1 certified to give consumers any medication, including:
 - Cold medicine
 - Allergy medicine
 - Creams
 - Treatments
 - Doctor-prescribed medication
- Required in an ISL
- Optional in Natural Home
 - Parents/guardians pass meds



Recertifying

Some trainings required at BIS need renewal once per year or once every other year. If a class requires recertification, reach out to the Training Coordinator via email.

The following trainings expire and need recertification:

- CPR/First Aid – every 2 years
- Mandt – every 1 year
- Med Admin Level 1 – every 2 years
- Online trainings – at least every Jan/June, depending on last name.
- Certain trainings must be completed every 365 days

These trainings do not expire or need recertification, but we typically ask that employees re-attend these classes if they have not been employed with us for an extended length of time.

- Orientation/Fundamentals of the Home
- Basic ABA

The current training schedule can be viewed at:

www.bis-stl.com/upcoming-trainings

Behavior Intervention Services



Recertifying Outside of BIS

Some training can be completed and recertified outside of BIS. We do not require that these classes be taught by BIS. However, it is the responsibility of the employee to turn in proof of outside training before it expires.

We accept these outside certifications:

- Adult and Child CPR/First Aid
 - Red Cross
 - American Heart Association
- Mandt
 - Relational, Conceptual and Technical
- Med Admin Level 1
 - Training must be approved by DMH
 - Training from outside of Missouri or from MCCA is not an acceptable replacement

If an outside certification is not accepted, or the certification does not meet BIS's minimum requirements for training, training must be completed at BIS.



Requesting Time Off

Time Off

Employee schedules are published one month in advance on the website WhenToWork.com.

Time off might be used to attend graduation, concerts, birthday parties, vacation, or any number of reasons.

We only ask that you give us advanced notice. Two weeks or more of notice is ideal.



Time off is usually approved as long as:

- Time off does not fall on a holiday (if holiday availability is required)
- Coverage for shifts during time off is found
- Enough notice is given

Always let your supervisor know
about time off

Natural Home Call-Off Procedure

Call all
team
members

- With as much advanced notice as possible to see if anyone can cover your shift.

Call the
office and
the BxT

- Contact the team's Behavior Technician (BxT) or the Natural Home Support Manager regarding who you have contacted and what, if any, resolution has been made.

Call the
family

- If coverage was found, let the family & scheduling supervisor know who will be working that shift so that changes can be entered into W2W.
- If coverage was not found, a discussion must take place with the family regarding make up hours before the end of the service month. Changes should be reported to the Natural Home Support Manager.

ISL Call-Off Procedure

Call all
team
members

- With as much advanced notice as possible to see if anyone can cover your shift.

Call Site
Supervisor

- Contact the Home Supervisor (HS) or Residential Quality Manager (RQM) regarding who you have contacted and what, if any, resolution has been made.

Contact
Supervisor

- If no coverage is found, contact your Home Supervisor or Residential Quality Manager (RQM) so that an available DSP may be contacted.
- If you are unable to find coverage and a supervisor has to find coverage for you, it will be treated as an Unauthorized Call Off.

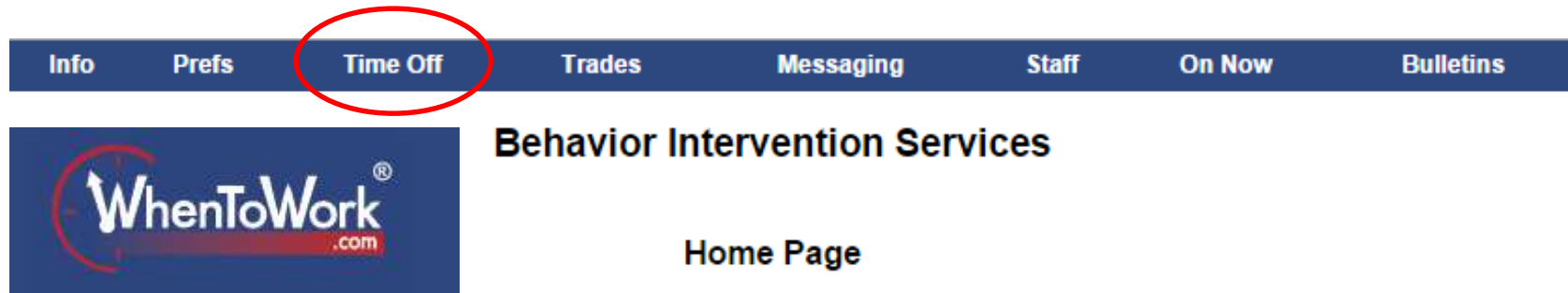
Attendance and Calling Off

When calling off, please keep the following information in mind:

- ▶ Employees that call off to a scheduled shift during the hours of Friday at 3pm to Monday at 8am will receive a first and final disciplinary action (DAF).
- ▶ Employees that call off to a second shift during the hours of Friday at 3pm to Monday at 8am during a six month period will be terminated.
- ▶ Employees that have three unexcused calls off during a six-month period (unless excused by a physician's note) will be terminated.
- ▶ Employees that are late to, or leave early from, three scheduled shifts in a 6 month period will receive a first and final disciplinary action (DAF). Employees that are late to, or leave early from, an additional shift in a 6 month period and have already received a first and final warning regarding tardiness will be subject to termination.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Requesting Time Off



How to request time off:

- 1) Click “Time Off” at the top of the page.
- 2) Choose a start date and note the number of days after that which you need off. Enter the TOTAL number of days off in the box below the start date.
- 3) Use “Partial or Repeating” for time off in hours or for recurring time off.

New Time Off Request

Click calendar to choose date

☒ Full Day(s) Off
1 day(s)

☐ Partial or Repeating

Comment

Request Time Off

Your time off request will be sent to your manager and you will be notified when it is approved or denied.

November, 2015						
«	«	Today	»	»		
Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						
Select date						

Requesting Time Off (cont)

Once time off has been approved, it will appear on your schedule.

<p>4pm - 9pm Hedge ISL 2 (Haley W)</p>	<p>8am - 9:15am Turf ISL (Sarah Sch) - Webster Groves</p> <p>4pm - 9pm Crestwood ISL (Tabitha)</p>	<p>[DAY OFF]</p>	<p>[DAY OFF]</p>	<p>9:15am - 10:45am Turf meetings, trainings, etc. Mandatory Monthly Team Meeting</p> <p>12pm - 4pm Hedge ISL 2 (Emily H)</p> <p>4pm - 9pm Hedge ISL 2 (Haley W)</p>	<p>10am - 6pm Turf ISL (Sarah Sch) - Webster Groves</p>	<p>8am - 3pm Turf ISL (Sarah Sch) - Webster Groves</p>
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If time off is not approved, your supervisor will get in contact with you and the “Day Off” will *not* be added to your schedule.

Full-Time Employees and PTO

All full-time and salaried employees are eligible to earn Paid Time Off (PTO) after 90 days of full-time employment.

PTO is an accrual of paid hours which may accompany time off requests.

PTO is treated as hours worked for meeting minimum hour requirement for Full Time or Salary positions.

PTO is earned at the end of each pay period (every 2 weeks). The amount of PTO earned is based on current length of employment with BIS.

- After first 90 days of FT: 1.53 hours/pay period
- 2-4 years: 3.07 hours/pay period
- 5-9 years: 4.61 hours/pay period
- 10+ years: 6.15 hours/pay period

PTO Request

PTO requests may be completed by logging into the BIS website. Your submittal will be sent to your Department Director for final approval.

The image shows a screenshot of the BIS website. On the left is the 'Paid Time Off Request' form, and on the right is a navigation menu. A red box highlights the 'PTO Request' link in the menu, and a red arrow points from it to the form. Another red arrow points from the form to the text below.

Paid Time Off Request

I, , the undersigned request the following dates as Paid Time Off.

Please select your date(s) and the PTO time below. List each date separately and designate the appropriate PTO for each corresponding date:

> 11/19/2015	¹	Half Day (4) ▼	^{2, 3}
> 11/20/2015	¹	Full Day (8) ▼	^{2, 3}
> 11/21/2015	¹	Incr. (37) ▼	^{2, 3}
> 11/22/2015	¹	Incr. (40) ▼	^{2, 3}
> mm/dd/yyyy	¹	--- ▼	^{2, 3}
> mm/dd/yyyy	¹	--- ▼	^{2, 3}
> mm/dd/yyyy	¹	--- ▼	^{2, 3}
> mm/dd/yyyy	¹	--- ▼	^{2, 3}
> mm/dd/yyyy	¹	--- ▼	^{2, 3}
> mm/dd/yyyy	¹	--- ▼	^{2, 3}

¹ Date must be in YYYY-MM-DD format, unless you use Google Chrome. Chrome utilizes a drop-down calendar and will properly format for you.
² Incremental hours are ONLY for hourly staff. Salaried staff must take half or full days.
³ "Half Day (4)" = 4 hours PTO "Full Day (8)" = 8 hours PTO
"Incr. (37)" = add necessary PTO hours to reach 37 hours for the week
"Incr. (40)" = add necessary PTO hours to reach 40 hours for the week

Navigation Menu:

- Control Panel
- My Profile
- Organizational Structure
- BIS Employee Handbook
- In House Documents
- ACA Healthcare Marketplace Information
- ISL Timesheet Submission
- ISL Mileage Submission
- ISL Set Schedules
- Mileage Allowance Form
- Anonymous Suggestion
- PTO Request**
- Log into BIS Email
- Remote Access BIS Computer
- Remote Access Instructions
- Logout






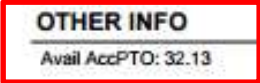


Follow Us On...

Instructions for completing the form are on the page.

Checking PTO

You can check PTO (if applicable) by logging into your Paycor account and viewing your latest pay stub.

- Instructions for accessing your Paycor account will be sent via email within 7 days after your start of employment.

BEHAVIOR INTERVENTION SERVICES LLC 10176 CORPORATE SQUARE DR 220 SAINT LOUIS MO 63132			
		Check stub for the period 10/12/2015 to 10/25/2015 with a pay date of Nov 6, 2015	
EMPLOYEE AND TAX INFO	<i>Paycor EEID</i> 	OTHER INFO	<i>Direct Deposit #</i> 
Employee # 	FITWH S 0	 Avail AccPTO: 32.13	
Department # 	MO S 0		
SSN: 			

Questions?

Time Off

- Requesting time off: Your Supervisor
- Time Off Policies: Employee Handbook, HR Director Kim “Berly” Forsythe

WhenToWork

- Schedule changes: Your Supervisor
- Trouble logging in or password reset: HR Director Kim “Berly” Forsythe

Paid Time Off

- Accessing Paycor: Alicia Salls
- PTO Policy: Employee Handbook or HR Director Kim “Berly” Forsythe

HR Director

Kim “Berly” Forsythe

Phone: 314-395-9375 ext. 102

kforsythe@bis-stl.com

Financial Director

Alicia Salls

Phone: 314-395-9375 ext. 132

asalls@bis-stl.com



Required Items for Employment and Work

Required Items

All employees must have the following items to work at BIS:

- Driver License
- Driver Insurance
- Proof of High School education
- Employment Eligibility Document
- Clear background checks
- Email access
- Cell Phone
- Internet Access

Failure to provide these items at the start of your employment, or inability to keep items up to date (if they expire) may disqualify you from employment.



Driver License and Insurance

An active Driver License and Driver Insurance must be on file at all times.

Driver Licenses typically expire several years after each renewal (length of time varies by state).

Driver Insurance is typically active for 6 months or 1 year at a time and must be renewed regularly.

Staff cannot transport clients without current license and insurance. Lack of active license or insurance will result in being pulled from all shifts with clients until the items are renewed.



Proof of Education

Proof of Education is required for all employees. We accept the following documents to meet this requirement:

- High School Diploma
- High School Transcripts with graduation date
- GED or HiSET score

Please note that a College Transcript or diploma will only be used to verify eligibility for higher starting rates. A copy of your high school education is a requirement and will disqualify you from continued employment if not turned in along with any secondary ed information.

Employment Eligibility Documents



An Employment Eligibility Document is required by Federal Law and allows employers to determine if an applicant is eligible for employment in the United States.

One item from List A or one item from both List B and List C must be with Human Resources to work at BIS:

List A	List B	List C
<ul style="list-style-type: none">• U.S. Passport• Green Card	<ul style="list-style-type: none">• Driver License	<ul style="list-style-type: none">• Social Security Card• Birth Certificate

The above items are only examples. For a full list of qualifying items, please see Form I-9, page 9, attached to your Invitation to Training email.

Background Checks

All employees undergo a yearly background check.

Background checks help BIS hire and retain staff who respect the law and provide a healthy and safe environment for our clients.

Background checks are run using the following databases:

- Family Care Safety Registry (FCSR)
- Office of Inspector General (OIG)

Background checks are run in January for employees with last names starting with A through M, and in June for employees with last names N through Z.

Background checks with prior convictions and without a Good Cause Waiver will result in disqualification from employment.



Email, Cell Phone, and Internet

All employees must have frequent, regular access to the following resources:

- Email
- Cell Phone
- Internet

Most communication from BIS will come via email, so the ability to check your email every day you are working is required. We suggest logging in to your email each shift to ensure you are not missing any crucial client-specific info from your supervisor.

Calls from coworkers, teammates, and supervisors generally go to your cell phone, so your cell phone must be on but concealed in a pocket or purse at all times.

Good communication is a must!



Changing Positions

Nature of the Position

Staff at BIS work with individuals with developmental disabilities and behavioral disorders. Positions at BIS are offered based on specific, set schedules.

Consistency with a client and his or her family is important. It helps build rapport with the client and the family, as well as create a predictable and comfortable environment for the client to work in.

Direct Support Professionals hired with a set schedule will continue working that schedule for the first 6 months of employment.

Changing the hours you are scheduled to work is considered applying for a new position

Advancement Opportunities

There are several advancement opportunities at BIS for staff looking to take on additional responsibilities, earn more or qualify for benefits.

A DSP may advance from variable to full time, or may apply for any open managerial position. A manager may also apply for a different position.

Any staff may apply for a new position with BIS after 6 months of employment in their current role. Staff may apply earlier if their new position will not affect their current hours or the staff is applying to manage the house with the same client.

Any change of employment must receive the supervisor's approval and be brought to the attention of Kimberly Forsythe, HR Director.

Advancing to Full-Time Status

Any DSP may advance from variable to full time status after 6 months from their start of employment, but as early as 30 days depending on the schedule.

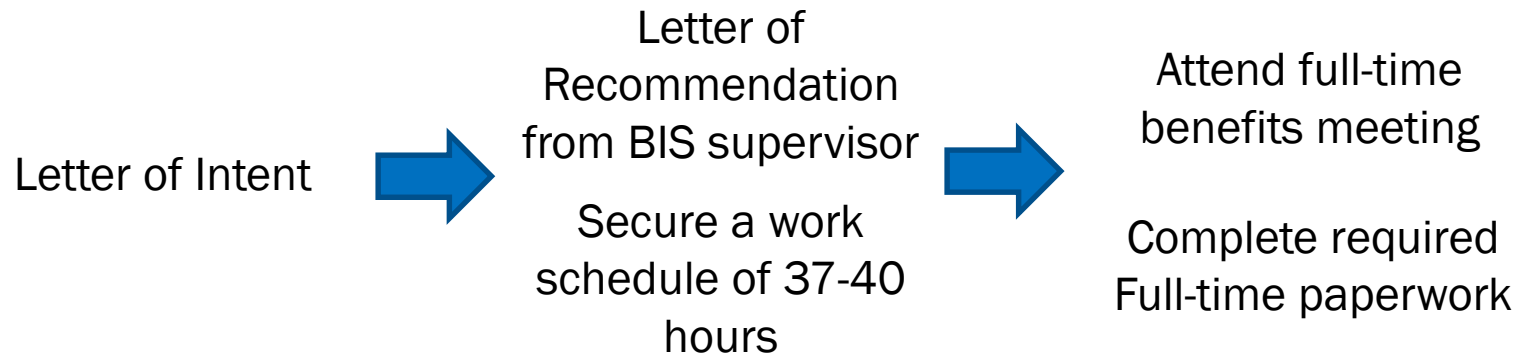
In order to change a position, the individual must take the following steps:

- 1) Write a letter of intent to Kimberly Forsythe.
 - This letter can be as short as a couple of sentences to a couple of paragraphs.
- 2) Obtain a letter of recommendation from a current BIS supervisor who has supervised you.
- 3) Secure a weekly work schedule of 37-40 hours, approved by their respective supervisor(s).
- 4) Attend a Full Time Benefits Meeting.
- 5) Complete the required full time status paperwork.

Variable to Full-Time

Variable (10-29 hours)

Full-time (37-40 hours)



Advancing to a Salaried Position

Any DSP may advance from variable to a salaried position after 6 months from their start of employment. A salaried position may be managerial or office.

In order to change the position, the individual must take the following steps:

- 1) Write a letter of intent to Kimberly Forsythe.
 - This letter can be as short as a couple of sentences to a couple of paragraphs.
- 2) Obtain a letter of recommendation from a current BIS supervisor who has supervised you.
- 3) Interview for the position.
- 4) Upon being offered the salaried position, attend a Full Time Benefits Meeting (if not already receiving benefits)
- 5) Complete the required paperwork for the new position.

Questions?

Open Positions

- Open or available hours: Your Supervisor
- Open positions: Hiring Manager Lisa Arnett
- Internal job posting: HR Director Kim “Berly” Forsythe

Procedures

Contact your immediate supervisor and HR Director Kim “Berly” Forsythe for information on:

- Applying for an open position
- Advancing from variable to full time
- Attending a Full Time Benefits meeting

Policies

- All policies can be downloaded at www.bis-stl.com via the Employee Handbook
- Info on changing positions: Hiring Manager Lisa Arnett or HR Director Kim “Berly” Forsythe
- Full time employment and responsibilities: Employee Handbook

Kim “Berly” Forsythe
Phone: 314-395-9375 ext. 102
kforsythe@bis-stl.com

Lisa Arnett
Phone: 314-395-9375 ext. 101
larnett@bis-stl.com

Find Your Supervisor:



Professionalism

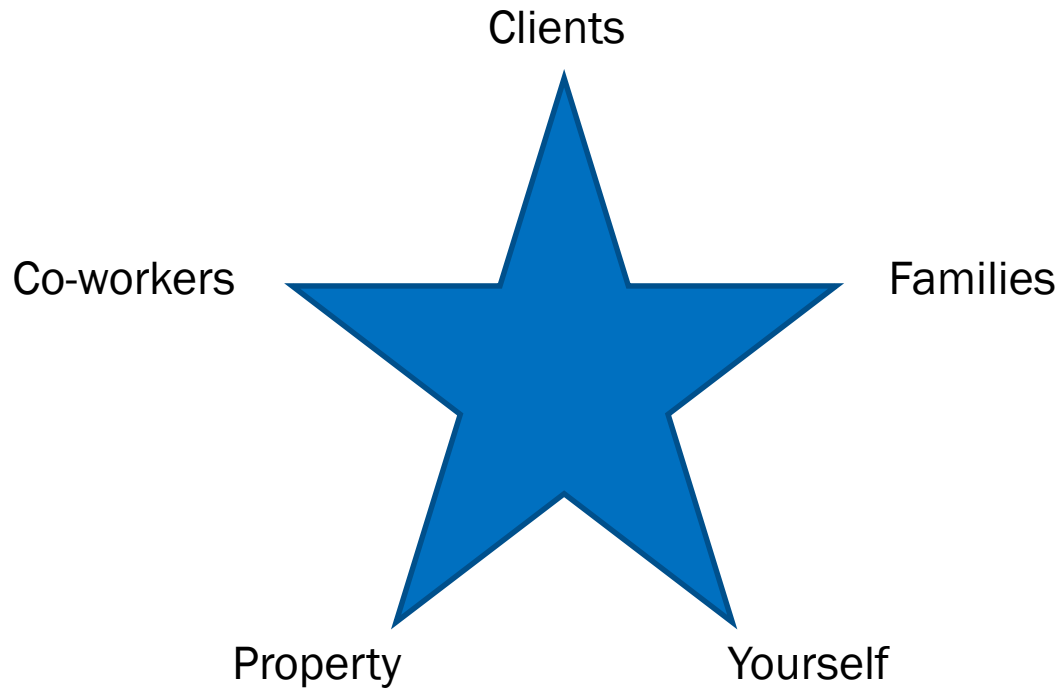
Professionalism



- Respect
- Relationship with Families
- Dress Code
- Drug and Alcohol Use
- 1:1 Attention
- Supporting a client vs Appearance of sleep
- Electronics– Work-Only
- Confidentiality & HIPAA



Respect



Even if you disagree with someone's beliefs, personality or passions, always treat him or her with dignity, compassion, courtesy and fairness.

Relationship with Families

The families you'll work with are as diverse as our clients.

Be respectful toward the many beliefs and religions of your clients and families.

Some parents may dislike you for being able to take care of their child while they can't.

It's the job of staff and supervisors at BIS to work with the son or daughter and show parents how they can help, too.



Dress Code

What we suggest:

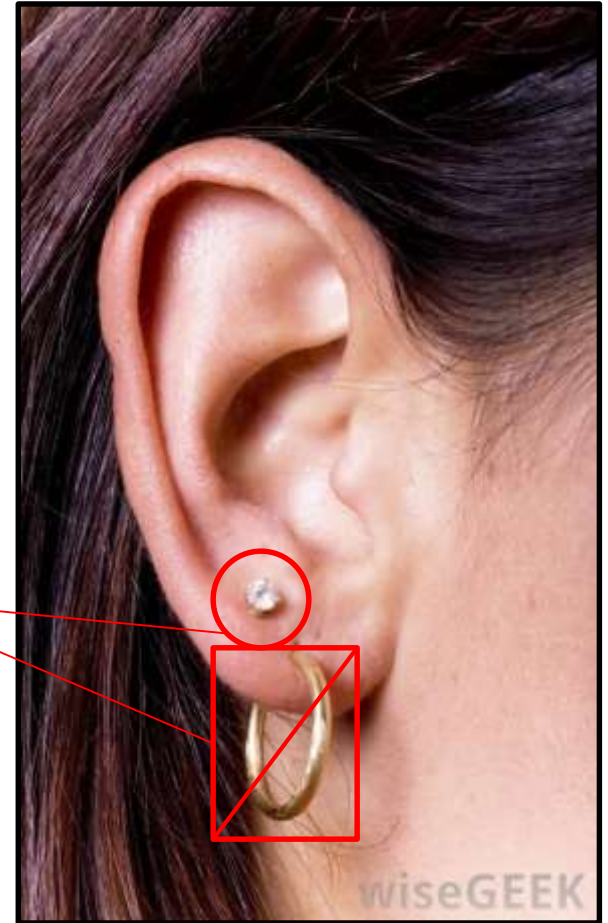
- Casual
- Close-toed shoes
- Jeans/long pants

What we think is a bad idea (but still allowed):

- Formal clothing
- Shorts
- Skirts
- Piercings (small piercings should be fine, but remove anything that's easy to grab or yank)

Really bad idea (also, we don't allow it):

- Open-toed shoes (flip flops or slides)
- High Heels
- Halter or tank tops (all shirts must have sleeves)



Electronics

Some houses have these and other electronics:

Cell Phones

iPads

Laptops

Whether they're yours or the home's, only use these for work-related purposes.

Should be used for:

- Completing DPNs
- Submitting mileage
- Filling out paperwork
- WhenToWork
- BIS website
- Employee Recognition/BIS BUCKs



Confidentiality & HIPAA

Client info you'll be exposed to which cannot be shared publically or with unapproved individuals:

- Name
- Birth date
- Age
- Sex
- Address
- Parent/Guardian Names
- Medical conditions
- PHI (Protected Health Information)
 - Refer to the online training "HIPAA" for more info on PHI

Client privacy is
protected by the
law!

Drug and Alcohol Use

No mood-altering drugs, alcohol or illegal substances before or during a shift.

Being under the influence increases the likelihood of:

- Abuse
- Neglect
- Injury to yourself or others
- Medication errors
- BSP/ISP violations

All Worker's Compensation claims are accompanied by a required drug test. Declining to complete a drug test is treated as a positive result.

Evidence of being under the influence of drugs = immediate termination.



1:1 Attention

- All shifts are scheduled with a one-to-one ratio. Anything other than this is unsafe for you and the client.
- We won't schedule you to work with two clients at one time during day time hours (overnight and late evening shifts are the exception) Other exceptions are on a rare case-by-case basis and need approval.
- Please, don't bring your own child. No one outside the employees of the agency are every allowed into the homes of our clients
 - If it helps, we offer child care during the day!
- If the client has siblings, remember that you are there to work with the client. Do not break your attention from the client more than necessary.



Sleeping and Appearance of Sleep



No sleeping while working!

Sleeping while working with a client is neglect.

If you look like you're asleep, we think you're asleep.

Allegations of sleep receive a first and final warning.

Evidence of sleep or appearance (photo, video) result in immediate termination.

IT'S DANGEROUS TO GO
ALONE! TAKE THIS.



If you're working overnight,
you're welcome to bring a
caffeinated beverage.



Find things to do, including
cleaning, cooking, organizing,
etc. to stay awake if you're
feeling tired.



Injuries on the Job

Nature of the Work

BIS specializes in working with individuals with developmental disabilities and behavior disorders.

When working with a client, a client can become aggravated, aggressive or violent with or without any warning signs. Each client is different in how they control their emotions and how their escalations manifest.

All BIS employees are trained on these warnings signs, as well as how to keep you and the client safe during an escalation using Mandt®-approved techniques.



Injuries

Injuries with clients may be mild or severe. They may range from scratches or bruises, to cuts or sprains, to concussions or lacerations which require stitches.

Use what you learn in CPR/First Aid to treat your and your client's injuries, as appropriate.



If an injury requires advanced medical attention (anything you cannot perform with basic First Aid alone), we want you to seek medical attention with the nearest urgent care facility or hospital.

Worker's Compensation will cover the cost of your medical fees from a work-related injury and offer appropriate time off to recover.

Injury Follow-Up

Before seeking medical attention, the injured employee must take the following steps to ensure they receive medical support in a timely fashion.

All injuries must be reported within 24 hours of the event.

- 1) Notify your supervisor about the injury. Let your supervisor know the following info:
 - The nature of the incident (what led up to the injury)
 - The nature, area and severity of the injury
 - What first aid, if any, you have tried so far
 - If you wish to seek medical care
 - The client, date, time and location of the incident
 - As much info as possible about what occurred immediately before and after the incident


Injury Follow-Up (cont.)

- 2) Determine if advanced medical care is necessary.
 - If you need medical attention, let the supervisor know to have someone come in and relieve you.
 - If you do not wish to seek medical attention and basic First Aid is enough to treat the injury, complete a Worker's Compensation Medical Treatment Refusal Form.
- 3) If you need to leave the shift, call someone on your team to come in and relieve you.
 - Follow the call-off procedure for your department (Natural Home or ISL). If a DSP is not available, have a supervisor come in.
 - Staff must never leave a client unattended, even in the case of an injury. Contact a supervisor or coworker to relieve you before seeking medical care at an urgent care facility or hospital.

Declining Treatment

Most injuries at BIS are considered mild. They can be treated with basic First Aid and may not need medical attention.

If you receive an injury while working and do not wish to seek medical attention, a Non-Injury Statement must be completed and submitted to your supervisor or Human Resources within 24 hours.



Non-Injury Statement

Employee Name:	Employee Social Security Number:
Employee Date of Birth:	Incident report completed? Yes / No
Incident date:	Attached to form? Yes Incident: (please summarize)

Due to the fact that this is an incident requiring no treatment, I am refusing any medical treatment _____ Yes

I do not require any medical attention. I will continue my current work schedule without requiring any modifications. _____ Yes

I have completed this form to the best of my knowledge and verify that any information given is true and accurate. I have withheld nothing that would, if disclosed, affect these statements. I understand that my employment may be terminated if any of the above information is found to be false. I hereby acknowledge that I have reviewed and read this statement and understand it.

Employee Signature: _____ Date: _____

Witness signature: _____ Date: _____
(if applicable)

Supervisor Signature: _____ Date: _____

Seeking Medical Attention

If an injury would require First Aid beyond your or your supervisor's training, **BIS will cover the cost of medical attention at a facility of our choosing, once you have submitted to a drug and alcohol test.** If you wish to seek the attention of a doctor outside of the one chosen by the agency, **any bills associated with that visit will be the responsibility of the employee** and not considered part of any Worker's Compensation claim.

Staff must never leave a client unattended, even in the case of an injury. Contact a supervisor or coworker to relieve you before requesting medical care from a supervisor or Department Director.

BIS requires that all staff seeking medical attention *must* submit to a drug and alcohol test. Working under the effects of a mood-altering drug or alcohol is prohibited and will result in termination. Declining to take a drug and alcohol test will be treated as if you were under the influence.

Questions?

If Injured

- Reporting an injury: Your Supervisor

If Uninjured

- Client escalations or client-specific Mandt procedure: Your Supervisor
- General questions: Your Supervisor or HR Director Kim “Berly” Forsythe
- Worker’s Compensation: HR Director Kim “Berly” Forsythe

HR Director

Kim “Berly” Forsythe
Phone: 314-395-9375 ext. 102
kforsythe@bis-stl.com



Schedules, Timesheets and Mileage

Payment for Services

Clients and their families pay for BIS services. This income is used to help pay for overhead, administrative costs, DSP events, and to pay you.

BIS staff are paid at an hourly or salaried rate for time spent performing their respective jobs (rate depends on the position, education, and experience).

All client billing is calculated in different ways, depending on the billable source. One Unit (DMH) is the equivalent of 0.25 hours, or 15-minute intervals. Some insurance companies bill this way too, but can also bill in 30 and 60 minute increments.

Employees must sign in and out of shifts in the interval that is approved for their client, and all shifts will be scheduled with this rounding in mind.

Reimbursement

BIS employees are reimbursed for working with clients (paid at hourly or salaried wage) and can be reimbursed for miles driven while transporting a client.

Staff are paid bi-weekly. Amount earned each pay period is based on hours worked – reflected on WhenToWork (the scheduling website utilized by BIS) – and their respective hourly or salaried wage.

Mileage repayment is optional and requires that staff follow Natural Home or ISL repayment procedures. Mileage must be submitted to payroll on time to be reimbursed.

Work Schedules

All employees are scheduled for work through the website When to Work (W2W) at www.whentowork.com

Each employee is assigned in W2W as soon as they are provided a training week schedule. Temporary user names and passwords are generated by the system and sent out via email to the address provided on your application.

- Employees are required to log into the system during training week to set up their user id/passwords
- Employees should be checking their schedules at least weekly to ensure that start times, required outings, client assignments have not changed
- All employees are responsible for working any posting shift on their schedule
- Forgot your password? Email HR Director Kim “Berly” Forsythe at kforsythe@bis-stl.com for a reset

Timesheets

Timesheets are completed differently between the Natural Home and ISL departments.

Natural Home Timesheets

- Electronic Daily Progress Notes (eDPNs) replace timesheets
- Completed online via BIS website
- Required within 72 hours of the end of the shift, otherwise they are late
- Late eDPNs will skip a pay period and will be paid on the next available billing cycle.

ISL Timesheets

- Completed in the ISL house via home laptop
- Submitted via the BIS website every other Sunday overnight through email
- Format should be HH:MM am/pm otherwise time will not be accepted
- Employees are responsible for clocking in and out at the beginning and end of each shift

Natural Home Timesheets

eDPNs (electronic DPNs) replace timesheets in the Natural Home. They are submitted electronically using the BIS website.

Use the link to the right to access the eDPN page.

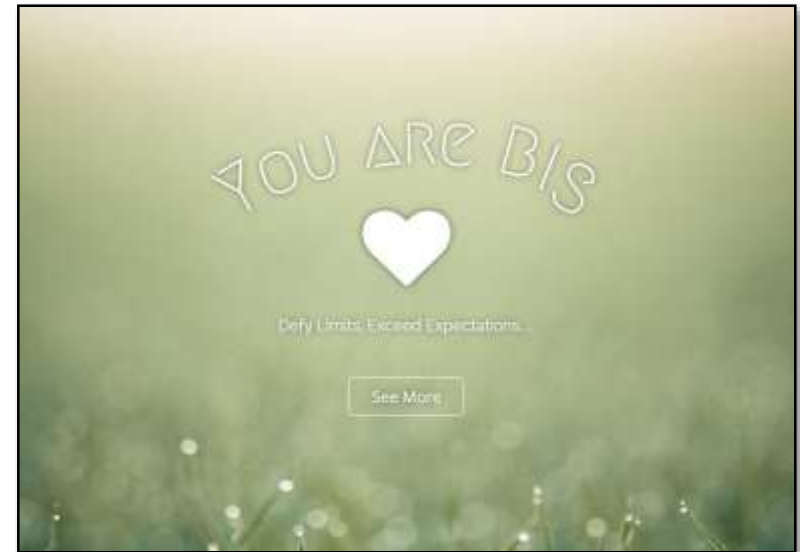
Upon loading the page, click the link in the black bar which says “See indexes of DPNs” to access a list of clients. Use your eDPN login information received via email during Orientation.

Enter the relevant info for your consumer’s DPN and submit.

r.bis-stl.com/dpn

Welcome!

See indexes of DPNs



ISL Timesheets

In an ISL, timesheets must be completed in the home and submitted online via the BIS website.

Must match DPNs and W2W.
Timesheets are cross-checked for consistency.

Each ISL home is equipped with a laptop or electronic device for completing your timesheets.

[illegible]

ISL Timesheets

All columns need to be completed

Submit your timesheet via the BIS website on the day shown here (changes based on pay period)

Behavior Intervention Services, L.L.C.

ISL Time Sheet Log
rev. 9/29/14 ks

House Name **Redbird**

*** Please keep track of your hours worked on this log. Hours not logged will not be paid. ***

Timesheet Start Date: 7/7/2014 Timesheet End Date: 7/20/2014 Submit on: 7/21/2014

v v v These are automatically updated (no sort) v v v

Date	First Name	Last Name	Client(s) or Shift Type	Time In	Time Out	Pay Rate	Hours	Full Name	House
				1:00 AM	1:30 AM	Regular	0.50		Redbird

Mileage Repayment

Being able to drive a client during each shift is a requirement for all Direct Support Professionals.

Staff can be reimbursed for distance driven during a shift.

Natural Home Mileage

- Max mileage is 5 mile radius per shift (5 out/5 in)
- Rate is \$.45 per mile
- Mileage is submitted via BIS website
- Mileage is due each pay period

ISL Mileage

- Rate is \$.45 per mile
- Each client's mileage payout is maxed by their budget
 - Budget varies per consumer
 - Mileage repaid cannot exceed the budget
- Mileage is completed electronically in the home
- Mileage must be submitted by midnight on last day of the month

Natural Home Mileage

DSPs in Natural Home must track their own mileage and submit it to payroll each pay period.

Due before 9am each Monday (if you qualify for mileage reimbursement).

Submit either via the BIS website mileage logs

or

via email to Alicia Salls

asalls@bis-stl.com

asalls@bis-stl.com

(314) 395 - 9375 ext. 132

ISL Mileage Logs

Behavior Intervention Services Digital ISL Mileage Log

Revised Nov 13 2013
DigitalISLMileageLog.xls

Consumer: Susie Sunshine (ISL Name Goes Here) Budgeted Mileage: 300
Consumer's Date of Birth: 01/01/01 Consumer's DCN: 123456

Date	Start Destination Address	End Destination Address	Name of Destination	Purpose	Miles	Total Miles Available	PCA (Last Name, First Name)
					15	300	
						285	
				Dr. Appt.		285	
				Exercise		285	
				Home		285	
				Recreation		285	
				Shopping		285	
				Social		285	
				Volunteer		285	
				Work		285	

ISL mileage must be every shift. Each ISL home is equipped with a laptop for doing so.

Mileage logs completed in the ISL must be submitted via the BIS website on the last day of each month (by the staff working the shift at that time).

Use the smallest distance between locations so you can save on gas.

Mileage Logs

When completing the mileage log, keep these points in mind:

- Include exact addresses
- Name of destination should be specific. (e.g. “Target” or “Wal-Mart”, not “Store”)
- Each Column must be filled out to receive compensation

Revised Nov 13 2013
DigitalISLMileageLog.xls

Behavior Intervention Services Digital ISL Mileage Log

Consumer: Susie Sunshine (ISL Name Goes Here) Consumer's Date of Birth: 01/01/01 Budgeted Mileage: 300
Consumer's DCN: 123456

Date	Start Destination Address	End Destination Address	Name of Destination	Purpose	Miles	Total Miles Available	PCA (Last Name, First Name)
11/15/2015	10176 Corporate Square Dr.	1234 Example St., St. Louis, Mo	Example	Recreation	0	300	Jane Doe
					15	285	
				Dr. Appt.		285	
				Exercise		285	
				Home		285	
				Recreation		285	
				Shopping		285	
				Social		285	
				Volunteer		285	
				Work		285	

Submitting Mileage

Mileage logs completed in the ISL must be submitted via the BIS website (on the last day of the month).

Must be logged in to submit!

ISL Mileage Log Submission

Mileage should only be submitted on the last day of the month, not before and not after. Thank you!

Use the following form to submit:

ISL Name:

Upload Mileage Log: No file chosen

ISL Timesheet Submission

Submit ISL Timesheets using the following form:

ISL Name:

Upload Timesheet: No file chosen

Welcome, Your Name

- [Control Panel](#)
- [My Profile](#)
- [Organizational Structure](#)
- [BIS Employee Handbook](#)
- [In House Documents](#)
- [ACA Healthcare Marketplace Information](#)
- [ISL Timesheet Submission](#)
- [ISL Mileage Submission](#)
- [ISL Set Schedules](#)
- [Mileage Allowance Form](#)
- [Anonymous Suggestion](#)
- [EMPLOYEE RECOGNITION](#)
- [PTO Request](#)
- [Log into BIS Email](#)
- [Remote Access BIS Computer](#)
- [Remote Access Instructions](#)
- [Logout](#)

Double-Staffed Shifts

Some clients are double-staffed, meaning two staff are assigned to the same client at the same time, for the purpose of safety in the community or home.

The time when double staffing begins and ends may be different for each consumer (if the consumer is double-staffed).

The nuances of client funding and billable time will be covered during Fundamentals of the Home as well as during your in home orientation and plan trainings (for ISL)

Behavior Intervention Services, L.L.C.						
House Name: Redbird				ISL Time Sheet Log rev. 9/29/14 ks		
*** Please keep track of your hours worked on this log. Hours not logged v						
Timesheet Start Date: 7/7/2014				Timesheet End Date: 7/20/		
Date	First Name	Last Name	Client(s) or Shift Type	Time In	Time Out	Pay Rate
7/10/2014	John	Smith	Susie	2pm	10pm	
7/10/2014	Jane	Doe	Susie	4pm	10pm	
7/10/2014	Jane	Doe	Susie	10pm	12am	

Questions on schedules, timesheets, or mileage?

Completing a Timesheet

- Natural Home: Your Behavior Technician or Natural Home Support Manager
- ISL: Your Immediate Supervisor or DSP-Trainer

Submitting Mileage

- Natural Home: Payroll Director Alicia Salls
- ISL: Your Home Supervisor or RQM

General or unsure?

- HR Director Kim'Berly' Forsythe at kforsythe@bis-stl.com

Financial Director

Alicia Salls

Phone: 314-395-9375 ext. 132

asalls@bis-stl.com

Any Final Questions?

If you have any questions about missing items, acceptable documents or employment requirements, please contact the HR Team!

HR Director

Kim Forsythe

kforsythe@bis-stl.com

314-395-9375 ext. 102

Hiring Manager

Lisa Arnett

larnett@bis-stl.com

314-395-9375 ext. 101