
ISL Policies and Procedures

The Individualized Supported Living (ISL) arrangements at Behavior Intervention Services require staff to be committed, reliable, and enthusiastic about the position. These policies and procedures will be expected to be followed by all ISL staff:

- Policies and Procedures of Direct Support Staff
 - Medication Administration
 - Restraints
 - Time Out
 - Consumer Rights
 - Treatment of Client
- Person Centered Plans (PCP)
 - What is a person centered approach?
 - Information included in a PCP
 - Missouri Quality Outcomes
 - Daily Progress Notes
- On Call/Behavior Crisis Procedures
 - Behavioral Crisis

By signing below, I, _____, agree to the following statements:

The policies and procedures listed above have been explained in detail. I understand that I am responsible for implementing these policies and procedures from this day forth. I acknowledge that I have received training regarding Person Centered Planning and the Missouri Quality Outcomes. I have also received training on documentation and my instructions regarding completion of Daily Progress Notes. I fully understand the expectations regarding staffing during a crisis situation. I understand that failure to meet these expectations will result in immediate termination of employment with BIS. I have had the opportunity to ask questions, and I understand that any further questions may be directed to my immediate supervisor.

DSP Signature

Date

Trainer Signature

Date

Behavioral Crisis Procedure

Behavior crises happen frequently with some of our consumers living in Individualized Supported Living arrangements. In the event that a behavioral crisis occurs at the time of a shift change that places the safety of our consumers and/or staff at risk, it is expected that staff is not to leave the ISL prior to the following procedure:

1. the BCBA has been contacted
2. the proper paperwork (Community Event Report) has been filled out
3. the staff for the new shift has arrived
4. the situation has deescalated
5. a supervisor (ISL Manager, BCBA, ISL director) gives permission to leave

Failure to remain at the ISL will constitute consumer neglect and job abandonment, and employment with Behavior Intervention Services will be immediately terminated.

By signing below, I certify that the above information has been reviewed with me, and I fully understand the expectations regarding staffing during a crisis situation. I understand that failure to meet these expectations will result in immediate termination of employment.

DSP Signature

Date

Trainer Signature

Date

ISL Holiday Guidelines

For ISL direct care staff, holidays are required, as we cannot leave consumers unstaffed. Everyone on each ISL team will be required to work their normal shift, unless specified by a consumer's family that the consumer will be going home for the holiday and no coverage is needed or alternative coverage has been found. Time and a half will be paid for up to 8 hours worked per DSP on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. If the DSP misses his or her scheduled shift immediately preceding or following the holiday without finding coverage other than the scheduled on call person, the DSP forfeits the time and a half pay and will be paid at his or her regular rate.

DSPs will be given at least one month's notice of their schedule for holidays, and it is the responsibility of the DSP to review his or her schedule on the online scheduling system <http://www.whentowork.com> at least on a biweekly basis—more often, even, during holiday periods to stay informed of his or her scheduled holiday time slot.

A Time Off Request will **not** be approved for any of the afore mentioned holidays; if a DSP wants a holiday off, the DSP **must** follow proper call in procedures of calling everyone on the team for coverage, calling the ISL Scheduler for approval, and calling the ISL Manager to inform of any changes. Improper call offs on holidays will be treated in the same manner as any regularly scheduled shift. For any policy guidelines not properly abided, the action to be taken is as follows:

- **First infraction** results in a written warning on a Disciplinary Action Form to be presented by immediate supervisor
- **Second infraction** results in a written warning and 60 day probationary period, presented by HR Director
- **Third infraction** during probation results in termination from the agency. If third infraction is made after the probationary period has lapsed, the policy violation will be reviewed and handled on a case-by-case basis by ISL Director and HR Director

****For any questions regarding holiday scheduling, please contact the ISL Scheduler. For consumer-specific questions regarding holidays, please contact the ISL Manager.**

By signing below, I, _____, indicate that I have read and understand the ISL Holiday Guidelines. I have had the opportunity to ask questions regarding the ISL Holiday policies and fully understand the expectations of staffing during holidays. I agree that it is my responsibility to review my schedule on the online scheduling system on a regular basis. I understand that any violation or non-conformity of these expectations may lead to written feedback, disciplinary action, or removal from the team/agency.

DSP Signature

Date

Trainer Initials

704 Attendance, Punctuality & Early Quits

Effective Date: 1/11/2022

Revision Date: 1/11/2022

To maintain a safe and productive work environment, BIS expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on the clients and families we serve as well as other employees and will not be tolerated. An employee that fails to attend or show to any scheduled shift, meeting or training without contacting their immediate supervisor with an explanation will have their position viewed as abandoned and are subject to immediate termination.

In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence and their start time should reflect the late start time.

Changes to the scheduled start and/or end time of any publish schedule must be submitted to the supervisor in charge of the scheduling of that client within 24 hours of the changes so that it may be reflected in the employee's published schedule.

A call in is not considered an absence if:

- the employee finds another DSP to cover their assigned shift and it does not result in overtime.
- Any absences are still required to meet the minimum expectations of hours for the week through additional shifts or through the use of accrued supplemental Paid Time Off (PTO) time.

An early quit is defined as the need to leave a scheduled shift without working a minimum of half of the total scheduled shift time.

A tardy is defined as arriving to a scheduled shift, meeting, training, etc. past the scheduled start time as posted in When to Work, the online scheduling system utilized by BIS.

For billing purposes, all time is billed in 15 minute increments.

Unreported and undocumented changes to a published schedule will result in disciplinary action.

- Employees that call off to a weekend shift **during the hours of Friday at 3 pm to Monday at 8 am** will receive a first and final disciplinary action (DAF).
- Employees that call off to a **second weekend shift during the hours of Friday at 3 pm to Monday at 8 am** during a six month period will may be terminated.
- Employees that have **three call offs of any nature during a three-month period** will may be terminated.
- If a doctor's note is provided after two consecutive absences and received within **48 hours** of the last missed shift the absence will only be counted as one instance.
- Employees that are **late to three scheduled shifts in a three month period** will be converted into an absence an follow the protocol above.
- Employees that **have an early-quit on the weekend** will receive a first and final disciplinary action.
- Employees that **have 3 early-quits in a three month period** will receive a first and final disciplinary action.
- Employees that **have an additional early-quit after receiving a first and final notice** are subject to termination.

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

Signature

Date

Trainer Initials