



NEW HIRE ORIENTATION

2644 Metro Blvd
Maryland Heights, MO 63043
(p)314-395-9375
(f)314-395-9381
Hours of Operation:
8:30am-5pm



OUR MISSION

TO HELP EACH INDIVIDUAL WE SERVE REACH THEIR HIGHEST POTENTIAL IN LIFE BY OVERCOMING BARRIERS AND PROMOTING INDEPENDENCE, ACHIEVEMENT, AND INCLUSION. WE UTILIZE PROVEN AND POSITIVE BEHAVIOR CHANGE STRATEGIES TO REACH THIS GOAL, WHILE INCLUDING ALL TEAM MEMBERS, FRIENDS, AND FAMILY IN THE PROCESS.



“Defy limits, exceed expectations”

BRIEF HISTORY



Founded
in the
basement
of Kim
Salls'
home
2004

First
office on
Gravois
2005

Moved to
Arsenal
office
2009

Hosted first
major
community
outreach
events
2012

Grow! @ BIS
day program
started
2018

Sprout @ BIS
First Steps
clinic opened
2020

2008
Expanded
services
to
include
ISL

2011
Moved to Creve
Coeur location,
added social
skill
opportunities

2017
Moved to
Metro Blvd
location

2019
Grow! @
BIS
moved to
Earth City
location

→ **2024**

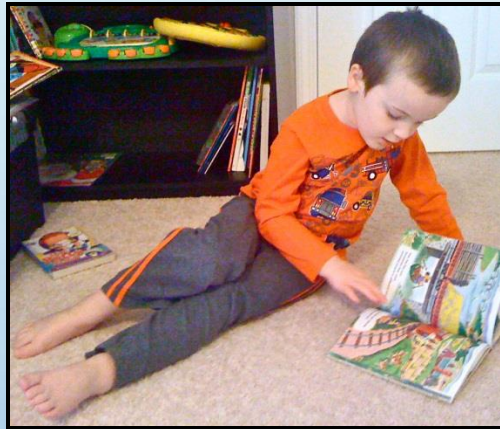
**Behavior
Intervention
Services**



WHAT DO YOU NEED TO KNOW THIS WEEK?

- **COMMUNICATION IS THE KEY** TO ALL GREAT RELATIONSHIPS
- BE OPEN TO NEW CHALLENGES AND IDEAS FOR SUPPORT
- IF YOU HAVE A QUESTION, JUST ASK!
- IF YOU SEE SOMETHING THAT YOU BELIEVE TO BE WRONG OR NOT PART OF A CLIENT'S SUPPORT PLAN, SAY SOMETHING! (MANDATED REPORTING)
- HAVE FUN AND BUILD A GREAT WORKING RELATIONSHIP WITH YOUR CLIENTS AND PEERS
- AVOID GOSSIP OR RUMORS – AGAIN, IF YOU HAVE A QUESTION OR ARE NOT SURE OF INFORMATION YOU RECEIVED, JUST ASK! (HR DIRECTOR, IMMEDIATE SUPERVISOR, ETC.)

WHAT ARE THE FOUR MOST POPULAR SERVICES AT BIS?



- Individualized Supported Living
- Natural Home Direct Support
- Behavior Analysis
- Day Program

Other services:

- Social Skills Opportunities
- Applied Behavior Analysis
- First Steps



SPECIAL EVENTS

Annual Washers
Tournament



Holiday Celebrations



DSP Week Activities



DRESS CODE EXPECTATIONS

HERE AT BIS, OUR DRESS CODE EXPECTATIONS ARE:

- NO OPEN TOED SHOES OR OPEN BACK SHOES; NO FLIP-FLOPS (TENNIS SHOES OR SNEAKERS ARE BEST)
- NO LOW-CUT TOPS OR SPAGHETTI STRAPS (T-SHIRTS ARE BEST)
- NO HOOPED JEWELRY OR LONG NECKLACES
- NO INAPPROPRIATE REFERENCES ON CLOTHING

IF YOU CARE ABOUT IT, DO NOT WEAR IT TO WORK!

- ❖ IT IS BEST TO WEAR COMFORTABLE AND FLEXIBLE CLOTHING THAT ALLOWS YOU THE FREEDOM TO MOVE, BUT IS STILL WORKPLACE APPROPRIATE (EX. T-SHIRTS, LEGGINGS, JEANS, SWEATPANTS, SWEATSHIRTS). IF YOU WEAR LEGGINGS, YOGA PANTS, OR OTHER TIGHT-FITTING PANTS, YOUR SHIRT MUST COVER TO MID-THIGH

MISSOURI QUALITY OUTCOMES

These outcomes represent the shared opinions and desires of people with disabilities, their families, and advocates. This is what we and other agencies are working hard for every day.



MISSOURI QUALITY OUTCOMES



People participate in meaningful daily activities of their choice.



People live in communities they choose, with whom they choose and in homes and environments designed to meet their needs.



People are active members of their communities while determining valued roles and relationships through self-determination.



People are able to choose health/mental health resources and are supported in making informed decisions regarding their health and well-being.

MISSOURI QUALITY OUTCOMES



People are educated about their rights and practice strategies to promote their safety and security.



People have opportunities to advocate for themselves, others and causes they believe in, including personal goals and dreams.



Families are provided with knowledge that empowers them to facilitate opportunities for the individual's self-determination throughout the course of his or her life.

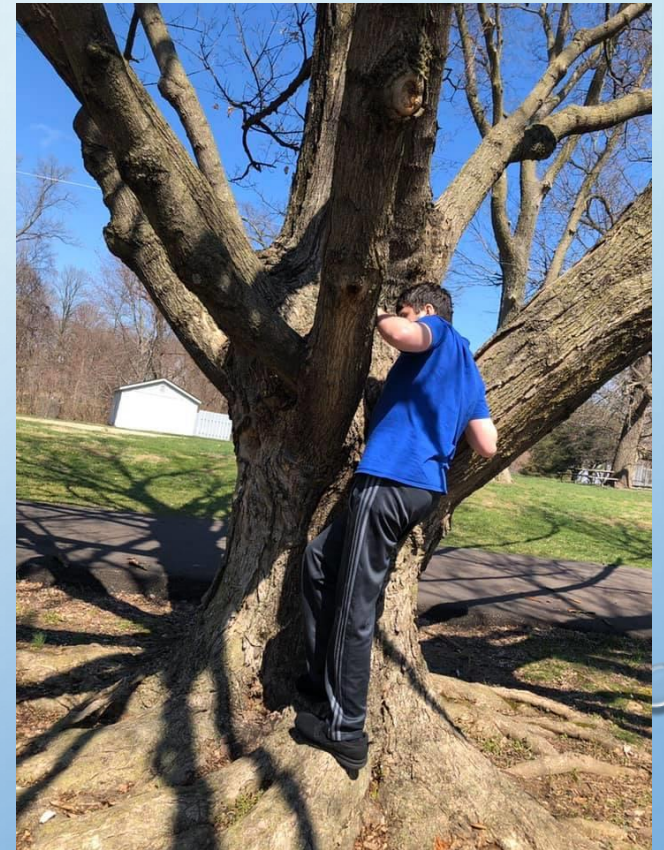
REGISTERED BEHAVIOR TECHNICIAN

- Client support for those in Sprout clinic, Natural Home, ISLs and GROW @ BIS
- RBTs follow programs suggested within treatment plans written by the BCBA
- Goals may include community inclusion, self-help skills, Discrete Trial Training, and socialization
- RBTs do not transport clients; if a parent wants community assistance, the parent must transport, and it must be part of the treatment plan goals
- RBT certification must be completed within 20 days of hire date to retain position
- Required to complete SETWorks notes and paper documentation
- Insurance based funding requires RBT hours
- Reports Director of Behavior Analytic Services (DBAS) and BCBAs



INDIVIDUALIZED SUPPORTED LIVING: DIRECT SUPPORT PROFESSIONAL

- Residential, 24-hour care
- Requires Medication Administration Level 1 training
- Reports to ISL Manager, ISL Assistant Director and ISL Director
- Positions can be PRN, VH or FT depending on client need and staff availability matching
- Overtime available on as needed basis to FT staff only; Overtime must be approved and is not guaranteed





DAY HABILITATION SUPPORT SPECIALIST

- MONDAY – FRIDAY 8:45AM – 4:30 PM
 - (CLIENTS 9 AM – 4 PM)
- SKILL ACQUISITION
- DAILY COMMUNITY OUTINGS
- MUST TRANSPORT
- CROSS TRAINED IN ISLS
- MEDICATION ADMINISTRATION LEVEL 1 REQUIRED



RBT vs DSP vs DHSS

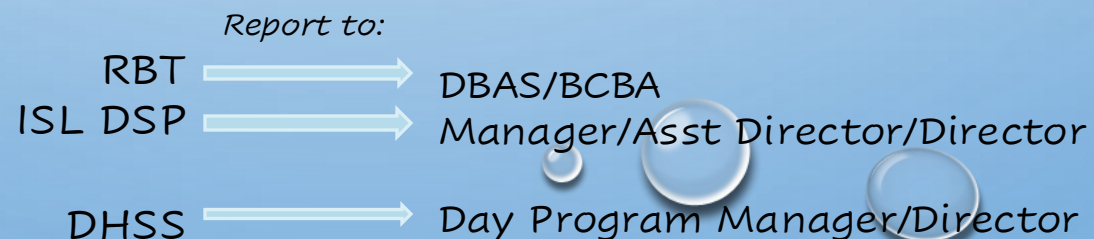
All three positions perform almost the same duties for their clients:

- Carry out activities and programs set by BSPs and ISPs
- Data gathering via Daily Progress Notes (DPNs)
- Safety first! "Arm's length, line of sight"
- Provide therapy approved by Behavior Analysts
- Implement approved social and behavioral programs or plans per client
- Provide community access to client (transport or on shift)
- Client Support: Hygiene, Med Passes, Meal Prep, Home Cleanliness

Day Hab
Support
Specialists

Registered
Behavior
Technicians

Direct
Support
Professionals





GROWING WITH BIS

DSP TIERS

- DSPS CAN EARN UP TO \$.50 MORE PER HOUR WITH THE BIS TIERS. THE DEPARTMENT OF MENTAL HEALTH CREATED A PROGRAM TO ENHANCE THE KNOWLEDGE AND SKILLS OF MISSOURI'S DSPS. BIS HAS DECIDED TO USE THE DMH CURRICULUM TO GIVE EMPLOYEES WHO COMPLETE THE COURSES INCENTIVES IN THE FORM OF PAY INCREASES. THE MISSOURI DEPARTMENT OF MENTAL HEALTH (DMH) SELECTED TRAINING COURSES FOR THIS PROGRAM BASED UPON 12 COMPETENCIES THAT THEY CONSIDER MOST CRITICAL TO THE ROLE OF A SUCCESSFUL DSP

RBT

- A REGISTERED BEHAVIOR TECHNICIAN (RBT) IS A BOARD-CERTIFIED PARAPROFESSIONAL WHO PRACTICES UNDER THE CLOSE SUPERVISION OF A BOARD-CERTIFIED BEHAVIOR ANALYST (BCBA). THE RBT IS PRIMARILY RESPONSIBLE FOR THE DIRECT IMPLEMENTATION OF BEHAVIOR ANALYTIC SERVICES AS OUTLINED UNDER THE DIRECTION OF A BCBA AND ABIDES BY THE BEHAVIOR ANALYST CERTIFICATION BOARD
- THE STEPS TO BECOME A NATIONALLY REGISTERED RBT:
 1. COURSEWORK ACCREDITED BY THE BEHAVIOR ANALYTIC CERTIFICATION BOARD (BACB) MUST BE COMPLETED.
 - A. THIS CONSISTS OF 40HRS OF MODULES THAT BIS WILL:
 - I. ALLOW UP TO 50 HRS OF COMPLETION TIME UNDER CURRENT HOURLY WAGE. ANYTHING OVER 50HRS WILL BE PAID AT MINIMUM WAGE.
 - II. BIS WILL ALSO REQUIRE A DEADLINE OF 2 WEEKS, AFTER 1ST WEEK OF TRAINING, TO COMPLETE MODULES
 2. AFTER THE COURSEWORK, A FACE-TO-FACE COMPETENCY ASSESSMENT MUST BE COMPLETED WITH YOUR SUPERVISING BCBA.
 3. ONCE THAT ASSESSMENT HAS BEEN PASSED, YOU WILL BE REQUIRED TO SIT FOR A FULL EXAM THROUGH THE BACB IN ORDER TO OBTAIN YOUR RBT CERTIFICATION.

OFFICE TEAM



Executive Director

Dawn Schmitt



Billing & Payroll Specialist

Mary Wild

Setworks Specialist

Services

efy Limits, pectations...

Applied Services

Andy Szabo

HR HUMAN RESOURCES

HR Director

Jamie Klamert



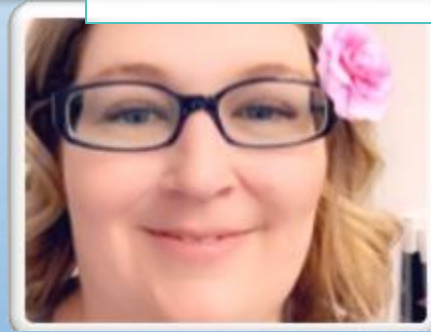
Hiring
Manager

Lisa Arnett



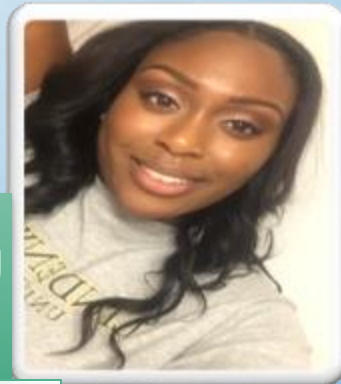
Scheduling
Manager

Lauren Phillips



Staff Training
Coordinator

Sheena Cole



FINANCIAL DEPARTMENT



Financial Director

Kim 'Berly' Forsythe

BEHAVIOR THERAPY SERVICES DEPARTMENT



BCBA
Supervisor
Kim Salls

Director of Behavior
Analytic Services
Melissa Mohr



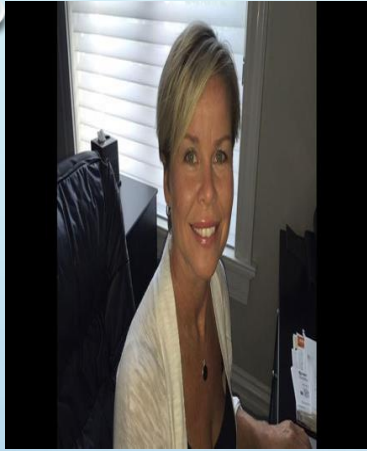
BCBAs

BCaBAs

RBTs

Practicum
Students

BCBAS



Kim
Salls



Krista
Pickel



Taylor
Monken



Alyssa
Choa,
Provisional



Alison
Fasholt,
Provisional



Elena
Brocksmith



Kyler
Hasl-Wright,
BCaBA

SPROUT @ BIS CLINIC DEPARTMENT



KRISTA PICKEL
CLINIC
SUPERVISOR

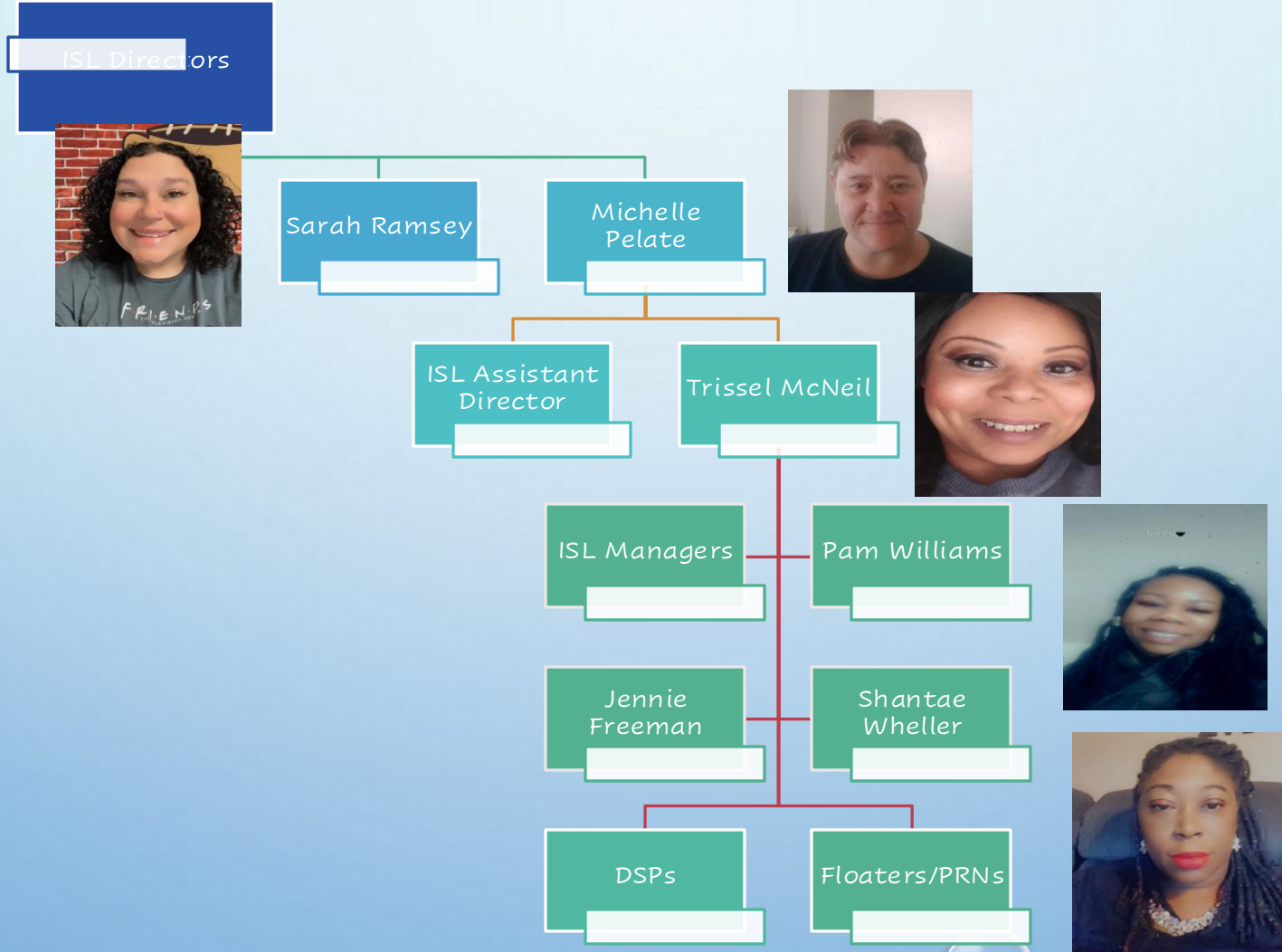
KAITLYN SLADEK
CLINIC
COORDINATOR

BCBA

RBT



ISL DEPARTMENT



GROW! @ BIS DAY HABILITATION PROGRAM



Shakita
Blakely



Shasta
Gaston

Day Hab Program
Director



Lynn Brook

Day Hab Managers

Day Hab Support
Specialists

PUBLIC RELATIONS

- ADVOCATE FOR OUR CLIENTS AND STAFF
- SOCIAL MEDIA WIZARD
- PARTY PLANNING COMMITTEES
- BIS BUZZ NEWSLETTER
- EVENTS FOR CLIENTS AND STAFF
- OUTINGS FOR CLIENTS



LIKE US ON FACEBOOK, INSTAGRAM, AND TWITTER



@behaviorinterventionservices



@bisstl




@bis-stl

Facebook, Instagram and
Twitter are great places to
find out about:

Upcoming events

GROW@BIS information

Info about your co-workers
and other members of the
agency

The background is a light blue gradient with several realistic water droplets of various sizes scattered around the edges. The droplets have highlights and shadows, giving them a three-dimensional appearance.

REQUIRED TRAINING

ANNUAL TRAINING MODULES

- Abuse & Neglect Quiz
- Bloodborne Pathogens Quiz
- Confidentiality Agreement
- HIPAA Quiz
- Observe, Record & Report Quiz
- Employee Handbook Acknowledgement
- Seizure Training Acknowledgement
- Comprehensive Policy & Procedure Quiz
- Drive Safety
- FWA
- Health Inventory
- HCBS Quiz



TRAINING REQUIREMENTS

All employees must complete the following training courses, as required by the Department of Mental Health (DMH).

Once all classes and online modules are finished, and all required items are turned in, you may begin working your scheduled shifts in the home.

As Needed

- Medication Administration Level 1
 - Required for all ISL & DH staff

Basic Training Requirements

- Orientation
- Adult and Child CPR/First Aid/AED
- Mandt
- ABA parts 1 and 2
- Fundamentals of the Field
- Online Training Modules
- Sexual Harassment
- Driver's Safety
- HCBS training
- Level 1 Med Aid (E-Mar)
- Core Values

TRAINING REQUIREMENTS

Continued....

- **CORE VALUES**

- COVERS BIS CORE VALUES AND ETHICS WITH OUR CEO, DAWN SCHMITT
- REQUIRED IN PERSON
- TYPICALLY SCHEDULED 30 DAYS AFTER YOUR START DATE. IS INCLUDED WITH YOUR TRAINING CONFIRMATION EMAIL & ON YOUR WHENTOWORK.COM SCHEDULE
- REQUIRED WITHIN 90 DAYS, ALLOWED 3 RESCHEDULES. AFTER 90 DAYS, PAY DECREASE .50CENTS UNTIL CLASS COMPLETED

- **HOME COMMUNITY BASED SERVICES**

- DISCUSSES IMPORTANCE OF PEOPLE FIRST APPROACH
- ADDRESSES HOW TO BE SUPPORTIVE RATHER THAN CONTROLLING
- INTERACTIVE CLASS – REQUIRED IN PERSON
- REQUIRED WITHIN 90 DAYS, ALLOWED 3 RESCHEDULES. AFTER 90 DAYS, PAY DECREASE .50CENTS UNTIL CLASS COMPLETED

REQUIRED ITEMS

All employees must always have the following items on file with HR to work at BIS:

- Valid and current driver License
 - Personal vehicle available for use during any work times
 - If transportation becomes an issue, may request further proof of ownership to ensure transportation requirement can be met
- Valid and current driver Insurance
 - New proof (updated policy card) must be on file before expiration occurs
 - Insurance must be in your name or have you listed in policy as insured to be valid



- Proof of High School Education – for everyone
 - College degree or credits can increase starting pay
- Employment Eligibility (E-Verify and I-9 Documents)
- Clear background check
- Email access
- Cell Phone
- Internet Access



All items must be turned in before being released to work.

SEIZURE TRAINING

- MANY OF OUR CLIENTS HAVE SEIZURE MONITORING PROTOCOLS IN PLACE DUE TO EITHER HAVING ACTIVE SEIZURE OCCURRENCES OR A HISTORY OF SEIZURES. DUE TO THIS REASON, BIS WANTS TO REMIND ALL EMPLOYEES OF SOME SAFETY PRECAUTIONS THAT SHOULD BE UTILIZED WHILE YOUR CLIENT IS TAKING A SHOWER/BATH. PLEASE ENCOURAGE ALL CLIENTS WITH A SEIZURE HISTORY TO TAKE A SHOWER. IT TAKES VERY LITTLE WATER TO DROWN, SO A SEIZURE WHILE TAKING A BATH CAN BE FATAL.
- IF THE CLIENT INSISTS ON TAKING A BATH, THEN STAFF NEED TO BE PRESENT IN THE BATHROOM AT ALL TIMES.
- IF THE CLIENT STATES THEY DON'T WANT THE STAFF IN THE BATHROOM WITH THEM DUE TO PRIVACY REASONS, THEN STAFF NEED TO CONTACT ISL MANAGER SO THE ISSUE CAN BE DISCUSSED WITH THE CLIENT'S GUARDIAN. AND IF NEEDED, DUE PROCESS WILL BE SOUGHT.
- UNTIL THAT TIME, ANY STAFF WHOSE CLIENT DOES NOT WANT THEM IN THE BATHROOM WITH THEM WILL SIT JUST OUTSIDE THE BATHROOM DOOR AND WILL VERBALLY ASK IF THE CLIENT IS OK EVERY 5 MINS. AT THE FIRST SIGN ON ANY DISTRESS, STAFF WILL ENTER THE BATHROOM TO ENSURE THE SAFETY OF THE CLIENT.
- DURING A SHOWER, STAFF WILL CHECK ON THE CLIENT EVERY 10 MINUTES.

The background is a light blue gradient with several realistic water droplets of various sizes scattered around the edges. The droplets have highlights and shadows, giving them a three-dimensional appearance.

EMPLOYEE SERVICES

PERKS FOR ALL EMPLOYEES!

- REINFORCEMENT PROGRAMS
 - CORE PERFORMER
 - PERFECT ATTENDANCE
 - APPLICANT REFERRAL BONUS (BRING CARD BACK WITHIN 2 WEEK \$25 BUCKS)
 - FAMILY FEEDBACK BONUS
 - ANY EMPLOYEE THAT COMPLETES TRAINING (FULL DUTY RELEASED) GETS A \$25 GAS CARD



FULL-TIME EMPLOYEE BENEFITS

Paid Time Off (PTO)

- After 30 days:
3.07 hours/pay period
- 5-9 years: 4.61
hours/pay period
- 10+ years: 6.15
hours/pay period
- **RTO is different
than PTO**

Vision and Dental

- Activates 60 + 1
days after full time
begins
- Vision: \$2 per pay
period
- Dental: \$5 per pay
period

Retirement Plan

- Employed 1 year
and work >19
hours/week
- 21 or Older
- Contribution
matching

Health Insurance

- Activates 60 + 1
days after full
time begins
- 4 healthcare
options:
 - Group PPO (w
or w/out BJC)
 - Health Savings
Account (HSA
w or w/out
BJC)

PTO/RTO

RTO (REQUEST TIME OFF)

REQUESTS NEED TO BE MADE THROUGH W2W USING THE TIME OFF TAB. THIS MUST BE DONE AT LEAST 2 WEEKS IN ADVANCE ANY RTO THAT FALLS ON A DATE/DAY THAT THE EMPLOYEE IS ALREADY ASSIGNED WILL BE DENIED UNTIL THAT EMPLOYEE HAS FOLLOWED THE PROCEDURE ON FINDING SHIFT COVERAGE. AN EMPLOYEE MUST FIND COVERAGE FOR THEIR SHIFT BY ANOTHER EMPLOYEE TRAINED IN THAT PARTICULAR ISL THAT DOES NOT RESULT IN OVERTIME.

A FT EMPLOYEE MUST MAINTAIN FT HOURS WITHIN THE WEEK OF THE RTO. THIS CAN BE DONE BY PICKING UP OPEN SHIFTS OR USING PTO. A VARIABLE EMPLOYEE WOULD NEED TO WORK AT LEAST ONE SHIFT IN THE WEEK OF THE RTO REQUEST. IF YOU ARE REQUESTING OFF A BLOCKED DAY OFF SUCH A HOLIDAY, YOU WILL NEED TO SEND AN EMAIL TO YOUR ISL MANAGER AND ISL DIRECTORS. IF APPROVED, THE ISL DIRECTOR WILL MANUALLY ENTER YOUR TIME OFF.

IF YOUR RTO REQUEST IS DENIED, YOU WILL RECEIVE A MESSAGE AS TO WHY YOUR REQUEST WAS DENIED. ONCE THE ISSUE IS RECTIFIED, PLEASE REACH OUT SO YOUR RTO CAN BE APPROVED. FOR EXAMPLE, IF YOU REQUEST OFF JUNE 1ST AND YOU ARE SCHEDULED FOR JUNE 1ST, YOUR REQUEST WILL BE DENIED UNTIL YOU FIND COVERAGE FOR YOUR SHIFT AS WELL AS MAKE YOUR FT HOURS IF APPLICABLE.

PTO (PAID TIME OFF) FOR VARIABLE HOUR (PART TIME) AND FULL- TIME EMPLOYEES

IF YOUR RTO REQUEST IS APPROVED AND YOU ARE USING YOUR PTO TO SUPPLEMENT YOUR FT HOURS, YOU WILL NEED TO MAKE THIS REQUEST THROUGH THE BIS WEBSITE. (YOU CAN CHECK YOUR PTO BALANCE ON [PAYCOR.COM](https://www.paycor.com)). WHEN ON THE BIS WEBSITE ONCE LOGGED IN, THERE IS A PTO REQUEST TAB ON THE RIGHT HAND SIDE. YOU WILL FILL THIS OUT FOR THE DAY(S) YOUR RTO WAS APPROVED. IF YOU DON'T HAVE ENOUGH PTO TO COVER YOUR REQUEST, YOUR REQUEST WILL BE DENIED AND YOU WILL HAVE TO PICK UP A SHIFT TO SUPPLEMENT YOUR FT HOURS.

SUPPLEMENTAL INSURANCE

Insurance

Renewable insurance for health, life, dental, vision, disability, etc. Helps with some costs that aren't covered by standard insurance. Open enrollment occurs every September.

401k

Workplace savings plan that lets employees invest a portion of their paycheck before taxes are taken out. We match a percentage of what you invest. Must be employed with BIS for 1 year to be eligible and have worked an average of 19 hours per week or more within the last year.

Open enrollment is every June and December.

Legal Shield

Offers legal services including consultation, contract/document review, legal correspondence, and trial defense services.

EMPLOYEE RECOGNITION

- OUR RECOGNITION PROGRAM IS CALLED BIS BUCKS. IT IS A WAY FOR YOU TO RECOGNIZE GREAT DEEDS, TEAMWORK, OR THE GENERAL AMAZINGNESS OF YOUR CO-WORKERS AND MANAGEMENT
- NOMINATIONS COME WITH A BIS BUCK (BI\$)
- BI\$ CAN BE CONVERTED INTO HALF THEIR VALUE TOWARD A GIFT CARD OF YOUR CHOICE
- EACH STAFF MEMBER CAN HAND OUT A LIMITED NUMBER OF BI\$ EACH MONTH

BIS Bucks Staff Recognition Program

The BIS Bucks system is our way of allowing our staff and supervisors a quick way to say "Thank you" and "Way to Go!" for any and all deeds that coincide with our CORE Values of

Compassion, Honesty, Commitment and High Standards.

Each employee can nominate up to 5 times monthly, 15 times per quarter (Supervisors have 7 / 21, respectively)

"*" indicates required fields

Your Name *

First

Last

Your Email Address *

Recipient's Name *

Associated Core Value: *

Number of BIS Bucks: *

(Leave at 1 unless you are HR or a Director.)

Reason for Recognition / BIS Buck(s): *

Say why you're so thrilled by staff here!

Submit

The BIS Bucks system is our way of allowing our staff and supervisors a quick way to say "Thank you" and "Way to Go!" for any and all deeds that coincide with our CORE Values of **Compassion, Honesty, Commitment and High Standards.**

Each employee can nominate up to 5 times monthly, 15 times per quarter (Supervisors have 7 / 21, respectively)

<https://behaviorinterventionservices.com/bisbucks/>

ADDITIONAL EMPLOYEE BENEFITS

Sabbatical

FT employees who has 10 yrs. of service gets paid \$2,000 leave granted to travel for two weeks.

Wellness Days:

Jan/July for FT employees

Life Insurance

Automatic \$30,000 for employees

Short Term Disability: fully covered for Full-Time Employees after 2 years

Pet Insurance: through Pet Partners. Eligible for animals up to the age of 10

QUALITY ASSURANCE

- QA IS COMPLETED EVERY YEAR
- YOU ARE ELIGIBLE FOR QA AFTER 6 MONTHS
- YOU MUST GET 90% TO PASS
- PASSING QA RESULTS ARE USUALLY TIED TO ELIGIBLE INCREASES



QA SAMPLE

DSP QA	Worth	Points	Client Name/Date/shift time	Client Name/Date/shift time	Client Name/Date/shift time	Notes:
Cleaning Checklist completed	3	3	1	1	1	
Shift Change Checklist completed	3	3	1	1	1	
Financial Check	3	3	1	1	1	
Setworks Note Review			1-8-19 TH	1/24/2019	2-13-19 TH	
Grammar/Punctuation	3	1.5	0.5	0.5	0.5	There is absolutely no punctuation whatsoever in the note.
Content--States what staff did to assist the client and what client did	3	1.5	0.5	0.5	0.5	According to the note, TH can do everything independently and doesn't r
Behavior Data Review						
Signature	0	0	N/A	N/A	N/A	
Grammar/Punctuation	0	0	N/A	N/A	N/A	
Date	0	0	N/A	N/A	N/A	
Printed Name	0	0	N/A	N/A	N/A	
Content/Tally	0	0	N/A	N/A	N/A	
Medication/Medical						
Med Errors: -1 for error, +1 for each day reviewed w/no error	3	3	1	1	1	
BM Tracker: -1 for error, +1 for each day reviewed w/no error	3	3	1	1	1	
Controlled Counts: -1 for error, +1 for each day reviewed w/no error	N/A	N/A	N/A	N/A	N/A	
Staff Meeting Attendance: +1 for attendance in month reviewed	3	1	0	0	1	Attended 1 of 3
Staff Feedback: -1 for each instance, +3 if no issues in quarter	3	3	1	1	1	No issues documented
Attendance/Tardies: -1 for each instance, +3 if no issues in quarter	3	3	1	1	1	No issues documented
Overall Safety Score (taken from ISL score, may be +/- depending on ISL)	19	15.5	St Charles			
Overall Cleanliness Score (taken from ISL score)	8	8	St Charles			
total possible points: (DSP)	57					Additional issues not listed on this form will be subtracted from the total
total points earned: (DSP)	48.5					
% total: (DSP)	85.10%					

NH Holidays

Memorial Day

- Independence Day
- Labor Day
- Thanksgiving
- Christmas
- New Years' Day

RBTs are not required to work on holidays. If they choose to work on a holiday, it is at a normal pay rate

Communicate with your clients and their families ahead of time and relay your plans!

ISL Holidays

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

ISL staff are paid time and half during specific times each holiday

- New Year's Eve 7pm-New Year's Day

Memorial Day 1pm – 8pm

- Independence Day 12pm – 10pm
- Labor Day 1pm – 8pm
- Thanksgiving 11am – 6pm
- Christmas Eve 5pm – 12 am Dec 26

Grow! Holidays

New Year's Day

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

All DHSS will be assigned to an ISL to work a day shift during these holidays

Holiday Hours & Pay follow the same timelines for ISL holidays

Metro Office

The office will be closed in 2024 in observance of the following Holidays. Salaried or hourly office employees over 30 days are not required to work holidays.

Holidays:

- New Years' Day 1.1.24
- Memorial Day 5.27.24
- Independence Day 7.4.24
- Labor Day 9.2.24
- Thanksgiving 11.28.24
- Christmas Day 12.25.24

Floating Holiday:

- Can be used for any holiday with 30-day advance approval and request.



WhenToWork

- Individual User ID and Password
- 24/7 access to schedules, team member contact info, intranet email system
- Scheduling preferences
- Urgent text alerts
- Employee bulletin board
- Trade board
- Inclement weather alerts
- Schedules posted 1 month in advance
- Requested Time Off



WEBSITES

BIS Website

- Individual User ID and Password
- Employee Handbook
- Policies & Procedures
- Upcoming events and trainings
- BIS Buzz
- Employee Nominations
- Training Materials
- Orientation materials
- **Submitting PTO/Wellness/ Sick Time**
 - **Wellness and Sick must be submitted by employee**



SETWORKS



- SETWORKS IS OUR ONLINE SYSTEM USED TO INPUT CLIENT INFORMATION AND DATA YOU WILL BE REQUIRED TO COLLECT ON YOUR CLIENTS EACH SHIFT
- THESE ARE ALSO YOUR TIME SHEETS AND WHERE PAYROLL GETS THEIR INFORMATION ABOUT WHEN YOU WORKED
- AFTER EACH SHIFT YOU WORK, YOU WILL HAVE **72 HOURS** TO COMPLETE YOUR NOTE BEFORE YOU ARE LOCKED OUT OF THE NOTE AND REQUIRE YOUR SUPERVISOR TO UNLOCK IT FOR YOU
 - IF YOU DO NOT COMPLETE YOUR NOTES WITHIN THE 72 HOURS, YOU WILL BE PAID MINIMUM WAGE FOR THAT SHIFT
- SETWORKS IS ALSO USED TO COMPLETE FINANCIALS, MILEAGE, AND INCIDENT REPORTS
- ALL TRAININGS, CERTIFICATES, AND PERSONAL EXPIRATIONS ARE MONITORED IN SETWORKS

The background is a light blue gradient with several realistic water bubbles of various sizes scattered around the edges. The bubbles have highlights and shadows, giving them a 3D effect.

POLICY & PROCEDURE


CALL-OFF PROCEDURE

- IF IT IS NECESSARY TO CALL OFF A SCHEDULED SHIFT, YOU MUST CALL THE ISL SCHEDULER (DO NOT SEND A TEXT MESSAGE).
- IF YOU KNOW IN ADVANCE THAT YOU WILL NOT BE ABLE TO WORK YOUR SHIFT:
 1. PUT YOUR SHIFT ON THE TRADE BOARD
 2. SEND A MESSAGE TO YOUR TEAM ON W2W
 3. CALL/TEXT THE TEAM MEMBERS WHOSE NUMBERS YOU HAVE
 4. CALL SCHEDULER AND SEE IF THEY HAVE CONTACT INFORMATION FOR STAFF, YOU DON'T HAVE

ATTENDANCE POLICY

- 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. 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 CONSIDERED AN ABSENCE AND WILL RECEIVE DISCRETIONARY FEEDBACK
- FULL TIME EMPLOYEES THAT PROVIDE A DOCTOR'S NOTE FOR MULTIPLE MISSED SHIFTS WILL CONVERT MULTIPLE ABSENCES INTO ONE ABSENCE. STAFF ARE STILL REQUIRED TO MEET THE MINIMUM EXPECTATIONS OF HOURS FOR THE WEEK THROUGH ADDITIONAL SHIFTS OR USING 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. UNREPORTED AND UNDOCUMENTED CHANGES TO A PUBLISHED SCHEDULE WILL RESULT IN DISCIPLINARY ACTION.

DISCRETIONARY DISCIPLINARY ACTION

- 
- Verbal Feedback
 - Written Feedback
 - Action plan/suspension (Final notice for improvement)
 - disqualified for annual increase of pay rate for that calendar year
 - Termination –
 - Training repayment policy enforced
 - Recovery of any agency/client items
 - HIPAA and confidentiality agreements invoked

BIS may choose to discipline, up to and including termination, based on employee conduct, for any reason permitted by law.

BIS GRIEVANCE PROCEDURE

Express grievance verbally to your immediate supervisor. If resolution has not been reached within one week then...

Put the grievance in writing and submit it again to your immediate supervisor. If issue is not resolved within a reasonable amount of time then....

Contact the office to request a hearing with the BIS HR Director. All parties will state their case and the HR Director will provide a resolution.

YOUR ACCESS TO THE EMPLOYEE HANDBOOK STARTS SOON!

ONCE HR HAS YOUR NEW HIRE PACKET OF INFORMATION, YOU WILL BE ENTERED INTO THE FOLLOWING SYSTEMS:

- WHEN TO WORK.COM (SCHEDULING SITE)
- BIS WEBSITE (BIS BUCKS, POLICIES, PTO REQUESTS)
- SET WORKS (CLIENT DATA, TIMESHEETS)
- PAYCOR.COM WEBSITE (PAYROLL INFORMATION)

PLEASE LOG INTO EACH OF THESE SITES AS SOON AS YOU RECEIVE THE “BIS WEBSITE LOGIN INFO (ALL)” EMAIL FROM HR DIRECTOR JAMIE KLAMERT AT JKLAMERT@BIS-STL.COM

PLEASE DIRECT ANY QUESTIONS THAT WAY AS WELL!

SOME OF THE 'MORE IMPORTANT' POLICIES WE WILL HAVE GONE OVER BY THE END OF TRAINING ARE..

- 183: SOCIAL MEDIA
- 401: TIMEKEEPING AND DPNS
- 505: SMOKING
- 526: PERSONAL CELL PHONE
- 702: DRUG AND ALCOHOL USE
- 704: ATTENDANCE, PUNCTUALITY AND EARLY QUILTS
- 782: COMMUNICATION EXPECTATIONS
- 884: TRANSPORTATION

PLEASE BE SURE TO REVIEW THESE AND OUR OTHER POLICIES TO ENSURE A PRODUCTIVE AND SAFE ENVIRONMENT FOR ALL STAFF AND CLIENTS DURING YOUR EMPLOYMENT.

[HTTPS://BEHAVIORINTERVENTIONSERVICES.COM/HANDBOOK/](https://behaviorinterventionservices.com/handbook/)

BECAUSE OF
YOU...

**OUR CLIENTS FIND
PURPOSE,
DEVELOP SKILLS,
MAKE FRIENDS,
ATTEND EVENTS &
GO TO CAMP!**

6 clients can now
access the
community

4 clients are able
to express their
feelings



2 clients are trying new foods, especially one who eats 12 foods instead of only 3

2 clients order food independently at restaurants



6 clients bathe and
brush their teeth
independently



16 clients have learned to use
their words (verbal, with PECS,
iPad, or Sign Language)

1 client has had a poem published

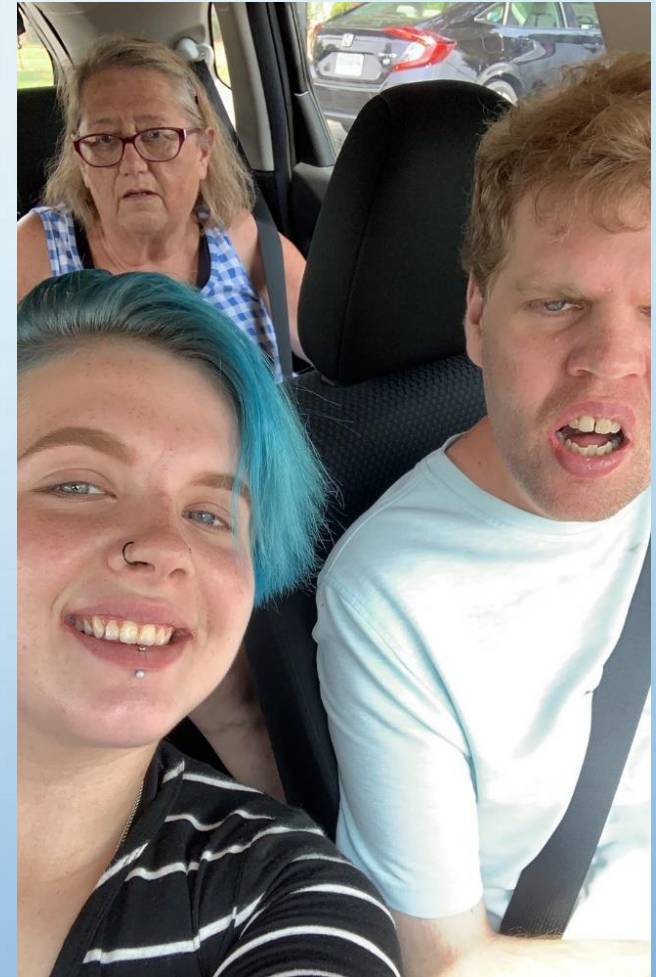
1 client engages in activities with their mother without behaviors



1 client has improved their relationship with their dad

2 clients have improved their interactions with their siblings

1 client says "Hi, Mommy"
and "I love you"



2 clients are getting A's, B's and C's at school



2 clients are in college



6 clients have gained job preparedness skills, gained employment, and 1 received a promotion at work

1 client caught a small fire at work and won an award

WHEN THE WORLD
FOCUSES ON
WHAT OUR
CLIENTS CAN'T
DO, YOU
RECOGNIZE ALL
THAT THEY CAN
DO



THANK YOU!