

# ***Behavior Intervention Services***

## **HR Policies**

Welcome new employee!

On behalf of your colleagues, supervisors and clients, I welcome you to Behavior Intervention Services (BIS) and wish you every success here.

We believe that each employee contributes directly to BIS's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with BIS.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome to Behavior Intervention Services or BIS.

We appreciate your confidence in our future together!

Sincerely,

Dawn Schmitt  
Executive Director

Behavior Intervention Services

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### **ORGANIZATION DESCRIPTION**

#### **I. Services Provided**

The staff at BIS are qualified to work with individuals with diagnosed developmental disabilities. Often, the clients we serve have multiple diagnoses. Our staff do not treat individuals based upon the diagnosis that they have, but rather by the behaviors they exhibit.

#### **II. Facilities and Location(s)**

The geographical boundaries of the clients we serve are within St. Louis County, St. Louis City, St. Charles County, Wentzville, Jefferson County, and some counties of Illinois. Services for persons residing outside of these geographical areas will be determined on an individual basis.

#### **III. The History of BIS**

BIS was founded in 2004 to assist individuals with developmental disabilities in reaching their full potential. We provide a variety of services, including behavior assessment and therapy across all environments, personal care services, residential services, community integration, social development, parent and staff training, and Discrete Trial Training. In all aspects of our work, we incorporate behavioral principles that allow for the reduction and extinction of maladaptive behaviors, and the acquisition of lifelong skills which allow our clients to achieve full integration and inclusion into society, have meaningful relationships and thrive.

As a growing agency, we strive to maintain the benefits of our current environment by creating an exciting, challenging, and rewarding workplace which allows our employees and clients to thrive.

**Our mission is 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.**

#### **IV. Goals**

The goal of our agency is to provide the highest level of service that we can to each and every one of our clients. Our mission is to produce behavior change that will be significant and meaningful in the lives of our clients. BIS seeks to improve the quality of life for our clients by providing them with the skills necessary to live their lives to the fullest potential. Our company's values are the foundation of our business and are exemplified in all aspects of our agency's behavioral intervention.

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- We believe that an individual is first and foremost a person and that a diagnosis is only one part of the whole person.
- We treat all clients with equal attention, respect, and dignity, regardless of our level of involvement, their financial history, gender, race, creed, sexual orientation or geographic location.
- We acknowledge and respect the parents' superior knowledge of their children and we recognize them as a full partner in meeting the immediate and future needs of their child.
- We are guided by ethical principles. It is the duty of all employees of Behavior Intervention Services to demonstrate honesty and integrity in all situations.
- We see our role as providing support to our clients to meet their individual goals rather than controlling our clients. Our focus is to teach our clients self-advocacy and to provide them with the opportunities to make decisions about their lives.
- We believe that teamwork is crucial to providing excellent services.

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### INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with BIS and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You are required to read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by BIS to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As BIS continues to grow, the need may arise and BIS reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or BIS to end our relationship for any reason at any time. Notification of changes will be sent electronically to the employee as they occur as well as updated on the BIS website.

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### EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about BIS, and I understand that I should consult the Human Resources Department regarding any questions not answered in the handbook.

I have entered into my employment relationship with BIS voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or BIS can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to BIS's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the chief executive officer of BIS has the ability to adopt any revisions to the policies in this handbook.

I understand HCBS rules and must ensure that people with disabilities have full access to and enjoy the benefits of community living through long term services and supports in the most integrated settings of their choosing.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document and that printed copies may not contain the most up to date policies of the agency. Therefore, it is to be assumed that the electronic copies of any policy supersede those in printed form. I am encouraged to check the online and electronic versions of any policies to ensure the most recent version of any policy.

I have received the link to the handbook and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE NAME (printed): \_\_\_\_\_

EMPLOYEE SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

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### **101 Nature of Employment**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

Employment with BIS is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, BIS may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law. A minimum expectation for resignation is that of a two week notification for any non-supervisory position (full or part time) and a 30 day notification for any supervisory or office-based position as professional courtesy.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between BIS and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at BIS's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the chief executive officer of BIS.

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## **HR Policies**

### **102 Employee Relations**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

BIS believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors. Additionally, employees should **never** discuss employment related issues with their clients or families.

Immediate supervisors and Department Directors are discussed and introduced during an employee's orientation and on boarding into the agency. The agency's organizational chart is also discussed and made available in print and online to all new and current employees via the web site.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that BIS amply demonstrates its commitment to employees by responding effectively to employee concerns.

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### **103 Equal Employment Opportunity**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at BIS will be based on merit, qualifications, and abilities. BIS does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

BIS will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.



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### **104 Business Ethics and Conduct**

Effective Date: 1/1/2015

Revision Date: 11/28/2023

The successful business operation and reputation of BIS is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. Behavior Intervention Services and all staff recognize the importance of treating participants with dignity and respect and incorporating our CORE Values into all aspects of our daily interactions.

BIS defines its **CORE Values** as

- (Com)passion - compassion for our clients, staff and co-workers as well as a passion about the work we do and how we perform daily.
- Honesty - this builds trust, shows character and builds a relationship in which open and candid communication can occur.
- Committment - that all employees pledge to work together as a collective group to help each consumer be successful within their plan.
- High Standards - the expectation that each employee is continually striving to not only be there best but to encourage others to do the same.

The continued success of BIS is dependent upon our consumers' trust and we are dedicated to preserving that trust. Employees owe a duty to BIS, their client and families to act in a way that will merit the continued trust and confidence of the public. The Behavior Analyst Certification Board (BACB), the regulation board for the agency, has established a very strict policy for gift giving. BCBA's and RBT's should refer to their code of ethics for guidance.

BIS will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

Everyone must report suspected instances of Fraud, Waste & Abuse. BIS will not tolerate any form of retaliation against any employee for making a good faith effort in reporting. Report any potential FWA concerns to the HR department. The HR Director will investigate and make the proper determination.

If Behavior Intervention Services consumers have experienced any abuse neglect, exploitation or maltreatment, our first duty is to protect the participant's health and safety. Staff must follow agency policy and criteria for reporting events.

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In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Human Resources Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

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### **105 Personal Relationships in the Workplace**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. BIS also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

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### **108 Conflicts of Interest**

Effective Date: 6/1/2008

Revision Date:

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which BIS wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Executive Director for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of BIS's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of BIS as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which BIS does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving BIS.

The continued success of BIS is dependent upon our consumers' trust and we are dedicated to preserving that trust. Employees owe a duty to BIS, their client and families to act in a way that will merit the continued trust and confidence of the public. The Behavior Analyst Certification Board (BACB), the regulation board for the agency, has established a very strict policy in which gift exchange is prohibited. The board states that "no Behavior Analyst or behavior technician may accept or give gifts (1.06, b), therefore, all staff are prohibited from accepting gifts from or giving gifts to clients and their families.

Conflicts of interest is also defined as non-professional relationships with clients and families/guardians of the clients we serve. It is important to remember that BIS operates in clients homes with families as a form of business and the relationships built out of this agreement should remain professional.

BIS discourages employees from participating in activities outside their scheduled work times with the families they provide services to that could be deemed as inappropriate for work relationships. Some examples may include but are not limited to bars or nightclubs, romantic relationships or other social activities.

In the event that employees might be perceived as becoming too personal or exhibiting non-professional

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relationships with their clients or families/guardians, appropriate feedback and/or disciplinary action and removal from the team or agency may take place.

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### **110 Outside Employment**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

Employees may hold outside jobs as long as they meet the performance standards of their job with BIS. All employees will be judged by the same performance standards and will be subject to BIS's scheduling demands, regardless of any existing outside work requirements.

If BIS determines that an employee's outside work interferes with performance or the ability to meet the requirements of BIS as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with BIS.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside BIS for materials produced or services rendered while performing their jobs.

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### **112 Non-Disclosure**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

The protection of confidential business information and trade secrets is vital to the interests and the success of BIS. Such confidential information includes, but is not limited to, the following examples:

- computer processes
- computer programs and codes
- client or consumer lists
- financial information
- research and development strategies
- technological data
- technological prototypes

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

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### **114 Disability Accommodation**

Effective Date: 1/1/2015

Revision Date: 11/21/2017

BIS is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis, as outlined by policy.

BIS is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. BIS will follow any state or local law that provides individuals with disabilities greater protection than the ADA. This policy is neither exhaustive nor exclusive. BIS is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

In the event that an employee becomes temporarily disabled and requests a reasonable accommodation be made during their recovery period, they should contact the HR Director for approval. A **reasonable accommodation** is assistance or changes to a position or workplace that will enable an employee to do his or her job despite having a disability. Under the ADA, employers are required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. BIS will review each request on a case by case basis, reviewing their job description and team/client expectations to see if an accommodation can be made within their current position. There may be instances when BIS will need to request additional medical or religious information or documentation to establish certain protections by law, or to determine whether and what type(s) of accommodations would be effective. Employees are encouraged to respond to these requests promptly in order for a determination to be made in a timely manner and the total length of accommodation needed be identified.

Accommodations could also include a transfer to another position or team, modified work schedule, and temporary accommodations if the agreed-upon accommodation cannot be provided immediately.



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### **116 Job Posting and Employee Referrals**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

BIS provides employees an opportunity to indicate their interest in open positions and advance within the agency according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although BIS reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and in the email system, and normally remain open for 7 days. Each job posting notice will include the dates of the posting period, job title, department, location (if applicable), job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 6 months in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a letter of intent to the Human Resources Director listing job-related skills and accomplishments. It should also describe how their current experience with BIS and prior work experience and/or education qualifies them for the position.

BIS recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the agency.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the agency.

BIS also encourages employees to identify friends or acquaintance who are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the agency, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the Human Resources Director for a posted job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

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### **180 Inter-Agency Department Transfers**

Effective Date: 1/1/2015

Revision Date: 12/23/2024

BIS recognizes that staff motivation, productivity, and retention are dependent upon people working in jobs that are well suited to their interests, and therefore offers and encourages transfer opportunities for current employees. Likewise, supervisors should be supportive of staff members who have the desire to enhance their skills or develop new competencies to pursue different or greater responsibilities internally.

An employee must be in his or her current position at least six (6) months and be in good standing before he or she is eligible to apply for a transfer. The six-month waiting requirement may be waived if the position is being adversely affected due to a reduction in the work force or job elimination, or if there is significant change in the terms and conditions of employment (e.g. work schedule, hours, salary, status, etc.).

In all cases, the employee's work record, including but not limited to performance, attendance, efforts to develop skills and related behavior will be used as valid criteria for determining suitability for a position.

In consideration of the above factors, employees are required to provide documentation that supports their performance history, such as the last performance evaluation or letters of reference. For all positions, consideration will be given to the employee's demonstrated interpersonal skills, among other job-related factors, before making a final decision. Deficiencies in such skills or job-related factors may eliminate an individual from further consideration. Exceptions to this policy are reviewed on an individual basis and must be approved by the Office of Human Resources.

#### **TRANSFER ELIGIBILITY CRITERIA**

- **Employed in current position for at least six months.**
- **Submittal of a written Transfer Letter of Request to the Human Resources Department requesting a file review for consideration in the open position and listed reasons and assets as to why one should be considered for the transfer in positions and responsibilities.**
- **Written confirmation of acceptable performance record/evaluation signed by the applicant's supervisor and completed no more than 18 months prior to date of transfer application (e.g. meets expectations, average rating, etc.).**
- **Maintain an acceptable level of performance including but not limited to absence of corrective action and/or resolution of previous corrective action.**
- **Successfully pass any special screening processes required for the position of interest, including but not limited to background investigations, reference checks, drug screens, and skills assessments.**

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*Note: An employee may generally not use a agency-approved leave to seek transfer; however, we recognize that extraordinary circumstances may exist, in which case the employee should contact the Office of Human Resources to discuss his/her situation.*

### **TRANSFER PROCESS**

**Step 1: Review available job postings and apply for positions of interest via the BIS online application.**

*Note: It is imperative that the submitted Transfer Letter of Request reflects an accurate and complete account of employment history, including all positions held within the agency and the reason for the request.*

**Step 2:** Request a review of the most current signed performance evaluation (received within the last 18 months) by Human Resources and the Department Director.

*Note: If latest performance evaluation is not available, the employee must provide two current signed letters of reference, preferably to include one from the current supervisor and one from a recent former supervisor.*

**Step 3:** Wait for confirmation from the Human Resources Department or Department Director regarding transfer approval. Written confirmation will be provided to confirm eligibility status.

### **Intradepartmental Transfer Process**

Based on the needs of the area as determined by the manager, the department has the authority to transfer employees to positions within the department to maintain efficient and productive workflow and results. We strongly encourage managers to make an internal announcement regarding the opportunity, but it is not necessary to post it as an opening.

### **Interdepartmental Transfer Process**

**Employee Responsibilities:** Prior to initiating a transfer, it is recommended that the interested employee advise his/her immediate supervisor that he/she is interested in other opportunities outside of the department. The employee must identify the specific position or area of interest to facilitate the transfer process. In all cases, the employee must complete a Transfer Letter of Request and request a review of their most recent performance review to determine eligibility.

**Hiring Manager Responsibilities:** If a hiring department has knowledge of an employee outside the department who is interested in its opening, at a minimum the department is expected to notify Human Resources and should also refer the employee to the Office of Human Resources so that eligibility for transfer may be determined. Each hiring manager is responsible for conducting the final interview(s), verifying past employment/references and, ultimately, extending the formal offer of employment.

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**Human Resources Responsibilities:** Interview or refer an employee whose knowledge base, skill set, and work history match the position referenced by the employee. It should be noted that only employees deemed qualified and suitable are forwarded to the hiring manager for review. While information related to the position status is limited, the Office of Human Resources will, upon request, attempt to provide feedback when the information is available and deemed reasonable and practical to communicate. The Office of Human Resources will re-verify the eligibility on a periodic basis, typically 90 days after the initial transfer approval.

### **Reference Checks**

To facilitate the reference check process and safeguard the rights of employees seeking interdepartmental transfers, a hiring supervisor who is considering making an offer of employment to an employee from another department should ask the current supervisor to verify the performance and attendance record of the employee.

There may be extenuating circumstances in which an employee requests that his/her current supervisor not be contacted before an offer or acceptance. In all cases, information provided to the hiring manager should reflect only the documented strengths or accomplishments, developmental areas, and corrective action or disciplinary notices as recorded in the employee's personnel file.

### **Compensation**

Hiring managers are expected to discuss and confirm the employee's current salary grade and rate of pay with both the employee and the Office of Human Resources prior to extending an offer. Hiring managers may grant a salary increase, within agency guidelines and with Director approval, for a promotion (a move to a job in a higher salary grade). A Personnel Action Form is required to accompany any additional position paperwork such as job description, benefits, etc.

In general, no salary increase is provided for a lateral transfer (a move to a job in the same grade) because there is no increase in the level of responsibility. When an employee transfers to a job in a lower salary grade, the manager should consult with the Office of Human Resources. Typically, the employee's salary will be reduced because the level of responsibility has decreased.

### **Notice of Transfer**

If chosen for an open position, the employee should notify their current supervisor(s) and families (when applicable) of the transfer. A date of transfer will be agreed upon by the managers of the affected areas and the employee. Generally, employees in non-exempt jobs should anticipate at least two weeks formal notice and employees in exempt jobs should anticipate at least four weeks. In all instances, adequate notice of transfer must be given to avoid the risk of disrupting the workflow in the employee's current area.

### **Leave Balances**

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All accrued but unused Paid Time Off (PTO), must be transferred by the employee's current manager to the new department. Each employee is encouraged to confirm the accrual balances with his/her current supervisor before the effective transfer date.

Full time to Part time or PRN transfers under 90 days will result in a forfeiture of PTO above 40 hours.

### **Orientation Period for Transferred Employees**

The first three (3) months in the new position is an orientation period. However, transfer employees may use accumulated PTO time during this period with supervisory approval.

An employee should be aware that it is necessary to satisfactorily meet the new position's performance expectations and standards as established by the new manager during the orientation period. The employee's work habits and performance will be examined throughout the orientation period and, if the employee fails to meet these expectations, he/she may be separated from employment.

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### **181 Concealed Weapons Policy**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

Employees may not, at any time while on any property owned, leased or controlled by Behavior Intervention Services, including *anywhere* that company business is conducted, such as client homes, BIS home office, while transporting clients in a vehicle, company event venues, and so forth, **possess or use** any weapon. Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical or electronic device whose purpose is to cause harm to another person such as pepper spray or Tasers.

Regardless of whether an employee possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are strictly prohibited on any company property or in any location in which the employee represents the company for business purposes, including those listed above. Employees may not, at any time or for any reason, carry a concealed weapon while in the presence of a client of Behavior Intervention Services or while being paid for any job duty by BIS. Employees who violate this policy will be subject to immediate termination.

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### **182 Consumer Safety and Space Heaters**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

BIS is committed to providing a safe and healthy environment for both our clients and employees. Space heaters pose serious fire and electrical hazards, and are not efficient from an energy use standpoint; therefore, the use of space heaters in BIS offices and or residential homes are *strongly discouraged*.

Space heaters should be reserved only for times of heating system failures rather than as a means for supplementing an existing heating system. Should the need exist to use a space heater only as a result of a heating failure, please make sure the home supervisor is notified immediately of this need. Space heaters, if in the home, should never be plugged in or utilized outside of this exception.

If the absolute need arises to use a space heater, the following guidelines must be followed:

- Space heaters may NEVER under any circumstances be left on overnight or when no one is home.
- The immediate area surrounding the space heater should be free of clutter and items may not be placed on or around the space heater.
- Any consumer living in an ISL must remain a distance of 3 feet away from any space heater that is in use to avoid possible burns.
- Space heaters should not be used for extended periods of time, including overnight. If a heating system failure will last for an extended period alternative accommodations must be made.
- Space heaters should not be used in any room that contains any flammable liquids.
- Space heaters should never be left operating in a room that is unattended.

Employees that violate this policy may be subject to disciplinary action.

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### **183 Social Media**

Effective Date: 1/1/2015

Revision Date: 1/1/2022

BIS understands that social media can be a fun and rewarding way to express one's freedom of speech, share one's 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 our employees in making responsible decisions about the use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all employees who work for BIS. Managers and supervisors should use the supplemental Social Media Management Guidelines for additional guidance in administering the policy.

#### **GUIDELINES**

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 one's own or someone else's web log or blog, journal or diary, personal web site, social networking sites (such as but not limited to: Facebook, Instagram, Vine, LinkedIn, Twitter, Snapchat, etc.) or affinity web sites, web bulletin boards or a chat room, whether or not employed or affiliated with BIS, as well as any other form of electronic communication.

The same principles and guidelines found in BIS policies and these basic beliefs apply to ones 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 ones conduct that adversely affects ones job performance, the performance of fellow employees or otherwise adversely affects members, customers, suppliers, people who work on behalf of BIS or BIS' legitimate business interests may result in disciplinary action up to and including termination.

- Do not take pictures of ones clients with one's personal camera or phone without the written consent of their parents or guardian.
- Do not post or tag pictures of ones clients, locations or co-workers to any social media site without the written consent of BIS. All parents and guardians must sign a media release form with the agency to allow pictures or the likeness of their children on our web site due to HIPAA and confidentiality guidelines. Violations can lead to termination.
- Employees are discouraged from using social media during work hours.

**Know and follow the rules**



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Carefully read these guidelines, the BIS Statement of Ethics Policy, the BIS Information Policy and the Discrimination & Harassment Prevention Policy, the BIS Cell Phone Usage policy and the Internet Usage Policy and ensure that postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and 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 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, proprietary or confidential, derogatory towards fellow employees, clients, consumers, parents, guardians, supervisory staff or people who work on behalf of BIS or competitors.

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

- Maintain the confidentiality of BIS trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Do not create a link from ones blog, web site or other social networking site to a BIS web site.
- Express only personal opinions. Never represent oneself as a spokesperson for BIS. If BIS is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that ones' views do not represent those of BIS, fellow employees, members, customers, suppliers or people working on behalf of BIS. If you do publish a blog or post online related to the work you do or subjects employed with BIS, you are prohibited to the use of names, monikers or pictures of any client or co-worker employed with BIS. **Additionally, you cannot check in or tag yourself at any ISL, Clinic, Day Program or Natural Home site** and must make it clear that you are not speaking on behalf of BIS.

### **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 a manager or supervisor, or consistent with the Company Equipment Policy. Do not use BIS email addresses to register with social networks, blogs or other online tools utilized for personal use.

### **Retaliation is prohibited**

BIS prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for

# ***Behavior Intervention Services***

## **HR Policies**

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**

Employees should not speak to the media on BIS' behalf without contacting the Executive Director first. All media inquiries should be directed to them. Additionally, all web site, blog, chat room, video-sharing site, bulletin board or other social media that promotes BIS must have prior written approval from the Executive Director prior to its posting.

### **For more information**

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

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### **184 Employee Training**

Effective Date: 1/1/2015

Revision Date: 12/23/2024

BIS employees are required to have certain training classes, as mandated by the Department of Mental Health and listed in their job description, in order to provide support services to clients who receive Medicaid waiver funding. Employees may obtain this training through a BIS training class or through any accredited training provider.

BIS strongly suggests that employees receive the following vaccinations, which can be reimbursed once the test result and receipt has been turned into the Financial Director for review and processing:

- Tuberculosis test (TB test) - up to \$24
- Hepatitis B vaccination (Hep B) - up to \$120 for full series (3 shots)

The following classes are required by all BIS employees that have direct contact with individuals supported by BIS:

- Orientation
- Positive Behavior Supports (Behavior Management)
- EMT Training/Incident Report Training
- CPR/First Aid-Every two year re-certification required
- Mandt Systems-Every year re-certification required, quarterly in some instances
- Medication Administration, Level 1- Every two year re-certification required.
- Individualized and/or Behavior Support Plans - Annually or as updated
- All annual online trainings (which include, Abuse and Neglect, Blood Borne Pathogen, Drivers Safety Training Confidentiality, HIPAA, Observe, Record and Report and Seizure training), Fraud, Waste and Abuse and any other as deemed necessary.

Training costs/fees associated with taking classes outside the agency are the employee's responsibility. BIS training classes are provided free to employees, barring their completion of 90 days of continuous employment. If employees changes their status to PRN before 90 days of employment the employees training copies are not available for an additional 90 days. An employee may request a copy of any certification received through BIS 30 days after they have taken the class. A \$5 processing fee will be assessed for each request for copies.

In the event that a newly hired employee fails to complete 90 days of employment from the date of any completed training or certification, they will be responsible for the repayment of the cost of any classes attended via a payroll deduction of their last paycheck(s). The \$5 processing fee for copies will be waived if the resigned or terminated employees is charged for the repayment of classes taken, as long as their request for copies is received within 30 days of the end of their employment.

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It is the responsibility of the employee to ensure that all training is kept current. BIS will inform employees periodically of any changes in Dept. of Mental Health requirements and his/her current training status. Employees are required to have all training completed during the introductory period. Failure to keep training requirements updated will be grounds for disciplinary action, up to and including termination.

If an employee signs up for a class and does not attend or fails to give 2 hours' notice of the intent to cancel the class, the employee will be responsible and charged for the cost associated with the class.

Any person who is not actively employed by BIS will not be compensated for training time. If they choose to pay for the total cost of class, they may receive their training certificates/cards.

If a class is cancelled by BIS, for any reason, no compensation will be paid. No mileage reimbursement is paid for employees to attend training classes.

Employees will not be compensated for trainings not required by BIS's policies. If an employee fails to take the Medication re-certification class in a timely manner, and is therefore required to repeat the entire 2 day class, they will only be compensated for taking the re certification course and not the full course.

Exempt employees are not compensated for training.

The following classes (CPR, First Aid, Med Level 1, Infection Control Transmission Based Precautions, Annual online trainings) must be re certified before the end of the month in which the training expires. Mandt must be completed within 30 days of the expiration date but is preferred to be completed before the end of the expiration month as with the other trainings.

Under no circumstances may employees work as a single staff member responsible for the care of a client at any time if any of these classes expire.

CPR/FA certifications will be sent directly to the employee and the costs associated with that training will be passed onto the employee at the time of class completion. A payroll deduction for the amount of the class will be taken out of their next available check unless other arrangements for payment have been made prior to class time.

Failure to complete any required training or certification by its due date will result in the employee being suspended and/or scheduled to the office to complete the training. The training time will be paid at minimum wage. An employee must complete the expired training, either by attending one of the next two classes offered or by providing outside certification from another agency.

Failure to take or maintain any required training/certification will result in immediate termination due to a failure to meet the minimum requirements of their position.

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### **190 Grievance Policy (A. Clients & B. Employees)**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

Behavior Intervention Services is committed to providing the individuals supported the highest quality of service.

**A.** Clients can talk to staff any time they are unhappy with staff or the services provided, and Behavior Intervention Services will try to resolve the issue. If at any time an individual supported is unhappy with the quality of service received, we ask that you take the following steps. After each step if you feel that you are not satisfied, you are encouraged to move on to the next step. For steps one and two, you should receive a response concerning the situation within three working days.

- Contact the supervisor that works with your staff
- Contact the Department Director
- Contact the Executive Director. A response should be received within 10 working days.
- Contact your case manager from St. Louis Regional Center

Individuals are encouraged to use outside resources to assist them with expressing his/her grievances. Individuals also may wish to use an attorney, Peoples First chapter, DMH Client Rights Monitor (800-364-9687), or MO Protection & Advocacy.

**B.** If, during the Progressive Disciplinary Process, an employee is unhappy with the determination from a supervisor for an Action Plan or Suspension, an employee may request a Grievance Process to have the information reviewed by an outside 3rd party. The steps to begin a grievance Process are as follows:

- Contact your direct supervisor in writing to inform them that you wish to begin the Grievance Process.
- State your concerns and disputes with your action plan or suspension clearly and accurately, including dates, times and documentation to support your request.
- Include the HR Director and Executive Director in your written request for review.

Once received, your grievance will be reviewed by the HR Director. A brief meeting may be called in which the staff, supervisor, HR Director and BCBA will review all documents and ask questions.

A final determination will be handed out within a 14-business day period to all parties.

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### **191 Personal Relationships in the Workplace**

Effective Date: 1/1/2012

Revision Date: 8/5/2014

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships. Employees that have a relation to another employee through blood or marriage or similar to that of persons with a blood or marriage relationship must disclose the relationship to Human Resources.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although BIS has no prohibition against employing relatives of current employees or individuals involved in a dating relationship, we are committed to monitoring situations in which such relationships exist in the same area or department. In case of actual or potential problems, BIS will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

BIS encourages employees to treat their co-workers and peers in a friendly and courteous manner. Over the course of employment, many co-workers will form a personal and platonic relationship. Should these or romantic relationships hinder either employee's ability to perform the expectations of their position in terms of decision making, be perceived as favoritism or special treatment, cause a distraction to the workplace or task at hand or lead to gossip and/or the release of private and privileged information, disciplinary action such as relocation, removal from current position or termination could occur.

# *Behavior Intervention Services*

## HR Policies

### 201 Employment Categories

Effective Date: 1/1/2015

Revision Date: 1/1/2022

It is the intent of BIS to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and BIS.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by BIS management.

Due to the nature of the agency's mission, employees may be required to work nights and weekends to fulfill their weekly hours and as necessary, for the client's/teams coverage. Overtime will only be granted in the most extreme circumstances and must have prior approval from the ISL Director.

In addition to the above categories, each employee will belong to one other employment category:

**FULL TIME SALARIED EMPLOYEES (EXEMPT)** are those whom are not in a temporary or introductory status and who are regularly scheduled to work a minimum of 40 hours per week in a supervisory position, but due to the nature of their position, may be required to workover that amount in order to complete necessary projects, meet deadlines and/or meet the expectations of the position. Generally, they are eligible for any BIS's benefit package after a 60 day + the first day of the month wait period for insurance benefits and 30 days of full time employment for Paid Time Off accrual abilities.

**FULL-TIME HOURLY EMPLOYEES (NON-EXEMPT)** are those who are not in a temporary or introductory status and who are regularly scheduled to work a minimum of 32 hours but whom CANNOT exceed 40 hours. Generally, they are eligible for any BIS's benefit package after a 60 day + the first day of the month wait period for insurance benefits and 30 days of full time employment for Paid Time Off accrual abilities.

**Full time (hourly non-exempt and salaried exempt or non-exempt) employees** that do not maintain their required hours on any given week (excluding exceptions) and do not have any PTO time to supplement their hours will receive a first and final notice.

Full time employees that fall below their required hours of work for a 3rd week in a six month period, barring any exceptions will receive:

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- a demotion to part time position
- loss of any accrued PTO time and any approved paid time off
- loss of insurance benefits
- loss of retirement and holiday benefits (in applicable)
- will not be eligible for promotion or change in status for a minimum of six months

**VARIABLE HOURLY EMPLOYEES (NON-EXEMPT)** are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work a minimum of one (1) scheduled, ongoing and repeating shift per week but generally no more than 29 hours per week.

*In the event that a Vh employee requests time off on a day they normally work and that drops them to no hours for the week, they are required to work another day/pick up alternative hours at some point in that week to maintain the minimum expectation of 1 shift per week.*

While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of BIS's other benefit programs, except any supplemental insurance offered or the current retirement plan as allowed by the benefit. There may be times when staffing crises, emergency coverage or illness of other team members put a strain on the normal staffing patterns of a client.

During those periods, part time employees may be asked to work over 29 hours per week but this does not entitle them to a full time employment status unless:

- 1) They have completed the necessary steps to move to a permanent full time position as outlined in the Full Time Employment description.
- 2) They have exceeded the threshold of hours for full time status under the federal definition (a minimum of 30 hours per week) within their first year of employment

*Once either of these have been met by an employee, their status will be changed to full time and they will be required to maintain full time employment in order to retain a position within the agency. Failure to comply with full time expectations will require that employee to resign their position for a minimum of 13 weeks before being able to return to any type of work status.*

**PROBATIONARY** employees are those whose performance is being evaluated to determine whether further employment in a specific position or with BIS is appropriate. Employees who satisfactorily complete the introductory period of 90 days will be notified of their new employment classification.

**TEMPORARY** employees are part time, non-exempt employees whom are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally



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mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of BIS's other benefit programs.

**SEASONAL** employees are full or part time, non-exempt employees whom are hired typically during the summer months for a period of no less than 30 days and no more than 120 days worked within a calendar year. Seasonal employees, though full time, will receive all legally mandated benefits (such as worker's compensation insurance and Social Security) but **are not** eligible for any BIS benefits during their employment.

Seasonal employees will typically only work during the spring, winter and summer breaks as typically defined by a school calendar year (March, June - August, November) and may request to test out of re-attendance in orientation and other mandated classes (as long as they have not been updated within the past year) when returning to work after more than a 30 day period of non-work, as long as all other trainings and certifications are current.

**PRN** employees are variable, non-exempt employees whom have established an employment relationship with BIS but who are assigned to work on an intermittent and/or unpredictable basis of a minimum of 20 hours per month but at least 60 hours every quarter. (Jan - Mar, April - June, July - Sept, Oct - Dec) While they receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of BIS's other benefit programs. PRN employees would not be considered active in their position if they: have an expired training/certification, fail to meet the minimum expectation of hours by the end of any quarter.

**\*\*PLEASE NOTE\*\****All positions within the agency are considered "awake" positions* - employees are expected to maintain all levels and performance expectations associated with their job position and should not, for any reason, be asleep or in a position in which sleep or unconsciousness and a lack of awareness of surroundings can be perceived. Additionally, all clients should be supervised during any shift under the "line of sight, arm's length" rule both in the community and home settings unless otherwise noted in their specific BSP/ISP.

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### **202 Access to Personnel Files**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

BIS maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of BIS, and access to the information they contain is restricted. Generally, only supervisors and management personnel of BIS who have a legitimate reason to review information in a file are allowed to do so.

To keep your personnel file up to date you should notify the HR Director of any changes in your name, telephone number, home address, marital status, number of dependent, beneficiaries designations, educational attainments and any other relevant factors. The employee is also responsible for keeping accurate W4's, monitoring own tax withholdings and notification of address change. Failure to do so could delay receipt of important documents and/or jeopardize continued employment.

Employees who wish to review their own file should contact the HR Director. With reasonable advance notice, employees may review their own personnel files in BIS's offices and in the presence of an individual appointed by BIS to maintain the files.

In the event that an employee wishes to receive copies of the trainings they have attended during their employment, they may request, in writing, the following certifications **only after they have worked for a minimum of 30 days with the agency**: CPR/FA, Mandt, Medication Administration level 1.

*All other trainings received during employment with BIS are considered "in house" trainings and are used for internal purposes only.*

There is a \$5 processing fee associated with each request for copies that must either be paid in cash or by payroll deduction before any copies will be issued. Employees requesting items from the current year may expect a turnaround time of between 24 - 48 hours in most cases, depending on the item requested. Employees or former employees requesting items dated later than (1) calendar year from their request date should note that this information may take between 7 - 14 days to process.

Additionally, employees that terminate their employment, either by resignation or termination from the agency within the first 90 days of attending any certification training (CPR/FA, Mandt, and Medication Administration level 1) will be required to pay for the cost of the training out of their next available paycheck(s) at the current cost of each class. These employees can receive copies of these certifications after the full amount of the necessary deduction has been satisfied by contacting the HR Director in writing for these items.

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## **HR Policies**

### **203 Employment Reference Checks**

Effective Date: 1/1/2015

Revision Date: 6/8/2023

To ensure that individuals who join BIS are well qualified and have a strong potential to be productive and successful, it is the policy of BIS to check the employment references of all applicants. This includes but is not limited to volunteers, contracted workers, household members and student workers. This includes MVR's and drivers insurance companies that are done at least annually or as deemed necessary by insurance carriers. All applicants interested in obtaining employment with BIS must register themselves with the Family Care Safety Registry at <https://webapp02.dhss.mo.gov/bsees/>. The applicants shall be responsible for the one-time fee should they not already be registered with the FCSR.

**Missouri's Family Care Safety Registry (FCSR)** was established by law to promote family and community safety. In addition to the FCSR, all potential applicants will be verified through the **Department of Health and Senior Services Office of the Inspector General (OIG) database** at <http://exclusions.oig.hhs.gov/>. OIG is the largest inspector general's office in the Federal Government, with more than 1,700 employees dedicated to combating fraud, waste and abuse and to improving the efficiency of the HHS programs. Finally, all applicants and active employees will be verified through the **MO Department of Health and Senior Services Employee Disqualification List (EDL)** automated system at <http://health.mo.gov/safety/edl/>.

Background checks returned with convictions under sections 630.170 and 660.317, RSMO exclude a person from holding a position with BIS. For other felony convictions, arrest, and misdemeanor information, BIS will follow EEOC guidelines and consider the offense before making a decision for employment.

Background checks from the FCSR are required to be initiated and on file with the HR Department at least two working days of hire for staff who will have contact with individuals served. A DMH exception letter may be required, if that person has been found guilty of or pleaded guilty (including those that received a suspended imposition of sentence - SIS - or a suspended execution of sentence) or nolo contendere to certain specified crimes are disqualified from working in mental health programs that are operated, licensed, certified, accredited, in possession of deemed status, or funded by the Department of Mental Health.

Any person who is disqualified under this section may request an exception to this employment disqualification from the Department of Mental Health Exceptions Committee. The process to request an exception can be found here:

<https://dmh.mo.gov/docs/diroffice/dors/instructionsforexceptionduetocriminalhistory.pdf>

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If any information received during the screening process is significantly different than what the employee has stated in the interview, on the application, or on supplemental forms, the employment may be terminated.

All employees of BIS must have and maintain a clear record (no matches) of each background check throughout the duration of their employment. Each employee will be verified annually through each systems for as long as they are employed by this agency. Any change or record found during the annual renewal of the background check will be subject to immediate suspension from all shifts. The employee will have the opportunity to clear or update their record for over the next 30 days to retain employment.

Additionally, the Human Resources Department will respond to current or past employment verification inquiries that are submitted in writing by the interested party. Responses to such inquiries will confirm dates of employment, wage rates, whether or not an employee is eligible for re hire and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

Reference check inquiries should be sent direct to the HR Director or by fax to 314-395-9381.

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### **205 Introductory (Probationary) Period**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

The introductory or probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. BIS uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or BIS may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and re hired employees work on an introductory basis for the first 90 calendar days after their date of hire. Employees who are promoted or transferred within BIS must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If BIS determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within BIS, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during any probationary period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and BIS's needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other BIS-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within BIS.

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### **208 Employment Applications**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

BIS relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

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### **209 Performance Evaluation**

Effective Date: 1/1/2015

Revision Date: 12/3/2019

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. BIS' commitment to its CORE Values, such as high standards, expects all employees to perform daily at the highest level possible. BIS will reward all staff who consistently apply high standards to their job and performance in accordance with Quality Assurance checks, performed by Department Directors.

During Quality Assurance (QA) audits:

- A sampling of the employee's work is checked for accuracy, completeness, and adherence to the agency's CORE Values, as outlined in the QA tool for each department. Attendance in the quarterly all-agency meetings will also be taken into consideration of overall score.
- Employees scoring at or above the identified threshold for the period in review will receive eligible increases.
- If the employees' pay is capped, the annual eligible bonus amount will be divided out per evaluation period based on successful QA scoring.
- The tool used to check employee work expectations will be shared with all employees at least 6 weeks prior to the quality check.
- Any employee that does not work at least 75% of the evaluation period is not eligible for an increase.

An employee must be employed and working with the agency for a minimum of six months prior to any scheduled check in order to qualify for that period's available performance increase. Employees under an action plan or performance review during that period are not eligible for an increase during the period in which they are under an action plan.

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### **210 Job Descriptions**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

BIS makes every effort to create and maintain accurate job descriptions for all positions within the agency. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

BIS maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

Supervisors are responsible for communicating whether or not a staff member may sleep during a night shift. If a staff member does not remain awake and alert at all times as required, gives the appearance of sleep or sleepiness or has been reported to be asleep while assigned to a client, disciplinary action up to and including termination will result.

The Human Resources Director and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Human Resources Director if you have any questions or concerns about or to obtain a copy of your job description.



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### **214 Medical Information Privacy**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

This Medical Information Privacy policy describes how health information about employees may be used and disclosed by BIS and how employees can get access to this information. BIS is committed to maintaining and protecting the confidentiality of our employees' personal information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). The Human Resources Department is the designated Privacy Officer for all employee medical information.

This policy of privacy practices applies to the health plans of BIS that are covered by privacy regulations, for example health benefit plans, dental plans, employee assistance plans, and pharmacy benefit programs (collectively referred to as the Benefit Plans). The Benefit Plans are required by federal and state law to protect the privacy of employees' individually identifiable health information and other personal information and to provide employees with notice about their policies, safeguards, and practices. When the Benefit Plans use or disclose employees' protected health information, the Benefit Plans are bound by the terms of this policy, or a revised policy, if applicable.

The Benefit Plans will not use employees' protected health information or disclose it to others without the employees' authorization, except for the following purposes:

**Treatment** - The Benefit Plans may disclose employees' protected health information, or employees' covered dependents' protected health information, to a health care provider or administrator for its provision, coordination, or management of the employees' health care and related services. For example, prior to providing a health service to an employee, the employee's doctor may ask for information concerning whether and when the service was previously provided to the employee. The Benefit Plans may use and disclose employees' protected health information for treatment activities of a health care provider.

**Payment** - The Benefit Plans may use and disclose employees' protected health information to facilitate payment of premiums for employees' coverage, and to determine and fulfill their responsibility to provide employees' medical, dental, and EAP benefits. For example, employees' protected health information may be used to make coverage determinations, administer claims, and coordinate benefits with other coverage employees may have. The Benefit Plans may also disclose employees' protected health information to a health plan or administrator to determine employees' eligibility for coverage, or for the health care provider to obtain payment for health care services provided to the employee.

**Health Care Operations** - The Benefit Plans may use and disclose employees' protected health information for their health care operations, or the health care operations of a third party administrator of the Benefit Plans. For example, the Benefit Plans may use protected health information to conduct quality assessment and improvement activities. Other health care operations may include providing appointment reminders,

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or sending employees' information about treatment alternatives or other health-related benefits and services. The Benefit Plans also may disclose employees' protected health information to another health plan or provider that has a relationship with an employee, so that it can conduct quality assessment and improvement activities (for example, to perform case management).

**Disclosure to Employer or Operating Company** - The Benefit Plans may disclose employees' protected health information to BIS, or to a company acting on the behalf of BIS, so that it can monitor, audit, and otherwise administer the employee health benefit plan in which employees participate. BIS and its operating companies are not permitted to use protected health information for any purpose other than administration of employees' health, dental, and EAP benefits. The Benefit Plans will not disclose protected health information to BIS for the purposes of employment-related actions or decisions, or in connection with any other benefit or employee benefit plan. The Benefit Plans will identify employees who are authorized to receive and use protected health information.

**Disclosure to Health Care Vendors and Accreditation Organizations** - The Benefit Plans may disclose employees' protected health information to companies with whom they contract, if they need it to perform requested services. For example, the Benefit Plans may provide protected health information to vendors who provide important information and guidance to plan members with chronic conditions such as diabetes and asthma. Protected health information may be disclosed to accreditation organizations such as the National Committee for Quality Assurance (NCQA) for quality measurement purposes. When the Benefit Plans enter into these arrangements, they will obtain a written agreement to protect employees' protected health information.

**Public Health Activities** - The Benefit Plans may disclose employees' protected health information for the following public health activities and purposes: 1) to report health information to public health authorities that are authorized by law to receive such information for the purpose of controlling disease, injury, or disability; 2) to report child abuse or neglect to a government authority that is authorized by law to receive such reports; 3) to report information about a product or activity that is regulated by the U.S. Food and Drug Administration (FDA) to a person responsible for the quality, safety, or effectiveness of the product or activity; and, 4) to alert a person who may have been exposed to a communicable disease, if the Benefit Plans are authorized by law to give this notice.

**Health Oversight Activities** - The Benefit Plans may disclose employees' protected health information to a government agency that is legally responsible for oversight of the health care system or for ensuring compliance with the rules of government benefit programs, such as Medicare or Medicaid, or other regulatory programs that need health information to determine compliance.

**For Research** - The Benefit Plans may disclose employees' protected health information for medical research purposes, subject to strict legal restrictions.

**To comply with the Law** - The Benefit Plans may use and disclose employees' protected health information to comply with the law.

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Judicial and Administrative Proceedings - The Benefit Plans may disclose employees' protected health information in a judicial or administrative proceeding or in response to a legal order.

Law Enforcement Officials - The Benefit Plans may disclose employees' protected health information to the police or other law enforcement officials, as required by law or in compliance with a court order or other process authorized by law.

Health or Safety - The Benefit Plans may disclose employees' protected health information to prevent or lessen a serious and imminent threat to employees' health or safety or the health and safety of the general public.

Government Functions - The Benefit Plans may disclose employees' protected health information to various departments of the government such as the U.S. military or the U.S. Department of State.

Workers' Compensation - The Benefit Plans may disclose employees' protected health information when necessary to comply with workers' compensation laws.

Other - The Benefit Plans may disclose employees' protected health information when necessary to file claims with re-insurers or stop-loss carriers, or to obtain coverage with re-insurers or stop-loss carriers. The Benefit Plans may also disclose employees' protected health information to subrogation vendors to recoup payments made by the Benefit Plans that were reimbursed by other insurance arrangements.

Uses and Disclosures with Employees' Written Authorization - The Benefit Plans will not use or disclose employees' protected health information for any purpose other than the purposes described in this policy without the employees' written authorization. For example, the Benefit Plans will not supply protected health information to another company for its marketing purposes or to a potential employer with whom an employee is seeking employment without the employee's signed authorization. Employees may revoke an authorization that has previously been given by sending a written request to the Human Resources Department, but not with respect to any actions the Benefit Plans have already taken.

Disclosure to Others Involved in an Employee's Care - The Benefit Plans may disclose protected health information about employees to a relative, a friend, the subscriber of employees' benefits, or any other person employees identify, provided the information is directly relevant to that person's involvement with employees' health care or payment for that care. For example, if a family member or a caregiver calls BIS with knowledge of an employee's protected health information, BIS may confirm protected health information or answer questions. Employees have the right to stop or limit this type of disclosure by contacting the Human Resources Department. If an employee is a minor, the employee also may have the right to block parental access to the employee's protected health information in certain circumstances, if permitted by state law.

Employees may request restrictions on the use and disclosure of the employee's protected health

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information for the treatment, payment, and health care operations purposes explained in this policy. While the Benefit Plans will consider all requests for restrictions carefully, the Benefit Plans are not required to agree to a requested restriction.

Employees may ask to receive communications of their protected health information from the Benefit Plans by alternative means of communication or at alternative locations. While the Benefit Plans will consider reasonable requests carefully, they are not required to agree to all requests.

Employees may ask to inspect or to obtain a copy of their protected health information that is included in certain records the Benefit Plans maintain. Under limited circumstances, the Benefit Plans may deny employees access to a portion of their records. If employees request copies, the Benefit Plans may charge employees copying and mailing costs.

Employees have the right to ask the Benefit Plans to amend protected health information that is contained in the Benefit Plans records. If the Benefit Plans determine that the record is inaccurate, and the law permits the Benefit Plans to amend it, the Benefit Plans will correct it. If the employee's doctor or another person created the information that the employee wants to change, the employees should ask that person to amend the information.

Upon request, employees may obtain an accounting of disclosures the Benefit Plans have made of their protected health information. The accounting that the Benefit Plans provide will not include disclosures made before April 14, 2003, disclosures made for treatment, payment or health care operations, disclosures made earlier than six years before the date of the request, and certain other disclosures that are exempted by law. If employees request an accounting more than once during any 12-month period, the Benefit Plans will charge those employees a reasonable fee for each accounting statement after the first one.

Employees may contact the Human Resources Department to obtain a paper copy of this policy, even if the employees previously agreed to receive notices electronically. Employees must also contact the Human Resources Department if they wish to make any of the requests listed above.

If employees want more information about privacy rights, do not understand their privacy rights, are concerned that the Benefit Plans have violated their privacy rights, or disagree with a decision that the Benefit Plans made about access to protected health information, they may contact the Human Resources Department. Employees may also file written complaints with the Secretary of the U.S. Department of Health and Human Services. BIS will not take any action against employees if they file a complaint.

BIS may change the terms of this policy at any time. If BIS changes this policy, BIS may make the new policy terms effective for all protected health information that the Benefit Plans maintain, including any information the Benefit Plans created or received before BIS issued the new policy. If BIS makes any changes to the Medical Information Privacy policy, notice of the changes will be provided to employees.

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### **301 Employee Benefits**

Effective Date: 1/1/2015

Revision Date: 11/16/2017

Eligible employees at BIS are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Full time employees agree to work a minimum number of hours per week in order to maintain their full time status. **A failure to maintain hours for any three weeks during a six month period** will result in a loss of eligibility for a full time position and subsequently, all available benefits.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- 401(k) Savings Plan
- Bereavement Leave
- Dental Insurance
- Family Leave
- Health Insurance
- Holidays (salaried, full time employees only)
- Jury Duty Leave
- Life Insurance
- Medical Insurance
- Short-Term Disability (at employees cost)
- Paid Time Off
- Vision Care Insurance
- Witness Duty Leave

Some benefit programs require contributions from employees, but most are fully paid by BIS.

***The benefit package for regular full-time (hourly and salaried) employees represents an additional cost to BIS of approximately 20 percent in wages per employee.***

# ***Behavior Intervention Services***

## **HR Policies**

### **303 Sick Days**

Effective Date: 1/1/2024

Revision Date: 12/23/2024

After 90 days of hire, all full time staff will begin accruing sick days. Time accrued can be used as soon as it is earned. If sick leave used exceeds sick leave available, vacation time will be utilized for the absences(s). Any special circumstance that results in a negative leave balance of 10 or more hours **MUST** have the prior approval of the Executive Director.

Accrued sick leave may be used to care for an employee's family member (parent/step parent, spouse/significant other (defined as a person of significant importance to the employee on a daily basis as the employee's family member of choice), or child/step-child) or for any family member who permanently resides in the employee's home. BIS recognizes that there may be occasions when an employee wishes to discuss utilizing sick leave for individuals who are not specifically covered under this policy. These special circumstances should be discussed with, and receive approval by, the Executive Director.

When an employee is ill, they are encouraged to use sick days to recover and as a way to prevent the passage of germs. As a general guideline, employees are requested to be free from a fever for twenty-four (24) hours without fever reducing medication before returning to work.

Employees will notify their immediate supervisor before or at the beginning of the work day when illness prevents attendance at work. Sick time must be submitted through the BIS website within 48 hours of the missed shifts.

If an illness exceeds three (3) days in length consecutively (and is not pre-approved as FMLA), or a distinct pattern of illness is evidenced by time off requests, the employee will be required to submit a statement from their Health Care Practitioner (HCP) stating that they have been under the HCP's care for the duration and that they are released to return to duty. BIS may request and obtain verification of the circumstances surrounding any sick leave at any time.

Employees will accrue sick leave at the following rates.

- After 90 days accrual will be .08 per paycheck (8 hours total will be accrued between 3 and 6 months employment)
- After 1 year of employment 1.23.

Maximum accrual allowed is 2 weeks. Any time in excess of the carry over amount will be considered forfeited.

Accrued but unused sick leave will not be paid out to an employee who separates from the BIS, nor will it be re-instated should a former employee return to employment with the BIS.

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Any used sick time during a final 14 days of employment will be recouped on employees final paycheck.

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### **305 Holidays**

Effective Date: 1/1/2015

Revision Date: 12/23/2024

Each year, BIS may offer holiday pay for hours worked on designated holidays, during specific hours.

**Non Exempt Employees** are required to work his/her scheduled shifts prior to, during and immediately following **all** recognized BIS holidays. Failure to do so will result in a loss of any holiday pay.

- A minimum of a three-week notice is required to request a given holiday off. Requests should be made in writing to your immediate supervisor. In order to be fair to all employees, an employee should not assume that he/she has a holiday off just because it falls on a regularly scheduled day off.
- It is understood that all staffing patterns are determined first by client need and second by staff request. However, BIS encourages fair and even distribution of the designated holidays, therefore, the immediate supervisor (or other designated staff) maintains a staff-rotation history intended to result in equitable distribution.
- The support staff scheduled to work the holiday as one of his/her regularly scheduled days are presumed on duty unless arrangements are made with his/her immediate supervisor.
- It may occur that no person receiving services is in residence on any given holiday. The staff person regularly scheduled to work that day will be transferred for the day. The immediate supervisor will coordinate the individual's needs with the Department Director. If an employee refuses to work at another assigned location, then disciplinary action will be taken and no PTO will be given.
- Day Habilitation staff will be assigned to work in an ISL during their normal hours on the Holiday. They may request PTO if available to be used during the holiday but must request off timeline. Day Habilitation employees will be excused from any shortage if PTO is not available in hours during the Christmas break.

**EXEMPT EMPLOYEES** must be employed 30 days prior to the first day of the month of a holiday in order to qualify for the holidays recognized by BIS.

Exempt employees may be required to work on-call or in a schedule. If the exempt employee is required to work, then at their supervisor's discretion they will be given an equal amount of PTO added to their balance (up to 8 hours), with supervisor approval and the completion of appropriate paperwork.

- Exempt employees who are not required to work or be on-call will not work on recognized holidays when the office is closed. No PTO will be required for these days, and compensation will not be adjusted.
- BIS is not able to guarantee exempt employees' time off-call during holidays observed by BIS. Exempt employees wishing to be off/off-call must submit a request for time off to his/her supervisor for approval. Each year, the administrative team will evaluate the number of exempt on-call employees and the observed holidays to devise a fair and equitable distribution of coverage on holidays.



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Holiday time is not available as extra compensation, nor does it have any monetary value.

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### **306 Workers' Compensation Insurance**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

BIS provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

- If/when a life-threatening injury occurs, the appropriate emergency service is contacted immediately (911). First Aid is to be administered by a certified individual as needed. The individual's supervisor is to be notified immediately.
- If/when an employee sustains a non-life threatening injury, the immediate supervisor and the HR Director are to be notified. The supervisor then should complete an initial injury report on the appropriate form. The employee should complete the medical release section. If the employee is refusing further treatment or requires only minor First Aid (i.e., a Band-Aid), then the appropriate form should be completed.
- The employee will immediately report to an authorized medical provider. The employee may be escorted to a provider if required and/or deemed necessary by the supervisor/injury coordinator. The medical provider will complete the medical treatment and advice on restrictions/treatments that are required.
- All employees will be required to complete a drug/alcohol screening process at the medical provider following a work-related injury and prior to being seen by a physician for care.
- The employee will return to the work site and/or office and complete the remaining forms with the supervisor or other authorized BIS individual. If the employee is unable to return to full duty, the Human Resources Director must approve other available options.
- Any attempt to defraud or otherwise misrepresent the circumstances, severity, or other aspects of an injury will result in disciplinary action, up to and including termination of employment. Acts of this nature may negate the validity of the claim, thus jeopardizing insurance benefits, and could lead to further legal action against any person attempting to defraud or otherwise misrepresent circumstances.

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If an employee is injured in the course of work and are absent from work, the employee is subject to the provisions of the State's workers' compensation program and are paid accordingly.

Currently, no compensation is paid for the first three days you are unable to work due to a work-related injury. If you are unable to work for more than fourteen days, the "three-day waiting period" will be paid. If available, an employee may use PTO time in order to be compensated for this time.

Modified duty may, in some situations, be available following a workers' compensation qualifying injury. A modified duty position is one of a temporary basis (usually no longer than 45 days). Availability is based on the restrictions put on employees and the positions that can accommodate these restrictions.

Once an employee is released from any restrictions regarding the injury, a permanent position will then be assigned. If an employee has permanent restrictions assigned due to a work-related injury, the administrative team will evaluate all available positions possible, with or without reasonable accommodation, and the employee will be reassigned and/or released from BIS employment if no positions are available. Due to the nature of our business, in that staffing must always be provided, BIS cannot guarantee that an employee will be returned to his/her original work assignment.

Neither BIS nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by BIS, including injuries sustained during the use of the onsite gym/gym equipment. All use of this equipment is at the assumption of the users own risk.

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### **307 Wellness Benefits**

Effective Date: 11/19/2021

Revision Date: 11/28/2023

BIS provides paid wellness leave benefits to all eligible employees for periods of temporary absence due to illnesses, injuries and wellness visits. Eligible employee classification(s):

\* Regular full-time employees

Eligible employees will accrue wellness benefits at the rate of 1 days per year (One day on Jan 1st .

Wellness days can be used in minimum increments of one-half day (4 hours). An eligible employee may use a wellness day for an absence due to his or her own illness, injury, wellness visit, or that of a child, parent, or spouse of the employee.

Wellness time must be submitted through the website within 48 hours of the last missed shift. Otherwise it will be counted as an absence and wellness time will not be allowed to be used.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday. The direct supervisor/scheduler must also be contacted on each additional day of absence.

Wellness time cannot be used during a transition from full time status or during a resignation/termination period.

As an additional condition of eligibility for wellness benefits, an employee on an extended absence must apply for any other available compensation and benefits, such as workers' compensation. Wellness benefits will be used to supplement any payments that an employee is eligible to receive from state disability insurance, workers' compensation or BIS-provided disability insurance programs. The combination of any such disability payments and wellness benefits cannot exceed the employee's normal weekly earnings.

Unused wellness benefits will be allowed to accumulate indefinitely.

Wellness benefits are intended solely to provide income protection in the event of illness, injury or wellness visits, and may not be used for any other absence. Unused wellness benefits will not be paid to employees while they are employed or upon termination of employment.

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### **309 Bereavement Leave**

Effective Date: 1/1/2015

Revision Date: 12/9/2019

Employees who wish to take time off due to the death of a family member should notify their supervisor and the Human Resources Department immediately. Up to **3 days or 24 hours of paid bereavement leave** will be provided for the death of *immediate* family members for employees in the following classifications:

- Regular full time employees
- A minimum of 60 days employment
- Copy of the obituary, notice or wake services attended
- Time is taken within 14 days

Immediate family members are defined as an employee's:

Spouse

Parent (or parent in law)

Child or Stepchild

Sibling

**One day of bereavement** may be granted to a full time employee for the death of an extended family member, defined as:

Aunt or Uncle

First Cousin

Grandparent

Niece/nephew

Bereavement will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisor's approval, use any available paid leave for additional time off as necessary. Additional time off requests should be submitted to Human Resources for tracking and payroll purposes.

Leave for attendance at the funeral of a non-immediate family member or person with an especially close relationship may be granted without pay. Typically paid leave is reserved for the death of immediate family members. The employee's supervisor will make the determination and report that determination to the Human Resources Department for denotation.

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### **311 Jury Duty**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

BIS encourages employees to fulfill their civic responsibilities by serving jury duty when required. BIS will authorize up to two paid days of jury duty every three years for the following employees:

- Full time, salaried employees

In the event that an employee is called for an extended period of time, they may request unpaid jury duty leave for the length of absence. If desired, employees may use any available paid time off (for example, vacation benefits).

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either BIS or the employee may request an excuse from jury duty if, in BIS's judgment, the employee's absence would create serious operational difficulties.

BIS will continue to provide health insurance benefits for the full term of the jury duty absence of any employee currently receiving benefits.

Benefit accruals such as vacation, sick leave, or holiday benefits will be suspended during any extended, unpaid jury duty leave and will resume upon return to active employment.

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### **313 Benefits Continuation (COBRA)**

Effective Date: 1/1/2015

Revision Date: 11/27/2014

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage at their own expense plus 2% under BIS's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

BIS provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under BIS's health insurance plan. The notice contains important information about the employee's rights and obligations and is required to be returned within 60 days of the initial notification.

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### **315 Paid Time Off (PTO) and Requested Time Off (RTO)**

Effective Date: 1/1/2015

Revision Date: 1/1/2025

**Paid Time Off (PTO) is an all-purpose time-off policy for eligible employees to use for vacation, illness or injury, personal business and to supplement any shortage in their required per week hours when they are not able to meet the expectations of their position.**

It combines traditional vacation and sick leave plans (if applicable) into one flexible, paid time-off policy. Employees in the following employment classification(s) have the ability to accrue and use PTO as described in this policy:

**All full time employees are required to work a minimum amount of hours each week to maintain their full time status, either through direct support hours as deemed a requirement for their position or by the use of Paid Time Off as supplemental hours.**

- Full time hourly employees - 32-40 hours of work each week
- Full time salaried employees - minimum of 40 hours of work each week

Once employees enter an eligible employment classification, they have the ability to accrue PTO according to the schedule based on years of service. Before PTO accrues or is available for use, **a waiting period of 30 days from their first week in a full time capacity** must be completed. After that time, employees can request the use of their accrued PTO hours.

#### **Requests for Planned PTO**

All planned Paid Time Off (PTO) requests must be submitted according to the following schedule:

- o **1 day off:** Request at least **1 week in advance.**
- o **2 days off:** Request at least **2 weeks in advance.**
- o **3 days off:** Request at least **3 weeks in advance.**
- o **4 days or more:** Request at least **4 weeks in advance.**
- o **A full week or more:** Submit your request **before the schedule is posted.**

This ensures adequate coverage and fairness in scheduling. If the employee does not have PTO to use the request may be denied based on team coverage needs.



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Variable Hour (or part time) employees accrue PTO for hours worked. Part time employees can use their PTO at any time. PTO supplement cannot exceed 40 hours in any week.

In the event that a full time employee does not work the minimum requirement of hours for any given week and they do not have the available PTO time to supplement their total hours and, if salaried, will be subject to a decrease in pay based on the total shortage of hours for the week.

- Exception of Day Habilitation staff the week of Christmas break.
- RBT's are not expected to meet minimum requirements during BIS recognized holiday weeks.

The amount of PTO employees may accrue each year increases based on the length of their employment. (\*Schedule listed below is based on a 40 hour work week for salaried employees.

Salaried employees that have a set number of billable hours each week as part of their work week requirement will also accrue PTO based on a 40 hour work week.

- Upon initial eligibility the employee has the ability to accrue PTO at the rate of 3.07 hours per pay period through 2nd year of full time service.
- After 3 years of eligible service the employee has the ability to accrue PTO at the rate of 4.61 hours per pay period.

After 5 years of eligible service the employee has the ability to accrue PTO at the rate of 6.15 hours per pay period.

For hourly employees, the amount of PTO employees may accrue each year increases based on the length of their employment and is based on the 40 hour work week.

- Upon initial eligibility the full and part time employee has the ability to accrue PTO at the rate of .039 per hour worked through 4th year of full-time service.
- After 5 years of eligible service the employee has the ability to accrue PTO at the rate of .058 per hour.
- After 10 years of eligible service the employee has the ability to accrue PTO at the rate of .077 per hour.

Employees who have an unexpected need to be absent from work should notify their direct supervisor & the HR Department before the scheduled start of their workday to confirm that PTO time may be utilized. The direct supervisor must also be contacted on each additional day of unexpected absence.

To schedule planned PTO, employees should

- Submit a Requested Time Off (RTO) entry via the When to Work system. Requests will be reviewed and approved based on a number of factors, including business needs and staffing requirements. Approval or denials will be sent accordingly.
- When approved, submit a written request via the PTO request form (found on the BIS website)

Employees that have posted work hours in the When to Work system during any time in which they wish

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to take PTO must follow the call off/shift coverage guidelines to find coverage PRIOR to requesting their PTO. PTO time submitted that conflicts with current posted/published work schedules (per W2W), will be rejected until the employee has followed the correct procedures.

PTO is paid at the employee's base pay rate at the time of absence. In the event that an employee has two different pay rates for the same position (such as DSP and RBT), that employee's PTO time will be paid out at a blended rate.

PTO will be used to supplement any payments that an employee is eligible to receive from state disability insurance, workers' compensation. The combination of any such disability payments and PTO cannot exceed the employee's normal weekly earnings.

**Accrued PTO time will be used to supplement any shortage in the required weekly time for full time employees, when they did not meet the minimum expectation of direct support hours and/or total hours as necessary for their position.**

The Payroll Department/Supervisor will automatically deduct PTO time to supplement a shortage of hours for any given week. A PTO request form is only required when requesting use for pre-planned events such as vacation, scheduled time off, etc. and must be approved by the employee's supervisor.

Positions that require an individual to be on call during specific times of the day will be required to go off call and will be charged PTO time to supplement any hours for the week during which they are unable to fulfill all or any portion of their daily responsibilities.

A full time employee may accrue and bank up to 160 hours at any one time or up to 40 hours for part time employees. Once any employee reaches 160 full time hours or 40 hours part time hours of accrued time, PTO accrual will cease until the time in which that employee utilizes enough accrued time to drop their bank to under 160 full time hours or 40 hours of part time of unused PTO. The employee may also request a buyout of PTO at a rate of 50% of its value. This can only be done one time per year and the employee must maintain a minimum balance of 20 hours in their PTO bank

Under extraordinary circumstances and with written supervisor and executive director approval, an employee may request a negative balance in their PTO bank. Such requests are processed on a case-by-case basis and should be infrequent.

Employees that need to request time off for an expected absence who do not have accrued PTO available for use, will be required to follow one of the following policies for **Unpaid Time Off**:

**\*Medical Leave**

**\*FMLA Leave**

**\*Leave of Absence**

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These employees may be subject to a decrease in salaried wages (based on total shortage of hours), loss of current work status, preferred day/shifts scheduled or be asked to move to a part time position. A demotion to a part time position will forfeit any full time benefits accrued up to that point immediately. Employees that do not follow these policies will be subject to disciplinary action.

**Upon resignation of employment, PTO use during the notification period is not permitted without written consent and approval by the Executive Director.** An employee can be paid for any unused PTO that has been accrued through their last day of work as long as they have provided the position minimum requested notification period (2 weeks for non-supervisory positions and 30 days for supervisory or administrative positions). This pay out would occur on the next available pay period after they have completed their notification period, as scheduled by the Pay Cycle for the current year.

Employees that fail to work any of the assigned or required hours during their notification period of resignation or termination of their employment will forfeit any remaining accrued PTO time and will not receive any pay out. Additionally, a supervisor (salaried position) that fails to meet the minimum expectations of the position during a notification period may cause an adjustment from a salaried rate to an hourly rate, depending on the total number of hours in that final week.

Employees that failed to provide or work their minimum notification period will not only forfeit any remaining PTO in their bank but will also have any PTO hours used or paid out within 30 days of their last day recouped out of a final pay check.

Employees that are terminated from employment will forfeit any accrued and unused PTO, to which no pay out is available.

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### **316 Health Insurance**

Effective Date: 1/1/2015

Revision Date: 11/21/2017

BIS's health insurance plan provides employees and their dependent access to medical, dental, and vision care insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Regular full-time employees

The agency strives to provide coverage to all eligible employees, subject to the provisions of the Insurer. Employees contribute a flat-amount toward the cost of the insuring contract. The employee's contribution is determined annually at the contract's renewal. Major medical, dental, vision, and other insurance policies are subject to details contract with third party provider.

Health insurance premiums to cover your dependent are your individual responsibility, but BIS handles the transfer of premiums to the carrier.

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between BIS and the insurance carrier. Each full-time employee will have the option to join or waive participation. All employees will be required to fill out a waiver form at the start of their FT employment until they have the chance to attend a full time benefits meeting, held on each even calendar month, on the first Wednesday of that month, beginning at 930am. Once required enrollment forms are completed and turned into the HR Director, they will take the place of the waiver form.

Employees are signed up to attend the next available benefits enrollment meeting to learn about the BIS full time benefits package. If an employee is currently enrolled in a plan at the time that the agency moves to a new carrier, that employee will be given the opportunity to adjust or pick their plan according to the new structure. If that employee fails to complete the renewal paperwork by the set deadline for changes, the agency will choose the most comprehensive plan for those employees at their cost. Changes to new plans can be made up to 30 days after the eligibility period starts.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Human Resources Department for more information about health insurance benefits.

# ***Behavior Intervention Services***

## **HR Policies**

### **320 401(k) Savings Plan**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

BIS has established a Safe Harbor 401(k) retirement savings plan to provide employees the potential for future financial security for retirement.

All employees who meet the following requirements may enroll in the 401(k) plan:

- a. Be at least age 21
- b. Employed for one year.
- c. Work more than 1000 hours in a plan year

Employees may join the plan only during open enrollment periods. Eligible employees may participate in the 401(k) plan subject to all terms and conditions of the plan and all contributions, both by the employee and BIS, are 100% vested beginning with the first contribution.

The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs. BIS also contributes an additional matching amount to each employee's 401(k) contribution.

Because your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions.

Complete details of the 401(k) savings plan are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Director for more information about the 401(k) plan.

# ***Behavior Intervention Services***

## **HR Policies**

### **330 Employee Financial Assistance**

Effective Date: 1/1/2015

Revision Date: 12/31/2024

- A. The Executive Director, with authorization from the owner, may authorize financial assistance to employees when such assistance is directly related to employment.
- B. Examples of employee assistance directly related to job include, but are not limited to:
  - 1. Computer loans for computer equipment BIS can purchase from preferred vendor and employee repay.
  - 2. Cell phones
  - 3. Vehicle assistance
- C. Employees must have been employed for over 2 years and must have not had any corrective action taken against him or her in the last six months are eligible for the assistance. The approved loan amount will be commensurate with years of employment.
- D. Employee signs an agreement stating payback details and consequences of terminating employment prior to repaying.
- E. Financial assistance provided by BIS may be paid directly to a vendor in many situations rather than being provided directly to the employee.
- F. The employee may use ½ of their PTO balance towards loan collateral. The cost will be paid back within six months and will be deducted from the employee's paycheck.
- G. Behavior Intervention Services will remove from the employee's paycheck the amount of PTO to cover the dollar amount approved. When repayment is complete, the employee's PTO will be transferred back to the employee.
- H. If the employee resigns before the repayment period, then the remainder of the payment will be taken from the PTO and/or the employee's final check. If money is owed to BIS beyond the scope of the final check and PTO balance, the employee will be required to make a final payment prior to last day of employment. If the employee is terminated, the employee is liable to Behavior Intervention Services for the full amount immediately.
- I. Behavior Intervention Services will only be able to allow for one outstanding loan per employee.
- J. An employee interested in utilizing this program will need to submit a note in writing to his/her supervisor, who will then forward it on to appropriate personnel for approval.

# ***Behavior Intervention Services***

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- K. Complete vendor payment details must be provided, including contact phone number.
  - 1. The vendor will be contacted to ensure they will accept a third-party payment.
  - 2. Computer purchases will be made through the BIS preferred vendor only.
  
- L. In the event of an employee transportation issue, an employee has the option of using a cab service with which Behavior Intervention Services has a charge agreement.
  - 3. Employees will be responsible for cab fare.
  - 4. An employee must make this arrangement with his/her supervisor prior to using this service.
  - 5. The option is offered as a courtesy for a short-term period and may be rescinded at any time.
  - 6. **It is a requirement of employment to have an insured vehicle.**
  
- M. Completed information is then filed in the employee's personnel file.

# ***Behavior Intervention Services***

## **HR Policies**

### **401 Timekeeping & DPN's**

Effective Date: 1/1/2015

Revision Date: 12/10/2019

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require BIS to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties specific to the clients to whom they provide services. Daily Progress Notes (DPNs) are required to be completed for every shift in order to accurately report the time worked for each client. Some DPNs may be online and will require access to the internet in order to complete. **All positions within the agency require that the employee have internet access (either through their personal phone or computer) in order to qualify for any position.**

Variable hour or part time (nonexempt) employees will typically be schedule up to 29 hours per week and will be required to work nights and weekends as necessary. All time reported should be accurately recorded in 15-minute increments. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Any changes to the posted and approved schedule should be reported to the supervisor of that client as soon as possible and preferably with prior written consent.

*Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.*

**All employees (part time and full time hourly, nonexempt and salaried, exempt)** should report to work no more than 7 minutes prior to their scheduled starting time nor stay more than 7 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

**Approved BIS time sheets should be turned in based on the following formula:**

- All clients will have a Daily Progress Note (DPN) that must be filled out completely each shift, per the guidelines of their department. DPNs per client may differ in terms of the type of information that is documented, however, DPNs are always to be completed "live" (Meaning that the information cannot be completed until the activity or skill in question has been completed by the client), prior to staff leaving their shift for the day and during the allotted time frame for the shift.
- All DPNs should include the following information:
  - client's full name including middle initial and/or date of birth
  - Date of service provided
  - time in and time out, coinciding with the scheduled shift time from When to Work/Set Works.
  - Any activity completed by the client, denoting any issues or problems with the activity, the length of the activity and the client's success or difficulty with any given item during that day.



# ***Behavior Intervention Services***

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- any client specific goals as outlined by their support plans.
- **Employees that work with a Natural Home client** must complete their Daily Progress Notes for each client through the electronic DPN system and/or approved scheduling/timekeeping program after each shift. Access to these systems will be provided to each employee by management.
- Failure to complete a DPN for any shift within 72 hours from the end of the shift will result in discretionary discipline from their supervisor up to and including termination for repeated offenses, including a delay pay for that pay period.
- Any DPN's not completed within 72 hours will be at Missouri's minimum wage.
- Written or picture submission of DPNs will only be accepted in the event that the electronic DPN web site is down and only with prior approval by authorized scheduling supervisor of that client.

Failure to follow any time sheet policy may result in disciplinary action. **Late time sheets and/or DPN's are not tolerated by any employee (part time or full time).**

DPN's will be reviewed on a bi-weekly basis and compared to the employee's monthly posted schedule for accuracy and content. Any discrepancies, failure to report a change or inaccuracies between the two items will be subject to disciplinary action.

# ***Behavior Intervention Services***

## **HR Policies**

### **403 Pay days**

Effective Date: 1/1/2015

Revision Date: 1/1/2022

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period. (Please see the current Pay Cycle report from Payroll for exact dates.)

In the event that a regularly scheduled payday falls on a day off such on a holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Employees may either have pay directly deposited into their bank accounts or a pay card through BIS. Pay stubs are available through the payroll web site for viewing or printing. Employees may update their banking information at any time with the Financial Department but should provide at least a weeks' notice before the next payroll processing period (the Monday of the payroll week) for any changes to go through. Additionally, any fees associated with the incorrect submittal of routing or account information by the employee will be subject to all applicable bank fees associated with the necessary changes, plus a \$5.00 processing fee.

An employee's final paycheck will only be issued in a physical check upon request. Final checks will be available once all items have been received and verified by HR Director.

# ***Behavior Intervention Services***

## **HR Policies**

### **405 Employment Termination**

Effective Date: 1/1/2015

Revision Date: 12/10/2019

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

In the event that an employee wishes to terminate their employment, the agency's expects the following period of notification:

- Non-supervisory positions: (hourly positions) - 2 weeks' notification
- Supervisory or administrative positions - 30 days' notification

Failure to give proper notice could negate the ability of future re hire status. Additionally, full time employees that fail to provide the expected notice of resignation will forfeit any accrued and unused PTO time. If PTO time was utilized within 30 days of the resignation date, the employee will be expected to re-pay the amount of PTO utilized. Finally, if an employee fails to work all scheduled and required hours during the notification period, any accrued PTO will be forfeited.

BIS will generally request an exit interview at the time of employment termination. These exit interviews will be conducted in person or electronically. They afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to BIS, or return of BIS-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with BIS is based on mutual consent, both the employee and BIS have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Employees who are terminated will receive his/her final check on the next regular pay date unless he/she submits written notification of a request for earlier payment. Once written notification is received and all required documentation has been verified by the payroll

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department, a check will be issued within three days. Employees who resign will be paid out according to the regular pay schedule.

# ***Behavior Intervention Services***

## **HR Policies**

### **410 Pay Deductions and Setoffs**

Effective Date: 1/1/2015

Revision Date: 12/10/2019

The law requires that BIS make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. BIS also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." BIS matches the amount of Social Security taxes paid by each employee.

BIS offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by BIS, usually to help pay off a debt or obligation to BIS or others. Employees may change their banking information at any time but may be subject to a delay in the banking change if not submitted at least 1 week prior to payroll processing (the Monday of the pay week). All banking information must be submitted in person for the changes to occur. Any employee that submits the wrong information in regards to routing number or account number will be subject to any applicable bank fees (plus a \$5 processing charge) associated with the necessary changes that need to be made.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

# ***Behavior Intervention Services***

## **HR Policies**

### **501 Safety**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

To assist in providing a safe and healthful work environment for employees, customers, and visitors, BIS has established a workplace safety program. This program is a top priority for BIS. The Human Resources Department has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

BIS provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards. Trainings such as Blood Borne Pathogen, Mandt Systems certification, and safety drills (tornado, inclement weather, fire, disaster, etc.) are included in each client's BSP or ISP in terms of the expectations and utilization when working to provide a safe environment for both clients and employees.

Anyone known to be under the influence of alcohol and/or drugs shall not be allowed on the job while in that condition. Persons with symptoms of alcohol and/or drug abuse are encouraged to discuss personal or work-related problems with the supervisor/employer. Horseplay, scuffling, and other acts that tend to endanger the safety of well-being of other employees are prohibited. Workers shall not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of his/her duties.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Human Resources Department. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

All employees must have an acceptable health inventory approved by the BIS nurse. Employees must be free from all diseases that can be communicated through the execution of work duties. It is the responsibility of the employee to complete a health inventory and submit to the office by the annual due date. Failure to comply will directly affect the employee's performance evaluation, and continued

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employment will be jeopardized.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Human Resources Department or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

All employees are required to use proper lifting procedures as defined in appropriate training and in accordance with the individual's annual plan. There can be no exceptions unless one has received approval from their Department Director. Any employee who violated this policy will be subject to disciplinary action, up to and including termination. In addition, the failure to follow the individual's plan instructions may result in a neglect charge.

To the extent permitted by law and in order to ensure the health and safety of all individuals supported, to the extent permitted by all, BIS requires that all employees report to the Human Resources Director if they have any communicable diseases that could cause a danger. All information will be kept confidential.

# *Behavior Intervention Services*

## HR Policies

### 502 Work Schedules & Billable Hours

Effective Date: 1/1/2015

Revision Date: 1/1/2022

Work schedules for employees vary throughout our agency per each client we support. Each schedule per client will be discussed and approved by the family and the supervisors in charge of scheduling that client, to determine the best use of that individual's allotted time per month. **Many of our clients require evening, nights and weekend support so all employees will be required to have nights and weekend availability to be eligible for employment.**

A department supervisor will advise employees of their individual work schedules per the online scheduling system. Each employee of the agency will receive a unique user id and password to access their ongoing schedules, co-workers information, the ability to request time off for approval and information regarding additional hours and/or clients available for additional work.

Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled per week. However, posted schedules of start and end times for a minimum of 30 calendar days will be posted for each employee.

Employees are responsible for working each shift as assigned. Any variations, changes or cancellation of any shift must be reported by following the **call in/shift coverage procedures** as discussed during orientation. Initial contact should be made to all available co-workers whom have been trained for the client in questions. Once the employee finds a suitable replacement they should contact that client's immediate supervisor in charge of scheduling of the change. Additionally, any other indirect supervisor (i.e., BCBA, BT or BxT) that might be effected, should also be notified of the change.



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### **502b Billable Hours**

It is the employee's responsibility to meet a designated number of billable hours each week in order to maintain a full time status. Those hours may vary according to your position. The number of billable hours required will be determined by your Department Director.

Because some positions with minimum billable expectations are also calculated over a monthly basis, monthly hours for each employee will be calculated with a notification to the employee of any hourly excesses or deficits. It is important to note that **all salaried employees have a minimum expectation of 40 total work hours each week**, either through direct work hours or the use available Paid Time Off (PTO) time as supplemental hours.

In the event that an employee falls below the required hours for their position, that employee may be charged Paid Time Off (PTO) time to supplement their hours for that week and will be notified of this charge.

Full time employees whom continue to fall below their minimum hours requirements for their position will be placed on a disciplinary action. **Two or more instances of failure to maintain full time hourly requirements per week within a 6 month period may constitute a demotion to a variable hour status.**

Behavior therapists are expected to meet a weekly quota of billable hours. If an employee has a deficit of more than 10 hours in a given month, an action plan must be submitted that states how the employee plans to make up the difference. PTO may be used to make up required hours as determined by Department Director. Or the employee maybe required to work an increased hourly schedule over the next month to make up missed hours in the previous month (when applicable by that client's authorization of hours.)

The action plan must provide the following information:

4. Reason for the discrepancy in hours for the prior month.
5. How the hours will be made up
6. What the employee will do to prevent future shortages

Action plans shall be submitted to the employee's immediate supervisor by the 15<sup>th</sup> of the month for which hours are short. Failure to provide action plan will result in disciplinary action.

Any employee who is short hours for 2 consecutive months will be subject to disciplinary action in the form of written feedback. Additional shortages may result in the employee being reduced from full time to part time with the removal of full time benefits.

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## **HR Policies**

Any BCBA that goes part time or termination will be required to pay back any billable time deficit at their hourly rate.

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## **HR Policies**

### **504 Use of Agency & Client Equipment**

Effective Date: 1/1/2015

Revision Date: 11/21/2017

**Personal use** of any agency, client or family equipment including but not limited to these items, are not permitted without the consent from the family and BIS as part of the employee's daily job requirement. There should be no expectation of privacy when using any agency or client equipment. Equipment is defined as but may not be limited to:

- the agency phone lines
- family phone lines
- client phone lines or equipment such as an tablet, smart phone, computer or laptop
- internet connection
- fax machine, copier and scanner
- postage
- label makers
- laminating machines

**Employees will be required to reimburse BIS for any charges resulting from their personal use of these items.**

Employees are required to have a cell phone for business use and must adhere to the agency policies regarding correct cell phone usage, especially when a client is directly in your care. Cell phones (either personal or company issued) may only be used for outgoing emergency calls or calls directly related to the client and or work in which that employee is performing at the time, unless otherwise specified by that employee's job role.

Employees that are issued any company cell phone and charger, protective case, laptop, tablet, flash drive, house keys, office keys, etc. **will be responsible for any damage not considered normal wear and tear for that item.** Electronic items that are broken, damaged or no longer usable will be assessed a replacement value and that employee will be charged this amount to their next available check(s). Any unpaid amount or unreturned item may be reported to small claims court for the receipt and recovery of that item.

Complaints from family members, co-workers, visitors or other staff regarding the use of BIS equipment will result in a verbal warning. Continued complaints or violations of this policy will result in further disciplinary action including probation, suspension and/or termination.

# ***Behavior Intervention Services***

## **HR Policies**

### **505 Smoking**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

In keeping with BIS's intent to provide a safe and healthful work environment and to contribute to the health and well-being of all employees, the use any type of tobacco product such as cigarettes, e-cigarettes, oral or chewing tobacco or vaporizers is prohibited in any workplace while supporting a client, during the duration of their shift. The "workplace" is defined as any location in which a BIS employee is receiving payment for the services they are providing directly to a BIS client. Employees whom wish to smoke at the office may report to the designated smoking area for the building (denoted by signs) during designated break times and for no more than 10 minutes per break, up to 3 times a day.

Due to the nature of some of our clients' sensory needs, employees should cease all use of tobacco products at least 30 minutes before a scheduled shift and may not, under any circumstances, use any type of tobacco product while billing time with a client. Employees that use tobacco products in the same vehicle in which they may be required to transport clients during a shift may receive a request to provide an air freshening product for use in their vehicle prior to receiving authorization to transport.

Complaints from families, co-workers or clients regarding any alleged smoking or smoke aroma surrounding an employee or the vehicle in which they utilize will be met with disciplinary action that could include: removal from that particular client, probation and/or termination depending on the severity and frequency of the complaint.

Failure to comply with all the components of this policy will result in disciplinary action that can lead up to and include employment termination.

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## **HR Policies**

### **507 Overtime**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

During the course of normal business or when experiencing an influx of additional clients or a shortage of current staff, emergency coverage necessities or additional hours may be available or required in order to assist our clients. All employees will be given the opportunity to volunteer for overtime work assignments, however all schedules including overtime hours must receive prior authorization from the Department Director prior to the scheduled shifts. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

**Any overtime scheduled and worked without prior authorization is strictly prohibited** and employees and supervisors that fail to follow the correct procedures for authorizing over time will receive disciplinary action up to and including termination.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

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## **HR Policies**

### **508 Use of Agency Equipment**

Effective Date: 1/1/2015

Revision Date: 12/23/2024

Agency equipment may be defined as but not limited to: cell phones, copies, printers, lap tops, tablets, desktop computers, work phones, television, rental home appliances, vehicles, etc. are essential in accomplishing job duties are expensive and may be difficult to replace. When using any item deemed to be BIS property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Any electronic equipment located in the ISL homes such as a laptop, WiFi device and landline phone are to be used for work purposes only. Agency equipment is not permitted for personal use at any time. Employees are not to connect their personal devices such as their smart phones, laptops, e-readers, tablets, etc. to the WiFi device for access to the internet.

Employees may briefly use available ISL laptops and the internet for:

- checking schedules on [www.whentowork.com](http://www.whentowork.com)
- looking up directions for a clients' outing
- recording and submitting timesheets and mileage per the pay cycle schedule
- email communication with a BIS manager or supervisor
- looking up information regarding a time, place, or fees associated with a clients' specific community outing
- any documentation required to complete job responsibilities (financial ledgers, mileage log, sleep logs, etc.)

All agency or client owned electronics available for use in the ISL homes should be kept locked away in a designated and secure area, out of the reach of the clients. Clients are not permitted to use the laptop or internet access at any time. Please notify the supervisor if any item appears to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of the items and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of items used on the job. Employees should have no expectation of privacy when using agency equipment.

The improper, careless, negligent, destructive, illegal or unsafe use or operation of items can result in charges to replace or repair the item and disciplinary action, up to and including termination of employment.

Additionally, all employees are required to carry a personal cell phone for the purpose of being able to be reached by phone, text or email during typical work hours when clients are staffed in the event of an emergency or questions about services. Personal as well as BIS-issued cell phones should be kept out of sight and out of the reach from clients at all times.

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Certain BIS supervisors will be provided the use of an agency issued cell phone specific to the home or position within the agency in order to assist them with the requirements of that position. BIS reserves the right to monitor all uses of agency property such as cell phone calls, text or record logs without notice. BIS equipment cannot be used for any illegal activity (i.e., threatening phone calls, the visitation to pornographic sites, drug manufacturing or trafficking, etc.)

When accepting a supervisory position with the agency, all supervisors will be required to review and initial a equipment checklist for each item checked into their possession; documenting the date received, the condition of the equipment and any protective or functional items associated with that device. (i.e., most commonly checked out items are phones with chargers, protective films and/or cases).

If any agency items become damaged, inoperable, lost, stolen or not turned in during their employment period, **the employee is responsible for all current market values and charges associated in the repair or replacement of that device or equipment.** If the equipment is not turned in prior to the end of their employment or the stated timeline, the full current market value of replacement will be deducted from their remaining paycheck(s) and they will own the device and equipment.

Recoupment for the payment of the repair or replacement will be deducted from the employee's paycheck as necessary. Payment plans or other payment options may also be discussed and agreed upon on a case by case basis, barring the repair/replacement costs and the current standing of the employee within the agency.

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## **HR Policies**

### **512 Business Travel Expenses**

Effective Date: 1/1/2015

Revision Date: 12/31/2024

BIS may reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the Owner.

Employees whose travel plans have been approved should make all travel arrangements through BIS's financial department.

When requested and approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by BIS. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the employee's own expense.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by BIS may not be used for personal use without prior approval.

Cash advances to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their supervisor when travel advances are needed.

With prior approval, employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such nonbusiness travel are the responsibility of the employee.

When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not



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incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

All Directors and BCBA's can request training and/or conference reimbursement annually. All business travel must be approved by the Executive Director. Limits may vary based on business travel but typically do not exceed a total of \$1,500 per person annually.

Employees whose travel plans have been approved should make all travel arrangements through BIS financial department.

The request will need to include the following information.

1. Conference/Training Cost
2. Dates Attending
3. Location
4. If airfare or hotel accommodations are being requested.
5. Coursework/Material

Food cost is typically limited to \$50 per day.

Upon return, information learned at the conference will need to be shared with your team. This can be done in writing or as a presentation to the team.

If an employee leaves within 90 days of a conference the cost of the conference will be deducted from the employee's paycheck.

### **REQUEST EMAIL SUBMISSION FORMAT:**

- **Name of Conference:**
  - **Include Link**
  - **Cost:**
- **Date(s) attending:**
  -
- **Location:**
  - **Is airfare requested?**
    - **If so, cost:**
  - **Is hotel stay requested?**
    - **If so, cost:**
- **Relative coursework/ workshops to be taken:**
- **Grand Total:**

# ***Behavior Intervention Services***

## **HR Policies**

### **514a Visitors in the Workplace**

Effective Date: 1/1/2015

Revision Date: 11/28/2017

To provide for the safety and security of employees and the facilities at BIS, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. Visitors (including but not limited to: applicants, business associates, family members, current employees, etc.) will be asked to sign in and out at the start and conclusion of their visit.

All visitors to the office should enter BIS at the main entrance and check in with reception by signing in to the log book for that day. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on BIS's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

### **514b Visitors in the Residential homes**

Clients are encouraged to invite family and friends to visit in the client's home at any time. Visitors are allowed in common areas and the client's bedroom, if the client wished to invite them.

**Any visitor to an individuals supported home should be greeted professionally. If staff are unfamiliar with the visitor, they should:**

- Ask for ID and verify their position/relation to the client (new staff, office team, supervisors, friends of clients, etc.) and or client identified individual.
- If client is not their own guardian, contact supervisor to verify they are on an approved list of visitors before allowing them into the home/access to the clients.

Visitors are bound by HIPAA agreements and may not engage in any activities with other clients in the household, discuss, report or attempt to help or assist the BIS staff at any time during their visit.

In the event of a crisis situation regarding any consumer in the home, visitors will be asked to leave the premises immediately for their safety and the safety of the consumer and staff present.

# ***Behavior Intervention Services***

## **HR Policies**

A request for an outing with a client in which transport to/from their house of residence to/from an approved location with a designated starting and ending time must be submitted to the authorizing supervisor of the household with a 24 hour notification. This will ensure both the staff and the clients are made aware of the schedule change and the proper predictions and reminders to all clients in the household do not become escalated or engage in maladaptive behaviors due to a sudden change in their day-to-day activities.

- Clients engaging in maladaptive behaviors will not be permitted to be transported in any vehicle until they are calm and non-combative. The scheduled outing may need to be re-scheduled for another day, depending on the severity and duration of the crisis.
- Clients will be transported by the staff on duty to the designated outing while the visitor may follow/lead to the outing in their own vehicle (unless guardian approves otherwise). Visitors are not permitted to be transported by any employee of BIS at any time.
- Staff will remain present during the entire approved outing with the client unless a private visit has been requested and if guardian approval received.

# ***Behavior Intervention Services***

## **HR Policies**

### **516 Computer and Email Usage**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

Computers, computer files, the email system, and software furnished to employees are BIS property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

BIS strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, BIS prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.

Computers and the internet access located in the ISL homes may only be used for the purpose of work-related items such as completion of requested online trainings from the HR Department, checking work issued email addresses or email from your supervisor, sending in timesheets or other approved usages as outlined by the supervisor of the home. These are not to be used in any capacity for personal use or gain.

BIS purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, BIS does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. BIS prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the Human Resources Director or any member of upper management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

# ***Behavior Intervention Services***

## **HR Policies**

### **517 Internet Usage**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

Internet access to global electronic information resources on the World Wide Web is provided by BIS to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. All Internet usage is limited to job-related activities. Personal use of the Internet is not permitted.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of BIS and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of BIS. As such, BIS reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by BIS in violation of law or BIS policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

# ***Behavior Intervention Services***

## **HR Policies**

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

# ***Behavior Intervention Services***

## **HR Policies**

### **518 Workplace Monitoring**

Effective Date: 1/1/2022

Revision Date:

Workplace monitoring may be conducted by BIS to ensure quality control, employee safety, security, and client satisfaction.

Employees who regularly communicate with clients and/or employees may have their telephone conversations and/or text messaging monitored or recorded. Telephone monitoring may be used to identify and correct performance problems through training.

Computers furnished to employees are the property of BIS. As such, computer usage and files may be monitored or accessed.

BIS may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

BIS does not allow for the recording of training or meetings without written approval from the Human Resource Director.

Because BIS is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

# ***Behavior Intervention Services***

## **HR Policies**

### **520 Telecommuting**

Effective Date: 1/1/2015

Revision Date: 1/1/2022

Telecommuting is the practice of working at home or at a site near the home instead of physically traveling to a central workplace. It is a work alternative that BIS may offer to some employees when it would benefit both the agency and the employee.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their managers proposing how it will benefit BIS and themselves. The request should explain how they will be accountable and responsible, what equipment is necessary, and how communication barriers will be overcome.

The decision to approve a telecommuting arrangement will be based on factors such as position and job duties, performance history, related work skills, and the impact on the agency.

The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the telecommuting program (unless otherwise agreed upon in writing).

The employee's at-home work hours will conform to a schedule agreed upon by the employee and his or her supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began telecommuting. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.

Telecommuting is an alternative method of meeting the needs of the agency and is not a universal employee benefit. As such, BIS has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time.

The employee's performance and job expectations will be monitored during any telecommuting approval.

During the times that working remotely may be a viable option, the employee must first follow the proper procedures to obtain department and executive director approval. The Department Director and Executive Director will determine the approval based upon several factors including, but not limited to previous time off, (completion of) job tasks and responsibilities, reason for request of working remotely, and capability of fulfilling required hours.

Once written approval has been received remote employees must follow these steps before telecommunication can begin:



# *Behavior Intervention Services*

## HR Policies

- **Manager Approval Sign off:** employee submitting remote work request must complete the Telecommunicating Request Form which outlines hours and job tasks which will be completed
- **Telecommunicating Policy Review:** employee will review and provide signature of understood expectations during remote work hours
- **Cyber security and safety considerations:** BIS recognizes that some employees work with HIPAA protected and confidential information (**as outlined in 214 Medical Information Privacy and 780 Client Confidentiality Policy (HIPAA)**). BIS will continue to ensure that all privacy policies and requirements will be upheld during telecommunication. If BIS cannot ensure protection and security of such information, the working remotely request may be denied.

While working remotely BIS employees must follow these guidelines:

- Email responses within 15 minutes
- Time accurately accounted for in whentowork.com schedule
- Provide description of job tasks
- Clocking out breaks more than 10 minutes long
- Responding to phone calls, texts, or video chats within 15 minutes
- Distraction free work environment.

# ***Behavior Intervention Services***

## **HR Policies**

### **522 Workplace Violence Prevention**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

BIS is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, BIS has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy, professionalism and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of BIS without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a client or members of a family associated with a client, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law. An employee may also be transferred based on suspected aggression between two employees.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance not involving any clients of BIS, do not try to intercede or see what is happening.

BIS will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, BIS may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment. BIS encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resources Department before the situation escalates into potential violence. BIS is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

# ***Behavior Intervention Services***

## **HR Policies**

### **526 Personal Cell Phone**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

BIS requires as part of their job responsibilities for all positions that employees have a cell phone available for use in the case of emergency situations while a client is in their care but that their phone should be kept out of sight and out of reach from clients at all times.

During times in which they are working or "on shift" with a client, they are to be used **only** in the case of emergencies or to assist employees in communicating with management and other employees, their clients, families, and others with whom they may need to be in contact with while on shift. Cell phone use during work should be limited to business-related calls only and **personal calls are not permitted** while an employee is at work.

Employees may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. **Employees are prohibited from using cell phones** while driving unless an emergency call needs to be made and only if they are using a hands free device.

Otherwise, employees should safely pull off the road and come to a complete stop before dialing, talking or texting from their phone. Bluetooth devices such as headsets or other wearables are not to be worn during work hours and should only be used as previously referenced.

Individuals found violating this policy will be issued a first and final warning regarding safety procedures and proper use of their cell phone. Continued violations of this policy may result in suspension, loss of hours and/or termination, depending on the severity of the infraction.

As a representative of BIS, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

# ***Behavior Intervention Services***

## **HR Policies**

### **580 Pandemic Policy**

Effective Date: 3/21/2020

Revision Date: 1/1/2022

BIS understands that communicable diseases can happen in the workplace. BIS decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee with a communicable disease.

BIS understands that managers are not medical professionals and are not responsible for diagnosing diseases (or illnesses), providing medical advice, or giving recommendations of physicians. However, BIS does recognize that in the certain health crisis situations such as a global pandemic (as deemed by the CDC or local governing source) or health epidemic that certain health recommendations or guidelines will need to be implemented to ensure the safety of BIS employees, individuals served and supported, as well as, the general public.

In the event the Center for Disease Control (CDC) provides guidelines for implementing such procedures, BIS will follow said guidelines through amending policy and procedures, providing managers general recommendations for recognizing symptoms of the disease, and ensuring all employees are informed of any changes or recommendations as necessary.

These procedures can include but are not limited to monitoring body temperatures, recognizing symptoms of disease (as provided by CDC), asking employees specific questions regarding symptoms, asking about travel, and requiring physician release before returning to work as deemed necessary.

In the event of a national or worldwide pandemic BIS also will strive to keep the work place as safe as possible. This includes but is not limited to implementing stringent and frequent sanitization protocols for all work locations, limiting and/or restricting visitors in all locations (including residential and day programs), enforcing social distancing practices, and any other precautions as deemed necessary by the CDC or state/federal governing officials to ensure the health and safety of all individuals served.

During a pandemic if an employee reports to a manager that they are not feeling well or are sick, the manager will follow the guidelines below:

- Ask symptoms of illness (specific to pandemic) and how long they've been displayed

# ***Behavior Intervention Services***

## **HR Policies**

- Ask if employee has had any known exposure to pandemic disease or illness
- Recommend employee contact primary physician or health care provider
- Notify HR Director of employee symptoms immediately

# ***Behavior Intervention Services***

## **HR Policies**

### **581 Chemical Usage**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

It has been determined that the use of consumer cleaning products by BIS staff shall be in the same manner as that a normal consumer uses and that the duration and frequency of the exposure should not be greater than that experienced by the general public.

Employees are required to follow all precautions as listed on the labels of all household chemicals used.

# ***Behavior Intervention Services***

## **HR Policies**

### **582 Infection Control and Prevention**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

All employees of BIS are required to follow the safety precautions outlined in the Blood borne Pathogen training received at the beginning and throughout your employment. The training program follows the standard operating procedures governing universal precautions.

Employees should know the location of all protective devices and check to see that the devices are in proper working order. If the devices are not present or not in working order, employees must immediately notify his/her supervisors.

Approved protective equipment shall be worn in specified work areas as outlined in Blood borne Pathogen training.

Gloves should be worn when it is reasonably anticipated that your hands will be in contact with mucous membranes, non-intact skin, moist body substances, surfaces/items that may have been soiled with these substances, and/or individuals with a rash. Gloves must be changed between clients and between contacts with different body sites of the same client. Hypoallergenic gloves are available for those who have allergic responses and who have a note from the doctor. Staff also are required to keep those gloves with them and must request a refill at least seven days in advance of running out.

All employees are required to use proper hand-washing technique as outlined in Blood borne Pathogen training.

Soiled items are to be disposed of/cleaned as outlined in Blood borne Pathogen training.

To the extent permitted by law and in order to ensure the health and safety of all individuals supported, to the extent permitted by all, BIS requires that all employees report to the Administrative Director if they have any communicable diseases that could cause a danger. All information will be kept confidential.

# ***Behavior Intervention Services***

## **HR Policies**

### **602 Family Medical Leave**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

BIS provides family medical leave of absence (FMLA) **without pay** to all employees who wish to take time off from work duties to fulfill family obligations relating directly to

- childbirth, adoption, or placement of a foster child;
- to care for a child, spouse, or parent with a serious health condition.

*(A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.)*

Eligible employees may request family leave only after having completed 12 months of service with BIS and have worked a minimum of 1,250 hours in the 12-month period preceding the leave.

Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible (normally, within two business days of when the need of leave becomes known to you) for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent will be granted leave under the following conditions:

- A letter of request including the reason for the leave if the leave was planned in advance.
- If the leave is unexpected, a letter of request as far in advance of the anticipated leave date as practical. (Normally, this should be within two business days of when the need for leave becomes known to the employee)
- A health care provider's medical certification statement verifying the need for a family leave to provide care within 15 days of the request.
- The leave's beginning and expected ending dates, and the estimated time required.
- Additional physician's statements at reasonable intervals
- Medical examination of the family member by a physician designated by BIS at the agency's expense, as deemed necessary.

Employees requesting a leave of absence for their own serious health condition, will be granted leave under the following conditions:

- A letter of request including the reason for the leave if the leave was planned in advance.
- If the leave is unexpected, a letter of request as far in advance of the anticipated leave date as practical. (Normally, this should be within two business days of when the need for leave becomes



# ***Behavior Intervention Services***

## **HR Policies**

known to the employee)

- Any time the employee expects to be or is absent for more than three consecutive work days as a result of their own serious health condition (including pregnancy).
- Medical certification from their physician, including, at minimum, the date the condition began, a diagnosis, and the probable date of the employee's return to work. This certification must be provided with fifteen days of the agency's request.
- Additional physician's statements at reasonable intervals as needed for extended leave periods.

Eligible employees may request up to a maximum of 12 weeks of family leave within a rolling 12-month period from the first date of leave. Any combination of family, medical and/or personal leave may not exceed this maximum limit.

Full time employees will be required to first use any accrued paid leave time before taking unpaid family leave. Once these benefits are exhausted, the balance of the leave will be without pay.

Married employee couples may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by BIS during the leave, provided the employee continue regular employee contributions to these plans. Benefit accrual, such as paid time off or holiday benefits will be suspended during the leave and will resume upon return to active employment.

An employee on family leave will be required to contact the Human Resources Department with a minimum of **two weeks advance notice of the date the employee intends to return to work**. They may also be required to supply additional physician's statements attesting to the employees continued incapacity and inability to work.

When an FMLA-approved leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified. If an employee fails to return to work on the agreed upon return date, BIS will assume that the employee has resigned.

# ***Behavior Intervention Services***

## **HR Policies**

### **603 Personal Leave**

Effective Date: 1/1/2015

Revision Date: 12/23/2024

BIS provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations whom do not qualify for other leave types such as Family Medical Leave (FMLA).

**All employees are eligible to request personal leave as described in this policy once within a 12-month period. Additional request for extenuating circumstances can be submitted to the Executive Director for approval.**

Eligible employees may request personal leave only after having completed **90 calendar days of service**. As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor.

To request this time off, the employee must submit a letter requesting the leave of absence, noting the start and end date of the LOA and their intent to return to work on a specific date. Employees will be required to first use any and all accrued paid leave time. If an employee fails to report to work promptly at the expiration of the approved leave period, BIS will assume the employee has resigned.

Personal leave may be granted for a period of up to 30 calendar days within that first year. The Executive Director may allow additional time off with proper medical documentation. BIS will continue to provide health insurance coverage for any full time employees during this period, as long as that employee continues to pay their premium payment each pay period. Benefits will end at the end of the 30 day period unless the employee is able to return to work within that time frame.

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits for full time employees will continue to be provided by BIS as long as that employee continues to pay the premium costs associated with that benefit.

Benefit accrual, such as paid time off or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, BIS cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, BIS will

# ***Behavior Intervention Services***

## **HR Policies**

assume the employee has resigned.

### **Unpaid Leave for Victims of Violence**

BIS values the safety of its employees. In the event, an employee reports instances of domestic abuse or violence an employee can request additional unpaid time off.

# ***Behavior Intervention Services***

## **HR Policies**

### **605 Military Leave**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Re employment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Individuals performing military duty for more than 30 days may elect to continue BIS sponsored health care for up to 24 months; however, they will be required to pay up to 102% of the full premium. For military service of less than 31 days BIS will continue to provide health care coverage as if the service member had remained employed.

Benefit accrual, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Human Resources Department for more information or questions about military leave.

# *Behavior Intervention Services*

## HR Policies

### 607 Continuation of Work While Pregnant

Effective Date: 1/1/2015

Revision Date: 11/28/2014

BIS will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in agency policy and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

As an employee of BIS, specific job responsibilities may include an environment in which a client may be agitated or in a highly escalated state. Job responsibilities include maintaining current certification and use of the Mandt System crisis training techniques to de-escalate a client during a crisis. Mandt-approved techniques may involve physical restraint, assistance and guidance of a client to ensure the safety of all parties present.

Physical demands and exertions on a employee's body may be necessary during these incidents and should be discussed with your doctor prior to accepting any work associated with known high-intensity level clients with a history of aggressive outbursts or behavior. **It is important to note that all clients receiving services through BIS will hold a certain amount of risk for any employee as their history of aggression is a main proponent of the services they receive since it may be likely that at any time, they can be a danger to themselves or others.**

BIS will not place any employee whom has announced their pregnancy with any client with whom the employee feels a potential risk of injury. Employees that wish to continue to work with any client after learning of their pregnancy may do so by written request to the staffing coordinator of that client as well as the HR Director. BIS may request written approval from the employee's physician in order to continue working. BIS reserves the right to remove an employee from any team at any time should the employee or agency feel they are not able to adequately perform the expected duties and physical activities associated with that clients BSP and ISP.

# ***Behavior Intervention Services***

## **HR Policies**

### **609 Sabbatical Leave**

Effective Date: 1/1/2022

Revision Date:

A sabbatical leave rewards long-term BIS employees or Directors with time off from work to pursue personal interests, further their education through specialized training, or to relax and renew their work dedication and commitment. Sabbatical leaves are granted at full pay of an employee's base salary (not including commission, bonus, or overtime calculations).

All regular full-time employees are eligible for a sabbatical leave after completing 10 years of continuous service or two years as a Director. Eligibility for a sabbatical is lost if not taken within 12 months of eligibility year.

Sabbatical leave may be taken for a period of 14 days. It does not vest or accumulate. Sabbatical leave will not be paid out if the employees terminates from employment with BIS before becoming eligible, nor will it be paid out in lieu of taking the sabbatical. The business needs of BIS will take priority over the scheduling of sabbatical leaves. Requests will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the period of the sabbatical.

Travel expenses will also be included with a maximum benefit up to \$2,000. Payment must be made directly to the travel services.

During a sabbatical leave, an employee may not accept paid employment with another employer. Employees taking a sabbatical leave must sign a written agreement obligating them to return to BIS for at least a period of 90 days of employment after expiration of the term of the leave. Failure to return will result in a full recoupment for time off and cost of travel.

Subject to the terms, conditions, and limitations of the applicable plans, BIS will continue to provide health insurance benefits for the full period of the sabbatical. Benefit accruals, such as time-off benefits, will continue during the leave period.

When a sabbatical leave ends, the employee will be reinstated to the same position, unless either the job ceased to exist because of legitimate business reasons or each means of preserving the job would substantially undermine the ability to operate BIS safely and efficiently. If the same position is not available, the employee will be offered a comparable position in terms of such issues as pay, location, job content, and promotional opportunities.

# ***Behavior Intervention Services***

## **HR Policies**

### **701 Employee Conduct and Work Rules**

Effective Date: 1/1/2015

Revision Date: 11/28/2023

To ensure orderly operations and provide the best possible work environment, BIS expects employees to follow rules of conduct that will protect the interests and safety of all employees and the agency.

Employees are expected to exercise common sense and courtesy at all times for the benefit of clients, coworkers, and the Company as a whole. Professionalism is expected, as is respect for the safety and security of people and property. Failure to meet these expectations may be grounds for discipline, up to and including termination. The following are examples of unacceptable conduct, but employees should be aware that this is not an exhaustive list:

- Failure to follow the policies outlined in this handbook.
- Negligent, careless, or inconsiderate treatment of clients or their information.
- Theft, misappropriation, or unauthorized possession or use of any property that does not belong to the employee.
- Unauthorized removal of Company property from the premises.
- Sharing trade secrets or other confidential business information with anyone who does not have an official need to know.
- Accessing, without authorization, confidential information about clients or employees.
- Falsifying or changing any type of Company, client, or employee document or record without authorization.
- Willfully, negligently, or carelessly damaging, defacing, or mishandling property of the Company, a client, or an employee.
- Taking or giving bribes of any nature.
- Entering Company premises without authorization.
- Violating security, safety, or fire prevention regulations, or tampering with safety equipment.
- Unauthorized use of a personal vehicle for Company business.
- Conduct that is illegal under federal, state, or local law.
- Creating a disturbance on Company premises.
- Use of abusive language.
- Any rude, discourteous, or unbusinesslike behavior, on or off Company premises, which is not protected by Section 7 of the National Labor Relations Act and that adversely affects the

# ***Behavior Intervention Services***

## **HR Policies**

Company services, operations, property, reputation, or goodwill in the community, or interferes with work.

- Insubordination or refusing to follow instructions from a supervisor or manager; refusal or unwillingness to accept a job assignment or to perform job requirements.
- Leaving during scheduled work hours without permission; unauthorized absence from an assigned work area during regularly scheduled work hours.
- Sleeping during regular working hours.
- Recording time for another employee or having time recorded by another employee.
- Use or possession of illegal drugs on Company premises at any time.
- Use of alcohol or illegal drugs during working hours, or working under the influence of intoxicants.

Any employee arrested or convicted of an illegal activity (or pleading no contest to such a charge) must notify their supervisor and the Human Resources Director immediately. The employee will need to provide legal documentation within five business days before returning to work. Failure to do so will result in termination. A reference check will be completed to ensure eligibility of employment. The HR Director will review the documentation and verify the employee is still eligible for employment.

Employees are responsible for keeping their personal items secure. BIS is not responsible for lost, stolen or damaged property.

Employment with BIS is at the mutual consent of BIS and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.



# ***Behavior Intervention Services***

## **HR Policies**

### **702 Drug and Alcohol Use**

Effective Date: 1/1/2015

Revision Date: 12/18/2019

It is BIS's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. All BIS positions are considered safety sensitive positions and if at any time a client's welfare is in jeopardy due to an employee's impairment, that employee is subject to immediate termination.

While on BIS premises and while conducting business-related activities off BIS premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Employees are required to inform HR of any medications that may impair judgement or affect their ability to perform their job. Failure to disclose medications of this nature could result in disciplinary action up to and including termination.

Allegations of suspicions of drug use may require the employee to submit to a drug test, at no cost, within 24 hours of the report, at a facility of the agency's choosing. Random monthly drug tests may also be conducted by the agency to ensure a drug-free work environment. All active employees will be subject to their name being drawn for the random monthly test.

A positive test for any drugs and alcohol not confirmed by a doctor's notice are subject to the following disciplinary action:

- A first occurrence will require the employee to successfully enroll and complete a substance abuse or rehabilitation program as a condition of further employment. Documentation of completion will be required for their file.
- An additional drug test, at the employee's cost, will be required 60 days from the initial positive result.
- Further occurrences or positive tests for drugs or alcohol will result in additional action, up to and including termination from employment.

# *Behavior Intervention Services*

## HR Policies

### **703 Sexual and other Unlawful Forms of Harassment**

Effective Date: 1/1/2015

Revision Date: 11/23/2021

BIS is committed to providing a zero tolerance work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including physical, emotional, psychological and sexual harassment.

Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, **it must be reported immediately to your supervisor**. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the HR Director or a Department Director. You can raise concerns and make reports without fear of reprisal or retaliation.

**Anonymous reports of harassment are unable to be investigated** and must be brought forward to the HR Director immediately. Harassment issues cannot be held confidential and must be reported by an individual that can be interviewed so that the issue can be addressed under the policies and expectations

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## **HR Policies**

of the agency.

All allegations of harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the HR Director and their immediate supervisor so it can be investigated in a timely manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

# ***Behavior Intervention Services***

## **HR Policies**

### **704 Attendance, Punctuality & Early Quits**

Effective Date: 1/11/2022

Revision Date: 1/1/2025

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.

Certain positions such as RBT (NH/ISL) may be required to stay later or leave early due to immediate consumer support changes/needs (i.e. family appts, client crisis...) A direct supervisor's approval is required.

*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.
- The RBT employee reschedules the appointment within the same week with supervisor approval.
- 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.

BIS uses a point system to track and document employee absences.

#### **Absences:**

- Each absence will count as 1 point.
- Absences on weekends or holidays will count as 2 points.

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## **HR Policies**

### **Tardies & Early Quits:**

- Each tardy or early quit will count as .5 points.

### **Point Limit:**

- Employees who accrue more than 12 points in a rolling calendar year may face termination.

### **Reducing Points May be Done During Critical Staffing Times with Executive Director Approval**

- Employees may reduce their point balance by picking up additional shifts, earning a .5 deduction per shift picked up.

### **Perfect Attendance Quarterly will Receive a Negative Point.**

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

# *Behavior Intervention Services*

## HR Policies

### 705 Personal Appearance

Effective Date: 1/1/2015

Revision Date: 12/3/2019

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image BIS presents to customers and visitors. During business hours or when representing BIS, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe, secure footing for the job responsibilities of the position, and offer protection against hazards. No flip flops are permitted.
- Tank tops, tube or halter tops may not be worn under any circumstances.
- No undergarments or midriff may be seen or clothing that reveals too much skin or your underwear. Yoga pants, leggings or other tight fitting clothing must be covered through mid thigh
- Skirts and shorts need to be mid-thigh or longer. No scrubs or loungewear should be worn.
- No jean shorts are permitted.
- No torn, dirty or frayed clothing.
- No clothing with comments or pictures that are perceived to be obscene or offensive are allowed.
- No garments advertising or depicting drugs, alcohol or that have suggestive sayings or inappropriate verbiage may be worn under any circumstances. Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste for the position held. Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance. Ball caps or hats may be worn to work and may be a requirement of some client teams.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- **BIS recommends that all jewelry be removed during work hours.** If an employee chooses to wear jewelry, the pieces should not be functionally restrictive, dangerous to job performance, or excessive. In the event that jewelry were to become damaged or broken, BIS assumes no fault or liability to the repair of the item in question.

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## **HR Policies**

- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and should not be worn during business hours.
- Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
- Tattoos that may be deemed offensive or distasteful may be required to be covered in order to continue working.

Office attire is business casual. However, not all casual clothing is appropriate for the office. Take your day's schedule into account and dress appropriately. If you have a meeting scheduled, or if you are advised that others in the company will have visitors with whom you will come in contact, you will want to dress professionally. If you are mostly out of the office or working in the homes for the day, a more casual dress may be acceptable.

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## **HR Policies**

### **706 Return of Property**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

In the event of a change in position or end of employment with the agency, employees are responsible for the immediate return of any items issued to them by BIS or in their possession or control **by the last day of their employment**, including, but not limited to the following:

- client lists, documentation, confidential and HIPAA protected information
- credit cards, EBT cards, debit cards
- equipment (phone, laptop, flash drives, automobiles)
- identification badges (employee badges, gym, facility memberships, other)
- keys (office, client, car, other)
- security passes (i.e., client specific passes to activities)
- written materials (i.e., token boards, clipboard of activities, PECs system, flash cards, behavior support plans, etc.)

Employees must complete an Equipment Checklist with the IT Specialist upon receipt of any item and must return all BIS property immediately upon request or upon termination of employment, updating the initial checklist with an intake or return date, also with the IT Specialist. Checklists will be kept on file with the HR Department in that employees personnel file and can be viewed within 24 hours of any written request.

Where permitted by applicable laws, BIS may withhold from the employee's check or final paycheck the cost of any items that are not returned and or damaged when required. An employee's final paycheck will be issued in a physical check form and will be available for pick up at the BIS office once all required items have been received and verified by their supervisor. BIS may also take all action deemed appropriate to recover or protect its property.



# ***Behavior Intervention Services***

## **HR Policies**

### **708 Resignation**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

Resignation is a voluntary act initiated by the employee to terminate employment with BIS. Although advance notice is not required, BIS requests at least 2 weeks' written notice of resignation from nonexempt employees and 4 weeks' (30 days') notice from exempt employees.

**An inadequate notice period of an intent to resign from one position to another within the agency, (i.e. from full time to variable hour or PRN position) will disqualify that employee from continued employment.**

Prior to an employee's departure, an exit interview will be sent to the employee and requested to be completed for the purpose of an exchange of ideas to discuss the reasons for resignation, and any final suggestions by the employee for improved work conditions.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire. For full time employees, failure to provide advanced notice of their intent to resign may forfeit their ability to receive a final pay out of any accrued Paid Time Off (PTO) time as well as a recoupment of any PTO hours utilized in the last 30 days.

Employees whom had left in good standing will be eligible for re-hire after 90 days from their date of resignation.

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## **HR Policies**

### **714 Drug Testing**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

BIS is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, employees may be asked to provide body substance samples (such as urine, blood or hair) to determine the illicit or illegal use of drugs and alcohol.

Any employee that is believed to be under the influence of drugs or alcohol will be removed from their current or assigned shift and asked to submit to a drug test at a designated facility within 24 hours of the reported observation. Refusal or inability to submit to drug testing or a positive test may result in disciplinary action, up to and including termination of employment.

Questions concerning this policy or its administration should be directed to the Human Resources Director.

# ***Behavior Intervention Services***

## **HR Policies**

### **716 Discriminatory Discipline**

Effective Date: 1/1/2015

Revision Date: 11/21/2017

The purpose of this policy is to state BIS's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

BIS's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with BIS is based on mutual consent and both the employee and BIS have the right to terminate employment at will, with or without cause or advance notice, BIS may use discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, action plan/suspension with/without pay and remediation (retraining on specific policies, procedures and certifications without pay), or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to an action plan or suspension; and, still another offense may then lead to termination of employment.

BIS recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual disciplinary steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger discipline.

State mandated training and certifications that allowed to expire will result in an immediate suspension up to 30 days pending the completion of the necessary requirements of the position. If after 30 days requirements are not rectified, the employee will be terminated.

By using discretionary discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and BIS.

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## **HR Policies**

### **722 Workplace Etiquette**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

BIS strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. BIS encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Human Resources Department if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Replace paper in the copy machine and printer paper trays when they are empty.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Refrain from discussing clients in public areas and around non-team members.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speaker phone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers, dirty dishes or trash in common areas.

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## **HR Policies**

### **780 Client Confidentiality Policy (HIPAA)**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

Behavior Intervention Services follows guidelines set by the Health Insurance Portability and Accountability Act (HIPAA).

All clients' records and communications about clients are to be kept confidential. This means that you cannot reveal any information about a client (including the fact that the person is a client of this agency) unless the law says that you may.

Sharing information regarding a client is strictly prohibited except on a need-to-know basis. This means that you cannot tell anyone (even a co-worker) about a client's condition (physical or mental health) unless a co-worker needs to know. A person working with and caring for a client "needs to know" specific information about that client that pertains to the care he/she is required to give. A client's information should be shared in a confidential manner so that others cannot hear it.

Client information kept on hard copy or stored on a computer must not be viewed or accessed by persons not related to the individual's care. You may share medical information to medical personnel in an emergency. The only information that may be released is the minimum necessary related to the individual's treatment.

When you release information to government agencies (e.g., Social Security Administration, Department of Mental Health) or to individuals/corporations, such as insurance companies involved in the payment of fees for client services, as required by law, you should ensure the individual can comprehend the proposed limitation of his/her rights to best of his/her abilities. There are specific rules and regulations regarding the release of information. If you are unsure whether information about a client should be shared, ask your supervisor.

Clients may give consent for release of any health information. They must be given written explanation of, to whom, and for what purposes the information may be released.

If a client feels that his/her rights to confidentiality have been violated, he/she should follow the grievance procedures outlined in section.

Violation of this policy by an employee will lead to disciplinary action up to and including termination. Violation of said policy can also result in civil and criminal penalties for improper disclosure, as outlined in HIPAA.

# ***Behavior Intervention Services***

## **HR Policies**

### **781 Medication Administration and Documentation Errors**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

A medication error includes any failure to administer medication as prescribed for a particular consumer, including failure to administer the medication:

1. To the right client
2. Right medication
3. In the right dose
4. In the right route
5. At the right time
6. For the right reason
7. Right response
8. Right documentation after the medication is administered.

*\*\*Please note\*\* that documentation/charting errors are also considered medication errors.*

- Staff must report a medication error within one hour from the start of their shift or when first arriving at the home or they assume the same medication error as the staff who made the error and all disciplinary action that follows.
- In the event of a medication error, (staff see a blank on the MAR, medications not given, medication still in bubble pack, and no documentation on PRN medications or any other errors) staff are to immediately notify the immediate supervisor, who will notify the doctor and/or nurse for further clarification.
- The immediate supervisor will notify the ISL Director. The immediate supervisor will determine if the error is a documentation error or a medication error. The immediate supervisor shall then notify the parent or guardian and Community RN upon discovery of a medication error. Documentation errors will be handed by the immediate supervisor. The immediate supervisor or supervising employee shall document the effort to reach the parent or guardian. If there is a question of potential harm to the consumer, the immediate supervisor or supervising employee shall also notify the consumer's health care provider/physician. In addition, poison control can immediately be notified (1-800-222-1222), particularly if the consumer's physician is not immediately available.
- Home Supervisors or immediate supervisor are to circle the medication error on the MAR after notification has been made to the immediate supervisor.
- Staff shall fill out a medication error form, fax it to the office and file the original form behind the MAR.

If the error is a reportable event to DMH then the immediate supervisor or supervising employee will need to complete a Community Event Report Form within 24 hours of discovery. The Community Event Report Form should then be faxed to DMH within this time frame. These reports shall be retained in the

# ***Behavior Intervention Services***

## **HR Policies**

consumer's permanent file at the agency location. They shall be made available to the Department of Mental Health and/or any other joint agency.

If an employee is found at fault or negligent in medication administration, that employee may be subject to any of the following disciplinary action:

- Involuntary unpaid meeting with RPD, which may be handled via phone, but will include feedback form placed in employee's permanent work file
- Written warning that includes 30 day probation
- Additional unpaid meeting/training by Community RN or the RN designee (Staff that fail to take have the meeting within seven days will be suspended without pay.
- Repeat of Medication 1 training/re-certification at expense of employee within 30 days.
- Termination for serious offense and/or intentional failure to report

*The above disciplinary action will typically occur in a sequential fashion starting with step 1 and progressing as additional medication and documentation errors occur depending on the severity of the incident.*

**If the medication error is life threatening or has serious consequences to the client the disciplinary action can accelerate to termination.**

Once a period of 6 months passes, previous medication/documentation errors will be potentially disregarded when taking into account future disciplinary action at the discretion of the ISL Director and HR Director.

If any employee has any doubt as to how to properly administer a medication, their immediate supervisor should be contacted for clarification.

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### **782 Communication Expectations**

Effective Date: 1/1/2015

Revision Date: 11/28/2023

BIS hopes to create an environment in which all employees are timely and professional when communicating or seeking a response to a question or query.

The following communication expectations should be followed by all individuals in the agency to ensure that accepted forms of communication are followed and the response times are honored according to the method of communication.

While at work or billing time for the agency, all employees should follow these guidelines:

#### **MEDICAL EMERGENCY: CALL 911 FIRST, THEN SUPERVISOR.**

Call your supervisor and leave a detailed message along with the number where you can be reached when:

- You witness or suspect abuse/neglect
- Non-medical emergencies
- A client is ill
- A client is missing
- Staff injury (workers compensation)
- Situations when staff/client are feeling threatened
- Whenever an EMT/internal incident report is filled out
- You do not have a vehicle with you
- Questions or concerns about your shift
- Items not completed or completed incorrectly by the shift you are relieving i.e.:
  - DPN's not completed
  - money discrepancies
  - medication errors,
  - doctors' appointments
  - or any other supplies needed to complete your job, etc.
- When you are calling off and **only after** initiating the call in/shift coverage procedures
- You are not properly relieved on time (relieving staff is not there within 15 minutes of start time).

*The employee must make contact with the supervisor within one hour of the start of shift to inform them of any issues found so they can work on how to resolve it.*



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**Any calls received during work hours should be returned within 20 minutes by your supervisor.** If an employee does not receive a return call within 20 minutes they should contact that person's supervisor for assistance as they could be working with another staff member/client. Staff may use text messages with supervisors but must ensure the information has been received by their supervisor.

Send an email to the appropriate person when you have:

- You have paycheck concerns
- Personnel types of concerns
- Guardian/case manager concerns that are not emergencies
- Something that the supervisor needs to respond to or be made aware.
- Supplies are needed but are not necessary to complete your job
- groceries (unless needed during that shift)
- laundry
- Setworks issues and concerns
- General information that does not require immediate attention by the supervisor

**Non-emergency phone calls can be placed to your supervisor during office business hours.**

Email communication can be done at any time to your supervisor however phone calls are to be made to your supervisor as outlined above.

Emails from families and DMH/DDRB are to be responded to on the same business day the email was sent. All other emails need to be responded to by the end of the following business day.

**All on call positions within BIS are required to have their phones on them at all times unless they have specifically been approved to be off call. If a person is approved to be off call the following items must be completed:**

- An all user email through Outlook/Office 365 is sent out letting others know they are off call and who to contact.
- Anyone supervised by the individual is informed they are off call and let know the contact person for them and their information.
- The outgoing message on their phone will need to be changed alerting the caller they are off call and who to contact for needed assistance. The message also needs to include when they will be back on call.
- Any supervisor who fails to do the above items or handle issues that they were to have completed before going off call will be contacted by their supervisor and required to go back on call.

When in doubt as to whether to call a supervisor, **call your supervisor.**

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**Behavior Analyst are not required to ever be on call or return calls during non –business hours (unless there would be a dire emergency involving behavior-specific events).** If a Behavior Analyst chooses to return a call during non-business hours, it is at their own discretion. They are required to return all calls within 24 business hours of receipt. (i.e., non-emergency calls on the weekend would be required to be returned on Monday)

**Direct Support Professionals and Behavior Line Therapists are not** considered on call positions and are thereby required to return calls and emails received during non-work hours during their next scheduled shift. In rare instances, there may be situations in which a supervisor will need a response during a non-work day. In those cases, conversations and questions will be limited as much as possible to allow for a mostly uninterrupted day off.

A failure to respond to an email or phone call within a reasonable time period (by the end of the next business day) for supervisors, by the next work day for hourly employees) will be subject to disciplinary action up to and including termination.

# ***Behavior Intervention Services***

## **HR Policies**

### **783 Financial Responsibility**

Effective Date: 11/16/2017

Revision Date: 11/22/2017

As an employee and thereby, agent or representative of BIS, any unauthorized use of an agency credit cards, client monies or general funds will be the employee's responsibility to pay back in full.

All staff members with a company card in their name are responsible for the receipts for all charges and returns made on their company card. All company/client services require a receipt for the transaction, listing the date, time and total amount of transaction.

Hand written receipts are only accepted for charges occurring at places that do not provide official receipts. All hand written receipts must receive prior written approval from a Director.

- Acceptable examples: flea market, garage sale, vending machine, special event/fair
- Not acceptable examples: Walmart, Wendy's, Schnuck's, Dollar Tree, etc.
- All non-approved hand receipts will be considered a lost receipt, followed by a payroll deduction.

Staff members who have company cards are responsible for staying within the allowed expenses for a given month and not exceeding what is budgeted for their client(s). Furthermore, allowed expenses have no correlation to any limit on the credit card. Allowed expenses are solely determined by a client's budget and EBT allotment.

- Personal charges are not permitted on your company credit card and will be subject to payroll deduction.
- Lost or stolen credit cards must be reported via email to the Financial Director in addition to your immediate supervisor within 24 hours. Any charges that result in a loss or stolen card that is not reported within the 24 hour window may be subject to a payroll deduction on your next available check.
- Failure to provide receipts by assigned deadlines or upon resignation or termination will result in a payroll deduction on the next available paycheck. If earnings are not present to deduct from, further legal collective actions will be pursued, if necessary.

# ***Behavior Intervention Services***

## **HR Policies**

**Employee use of their own money for purchases for a client are strictly prohibited** without the consent and approval of that clients' Department Director. While we recognize that an employee may want to gift or provide a certain item to a client, we prohibit these practices for several reasons:

- It may set up an unrealistic expectation by the client that all staff will do this
- could be seen as an attempt to gain favor or bribe the client
- clients have their own funds and finances which are to be used for things the client needs
- it is not the staff's responsibility to provide monetary support to the client

Any monetary charges from property damages that may occur during the support of a client during which it was found that the employee was not implementing the correct plan of support will be passed on to the employee.

# ***Behavior Intervention Services***

## **HR Policies**

### **808 Dogs in the Workplace**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

BIS recognizes the benefits of a dog-friendly work environment and has chosen to allow employees to bring their dogs to work on a limited basis as long as the dogs can display good canine citizen skills. The guidelines in this policy must be strictly followed, in order to make the experience a safe and enjoyable one for all concerned. Any violations of these guidelines by an employee or the employee's dog may result in immediate revocation of that employee's dogs in the workplace privileges.

Employees first need to request and receive permission from their immediate supervisor to bring a dog to work. Managers need to consider the employee's ability to get his or her work done without being unduly distracted by the pet's needs. Managers also need to consider the effect dogs may have on other employees, both within the department and the immediate work area. Employees take precedence over dogs. Any employee with allergies, fear of dogs, a history of aggression to people or animals, or other legitimate concerns has the right to request that dogs in their area be confined to an office or left at home. The same tolerance expected for dog acceptance should be acknowledged for dog concerns.

Dogs allowed in the workplace must be (unless authorized by the Executive Director) to be: at least four months old, spayed or neutered, licensed with the appropriate animal control authority, fully inoculated, non-aggressive, clean and well-groomed, and completely free of fleas. Most importantly, dogs must be house trained. If a dog has repeated indoor accidents with house training, the dog's workplace privileges will be revoked until it can be shown that the dog has successfully completed a house training program. Any dog with a history of aggression towards people or other animals shall not be permitted under any circumstances.

Dogs should be relieved outdoors in an out-of-the-way spot some distance from the parking lot and work building, not in grassy areas where people might choose to sit. All waste should be picked up immediately and disposed of in an appropriate receptacle. Dog owners are expected to carry a cleanup kit at all times.

Dogs in the workplace should be appropriately socialized and friendly toward people and other dogs. Any sign or incident of aggression will result in immediate withdrawal of privileges for that dog. Barking dogs will also not be tolerated. Dogs should respond consistently and quickly to basic commands like come, sit, stay, and down.

Dogs are to be kept in the employees' immediate work area such as their office, cubicle, or designated workspace. When in common areas of the workplace or parking lot, dogs must be kept under control by means of a leash. If an employee must leave their dog for any reason, they must either assign a willing co-worker to be responsible for the dog in their absence or crate the dog.

Dogs are not allowed in the:

- clients' homes (without prior consent and liability releases on file)

# ***Behavior Intervention Services***

## **HR Policies**

- Client based function rooms while clients or activities are present
- lobby or reception area
- visitors' waiting area

Dog owners assume complete liability for their pets. Bringing dogs to work is a privilege, not a right. While this policy applies specifically to dogs in the workplace, consideration will be given to requests from employees to bring other pets to work. Granting permission for other pets in the workplace is not guaranteed. Decisions will be based on individual circumstances and whether the presence of the pet would affect other employees and/or their dogs. The ability of the pet to adhere as much as possible to the guidelines outlined in this policy will also be a determining factor.

# *Behavior Intervention Services*

## HR Policies

### **880 Rights of Individuals Supported (Abuse/Neglect)**

Effective Date: 1/1/2015

Revision Date: 11/21/2017

BIS strictly prohibits abuse/neglect and misuse of funds of individuals it supports. In addition, BIS prohibits exploitation of the individuals supported as well as falsification of service delivery records.

BIS recognizes the following definitions of “abuse” and “neglect” and “misuse of funds” that are set forth in 9 CSR 10-5.200. If a staff member observes physical or verbal abuse, misuse of funds, neglect, assault, or battery of an individual who is supported by BIS, the observing staff will immediately report what he/she observed to the immediate supervisor.

- **Neglect:** failure of an employee to provide reasonable or necessary services to maintain the physical and mental health of any individual when that failure presents either imminent danger to the health, safety or welfare of an individual, or a substantial probability that death or physical injury would result.
  - This would include, but is not limited to, failure to provide adequate supervision during an event in which one individual causes serious injury to another.
- **Misuse of Funds/Property:** The misappropriation or conversion for any purpose of an individual’s funds or property by an employee or employees with or without the consent of the individual, or the purchase of property or services from an individual in which the purchase price substantially varies from the market value.
- **Physical Abuse:**
  - An employee purposefully beating, striking, wounding or injuring any individual;
    - In any manner whatsoever, an employee mistreating or maltreating an individual in a brutal or inhumane manner; or
    - An employee handling an individual with any more force than is reasonable for an individual’s proper control, treatment or management.
- **Sexual Abuse:** any touching, directly or through clothing, of an individual by an employee for sexual purpose or in a sexual manner. This includes but is not limited to:
  - Kissing;
  - Touching the genitals, buttocks or breasts;
  - Causing an individual to touch the employee for sexual purposes;
  - Promoting or observing for sexual purpose any activity or performance involving individuals including any play, motion picture, photography, dance, or other visual or written representation;
  - Failing to intervene or attempting to stop inappropriate sexual activity or performance between individuals; and/or
  - Encouraging inappropriate sexual activity or performance between consumers
- **Verbal Abuse:** An employee making a threat of physical violence to an individual, when such threats are made directly to an individual or about an individual in the presence of a consumer.

# ***Behavior Intervention Services***

## **HR Policies**

Failure of any BIS employee to report abuse/neglect incidents will result in immediate termination.

An internal investigation will begin immediately by the supervisor or the designee. The investigation includes notifying DMH, DSS, and guardians, as appropriate. The alleged victim will be assessed internally by qualified professional personnel within 24 hours. The alleged abuser will be placed on unpaid, administrative leave pending the outcome of the investigation.

When a report is made to the agency supervisor, a community event form must be completed that must be submitted to the Department of Mental Health within 24 hours of the phone call. The case manager will also be contacted via phone to apprise him/her of the situation.

The police will be notified, if appropriate. BIS will cooperate fully with any investigation conducted by law enforcement or other regulatory agency.

If the Executive Director determines that an employee abused and/or neglected an individual, disciplinary action up to and including termination of employment will result.

All BIS employees are mandated reporters of abuse and neglect. This means they must report all suspicions and actual incidents of abuse and neglect of individuals supported. Failure to do so will result in further disciplinary action, up to and including termination.

The department director will report all incidents to the Missouri Division of Senior Services/Neglect Hotline. If the victim is a child, they will then report the incident to Family Service Division.

BIS prohibits retaliation against any employee, volunteer or client who reports a good faith complaint of abuse/neglect or who participates in any related investigation. BIS prohibits making false and/or malicious abuse and neglect allegations, as well as deliberately false information during an investigation. Anyone who violates this rule is subject to disciplinary action up to and including termination.



# ***Behavior Intervention Services***

## **HR Policies**

### **881 Research**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

As an agency that is continually striving to improve services, BIS, or any of said employees, may consider research for the advancement of the field of Applied Behavior Analysis. Any research conducted by BIS must comply with state and federal regulations on conducting research to individuals with developmental disabilities. In addition, any research conducted must be approved by the Department of Mental Health and an internal human rights committee.

- Research will not be conducted on individuals when the individual's current treatment plan would be at risk or compromised in any manner.
- Research will not be conducted if the research requires manipulation of current programming that is different from programming that is already in place.
- 7. Experimental treatment will not be considered in research.
- 8. Research may be conducted that involves data collection review of historical data obtained in natural settings. When conducting research, the researcher must obtain consent from participants or persons of authority (legal guardian/parent).

BIS may dispense with the requirement to obtain informed consent when:

9. it was reasonable to assume that the research protocol in question will not create distress or harm to the participant and involves:
10. the study of normal educational practices, curricula, or classroom management methods that are conducted in educational settings
  - Anonymous questionnaires, naturalistic observations, or archival research for which disclosure of responses would not place participants at risk of criminal or civil liability or damage their financial standing, employability, or reputation, and confidentiality
  - The study of factors related to job or organization effectiveness conducted in organizational settings for which there is no risk to participants' employability, and confidentiality.
  - Research involving the collection or study of existing data, documents, records, if these sources are publicly available or if the information is recorded by the investigator in such a manner that subjects cannot be identified, directly or through identifiers linked to subjects.

# ***Behavior Intervention Services***

## **HR Policies**

### **882 Restriction of Rights of Individuals Supported**

Effective Date: 1/1/2015

Revision Date: 11/28/2017

BIS upholds the rights of the individuals it supports as set forth in the Missouri Department of Mental Health Certification Principles.

BIS prohibits the restriction of individual's rights unless the individual's Person-Centered Planning Team in conjunction with the Due Process Committee deems such restrictions necessary. Any modification or restriction of a right must meet the following requirements, be reviewed by the Due Process Committee and be documented in the ISP (Individualized Support Plan):

- Specific assessed need and justified
- Positive interventions and supports used prior to any modifications
- Less intrusive methods of meeting tried but did not work
- Clear description of the condition that is directly proportionate to the specific assessed need
- Regular collection and review of data to measure the ongoing effectiveness
- Informed consent of the participant
- Assurance that interventions and supports will cause no harm to the participant
- If a participant has a rights restriction indicated in his/ her I.S.P., Behavior Intervention Services will collaborate with the support coordinator and other providers to collect data, attempt alternative strategies and work towards reinstating the restriction over time.
- External advocate and right to participate in the process

BIS will not allow any rights' restrictions unless the supported individual and/or guardian has participated in the decision of such restrictions.

BIS allows for the use of mechanical restraints for any individual in dangerous situations either to the client or to the staff and only following the appropriate guidelines by the Missouri Department of Mental Health and approved by the team members of the Person-Centered Planning Team and only under the direction of a physician.

BIS allows for the use of physical restraints in dangerous situations either to the client or to the staff only if following the appropriate guidelines by the Missouri Department of Mental Health.

# ***Behavior Intervention Services***

## **HR Policies**

BIS allows for the use of chemical restraints only as approved by the team members of the Person-Centered Planning Team and only under the direction of a physician.

When addressing the needs of consumers who are aggressive, BIS will utilize the MANDT System. (The MANDT System is based on supporting people, not just their behaviors. It utilizes a people first approach which helps to eliminate the need for restraint by building healthy relationships with the consumer and ensuring their needs are being taken care of.) When utilizing the restraint methods of MANDT, staff is taught to use physical techniques that are designed to use the minimum amount of force needed to restrain an individual.

BIS does not regularly participate in seclusion regarding any of the consumers served unless that client has a Behavior Support Plan (BSP) that supports seclusion and has been approved by the Due Process Committee (HRC). Neither Supervisors nor support staff dictates whether or not a consumer must go to a room by themselves in order to de-escalate themselves unless such an DPC approved plan is in place. If a consumer wishes to remove themselves from a situation, then they do so at their own discretion.

# ***Behavior Intervention Services***

## **HR Policies**

### **883 Due Process-Limitation of Rights**

Effective Date: 1/1/2015

Revision Date: 11/28/2014

Individual citizen's rights are only limited through legal proceedings and/or Due Process Committee approval. Such limitations occur when clients pose an immediate risk to themselves or others. An individual's guardian can also impose a restriction if the guardian believes it is in the best interest of the individual.

If it is deemed necessary to propose any repeated long-term limitation of an individual's rights, the following procedure and appeal process will be followed.

The individual's support team will meet with the individual and will discuss and agree upon whether the limitation is deemed necessary for health and safety.

An addendum will be made to the individual's plan with documentation to support the need for the imposed limitation. The addendum will include the length of time the individual will be limited, how frequently the plan will be reviewed, the actions the person must demonstrate or eliminate in order to no longer have the limitation, and the process for appealing the decision.

The agency shall make every effort to ensure that the individual is aware of the proposed limitation of rights by assisting the individual in seeking an advocate to support the individual.

The Advocate, with the assistance of the agency, shall use those communicational aids at the Advocate's disposal to ensure that the individual can comprehend the proposed limitation of rights to the best of his/her abilities. If a representative for the consumer is to be involved, a release of information form will need to be signed by the consumer, giving the agency permission to discuss relevant concerns with this party.

After the Team has prepared all the above-stated information, it will then be presented to the Due Process Committee that is associated with BIS as well as other agencies. The individual supported and any member of the Team is afforded the opportunity to attend to present the case.

The individual supported may choose to utilize available resources (attorney, People First chapter, DMH Rights Monitor (800-364-9687), MO Protection & Advocacy, etc.) for in-service training or additional information.

The Due Process Committee will make suggestions and/or recommendations for the individual and the team to follow as it deems necessary.

# ***Behavior Intervention Services***

## **HR Policies**

### **884 Transportation (including inclement weather)**

Effective Date: 1/1/2015

Revision Date: 12/3/2019

The transportation of clients to and from community outing, volunteer or other jobs, and social events is a vital part of their support program and is therefore a requirement for every direct support position in the agency. All employees must have a reliable, safe and personal mode of transportation that can be utilized during work hours for the transport of their clients. BIS will conduct periodic checks on all driving records to ensure all employees have the ability to legally operate a motor vehicle.

Transportation of clients should occur in the employee's personal vehicle in which they are insured to operate and of which that insurance is currently on file and documented with the HR Department. Only authorized members of the clients' team may be in the car to accompany a client during an outing.

**BIS strictly prohibits** the following due to the liability issues involved:

- an employee of the agency to ride in or operate a vehicle in which a client is present on which they have not been authorized to work with or are familiar with their BSP/ISP goals.
- an employee to be dropped off or picked up from a shift and not have access to a vehicle during shifts designated for outing as required by the clients BSP/ISP goals and staffing patterns.
- family members of clients to use outing or planned community access as a way to sanction a ride from staff.
- family members, friends, significant others, etc. of an employee may not be present in the vehicle during the transportation of any client or during typical community outing.

During transport, staff are responsible for making sure that the car's climate is pleasing and accommodating to any health issues of the client. (i.e., regulating the air conditioning or heater to accommodate a client with sickle cell anemia, keeping back seat area free from animal hairs for allergies or free from debris or trash for safety concerns, etc.)

BIS recognizes that seat belts are extremely effective in preventing injuries and loss of life. Therefore, all employees must wear seat belts when driving between appointments, transporting clients, or at any other time while on company business. Also, **clients must be in the proper safety restraints** (seat belts, buckle buddies, seat belt extenders, etc., when applicable). Individual support plans must be followed for safe transportation of clients and employees. When necessary, child locks should be used to avoid attempts at elopement from a moving or stationary vehicle.

Employees are **strictly prohibited** from using any function of a cell phone (call, text, or other smart functions) to call or text while driving. In an emergency situation, if cell phone usage is required, the employee should pull over or utilize a hands-free, voice activated system to call or text. Cell phones may never be used while the car is in operation and if violated, could lead to immediate termination.

# ***Behavior Intervention Services***

## **HR Policies**

Staff should map out an appropriate route to the destination(s) prior to having their client in the car. Staff should always allow ample time for travel to the destination, especially when transporting a client to an appointment (such as a volunteer job, therapy or scheduled doctor's visit), taking care to follow all speed limits and using defensive driving techniques to reach the destination safely.

Clients should **NEVER** be left in a car alone for any reason. Staff **may not** leave the client unattended to "run into a store" or make a quick stop. Drive thru fast food options cannot be used for meals in which the client's personal and/or chaperone money are used as this is not functional to any clients' behavior support or individualized support plan or an approved method of funding use.

Any staff abandoning a client or using client outing to complete personal errands will be terminated immediately. Staff should make sure that their vehicle is ready to go (gas, temperature regulated, etc.) prior to picking up any client for an outing.

All employees must follow the clients' behavior plan or course of action designated for community outings. Community outings should not be utilized to run staff's personal errand and should be functional to the clients' behavior support or individualized support plans. Failure to follow designated procedures will result in disciplinary action and possible termination of employment.

**ISL mileage-** All staff transporting an ISL client (defined as staff driving their personal vehicle with client present in the car while on an assigned shift) must log their miles each shift. Mileage is paid and the designated reimbursement rate, defined by the State of MO and added in to your standard paycheck; it is paid on the second pay period of the month's end. The mileage reimbursement amount will be reduced if the number of budgeted miles were exceeded. Any mileage log that is submitted late or not completed accurately may not be paid; if an exception is made, the log will be processed and reimbursed with the next available mileage payout.

**Inclement Weather-**In the event that roads may become hazardous due to inclement weather, the following will be sent out an implemented:

*Any accumulation of snow or ice on the streets in your area constitutes a non-transport for that area only. In the event that you are uncertain if the non-transport decree is active for your area or if you are traveling from an unaffected area to an affected area, please contact your site supervisor for clarification. If you feel unsafe or unsure of your ability to transport in the current weather conditions and you have a scheduled outing to attend, contact your site supervisor for notification and clarification. As always, extreme caution should be used when driving yourselves and clients. If you have questions about transportation or community activities, please contact your site supervisors.*

# ***Behavior Intervention Services***

## **HR Policies**

### **885 Supporting Individuals Served (HCBS)**

Effective Date: 1/1/2015

Revision Date: 11/28/2017

All employees should follow the "people first" language. A person is not defined by their diagnosis and therefore should not be labeled by their disability. (ex. not "an autistic child" but as a person first, "a child with autism".)

Behavior Intervention Services ensures that people with disabilities have full access to and enjoy the benefits of community living through long term services and supports in the most integrated settings of their choosing.

Behavior Intervention Services individuals supported policies verify H.C.B.S requirements are met of the 42 C.F.R 441.301 Federal H.C.B.S Rule that was effective March 14, 2014.

Missouri law gives individuals who receive mental health services the following rights without limitation.

- To humane care and treatment;
- To the extent that the facilities, equipment and personnel are available, to medical care and treatment in accordance with the highest standards accepted in medical practice;
- To safe and sanitary housing;
- 11. To not participate in non-therapeutic labor;
- 12. To attend or not attend religious services;
- 13. To receive prompt evaluation and care, treatment, habilitation or rehabilitation about which the individual is informed in so far that the person is capable of understanding;
- 14. To be treated with dignity as a human being;
- 15. To not be the subject of experimental research without prior written and informed consent or that of parent, if the person is a minor, or guardian; except that no involuntary committed person shall be subject to experimental research, except as provided by statute;
- 16. To decide not to participate or to withdraw from any research at any time for any reason;
- 17. To have access to consultation with a private physician at the individual's expense;
- 18. To be evaluated, treated or habilitated in the least restrictive environment;
- 19. To not be subjected to any hazardous treatment or surgical procedure unless the individual's parent, if the person is a minor, or guardian consent; or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction;
- 20. In the case of hazardous treatment or irreversible surgical procedures, to have, upon request an impartial review prior to implementation, except in case of emergency procedures required for the preservation of life;
- 21. To a nourishing, well-balanced and varied diet;
- 22. To be free from verbal and physical abuse;
- 23. To wear one's own clothes and to keep and use one's personal possessions;
- 24. To keep and be allowed to spend a reasonable sum of one's own money for canteen expenses and

# ***Behavior Intervention Services***

## **HR Policies**

small purchases;

25. To communicate by sealed mail or otherwise with persons, including agencies inside or outside the facility;
26. To receive visitors of one's own choosing at reasonable times'
27. To have reasonable access to a telephone booth to make and receive confidential calls;
28. To have access to one's own mental and medical records;
29. To have opportunities for physical exercise and outdoor recreation;
30. To ave reasonable, prompt access to current newspapers, magazines and radio and television programming.

### **Access to the community & Home:**

Behavior Intervention Services will ensure that all individuals supported know about their community and are supported in making choices related to accessing the community, including: accessing services provided at the local businesses, recreational opportunities, types of transportation services available, local events and activities, churches, service/civic organizations, and etc. clients shall be supported in fully accessing and becoming a member of their community. For instance, if an client wants to attend an event, staff will assist the person in identifying what is needed for them to participate (money, transportation, assistance of staff/ natural supports, accessibility of location) and help the client to plan and make decisions, including considering provider agency and natural support options, available funds. Behavior Intervention Services will support client's in researching their community to identify how to find services, local events, groups, transportation routes, and help identify options for clients to choose between. Client's will be encouraged and supported in becoming a contributing member of their community.

Behavior Intervention Services will ensure that all clients have access to their home. Practical accommodations will be offered to allow for the clients to move about freely in their home.

### **Employment:**

Behavior Intervention Services will ensure that all clients who wish to work are supported in doing so. Clients, who are interested in beginning the process, should talk with Behavior Intervention Services or request a planning team meeting to discuss employment options. Behavior Intervention Services will assist and/ or engage in conversations with the planning team about employment service options. If clients obtain or have a job, Behavior Intervention Services will support them, as needed, to accommodate their identified needs and help in their success.

### **Money Management/Personal Resources-Reference Policy 583**

### **Community Resources**



# ***Behavior Intervention Services***

## **HR Policies**

Behavior Intervention Services will help educate and engage clients to seek their input on choices regarding their needs being met and accessing services in their community; such as, medical, behavioral, social and recreational activities, or other services that apply. The Behavior Intervention Services will encourage clients to make informed choices about where they get their services.

### **Choice of settings**

Behavior Intervention Services will help educate and engage clients and seek their input and discuss their preferences in activities living arrangements, staff and if clients convey they want services at other locations, Behavior Intervention Services will promote integration as clients without disabilities regarding living, learning, working, and enjoying life as others do in the community. Behavior Intervention Services offers clients opportunities to change their services, and express their concerns or ask questions regarding the services they receive.

### **Privacy**

Clients have a right to privacy. All clients will have the opportunity to assist in the selection of a roommate/housemate. Clients will have privacy in their bedrooms. If clients share a bedroom, clients can request private space to meet with a visitor during day services. Staff will always knock before entering a person's home, bedroom or bathroom. Extra effort will be made to ensure privacy in bedrooms and bathroom except when assistance is needed and documented in the ISP. All exterior doors to the residences will have locks and all clients will be given a key or other access. Bedroom doors will also have locks and clients will be given a key or other access to their own bedroom door. Appropriate staff will have access to exterior door and bedroom door keys but will always knock before entering.

All clients will have input on the people with whom they live with. If an issue arises between house mates, Behavior Intervention Services will meet clients and try to develop solutions. If a participant expresses to change house mates, Behavior Intervention Services will assist in making alternate arrangements.

### **Housing opportunities**

Behavior Intervention Services will work with clients who have the desire to live in the least restrictive environment and will receive information on affordable housing. Behavior Intervention Services will give choice of housing options and of living arrangements. Clients will decide where they want to live, who lives with them and who they want to provide their supports. Clients will be given the opportunity to discuss with Behavior Intervention Services and T.C.M entity during the Person Center Planning process regarding their waiver funding and resources available for housing.

# ***Behavior Intervention Services***

## **HR Policies**

### **Code of conduct - Reference Policy 104 Business Ethics and Conduct**

### **Grievance Policy - Reference Policy 190 Grievances**

### **Freedom of choice**

Behavior Intervention Services will support clients in their independent choices they make in their daily activities, how they spend their free time, but not limited to whom they interact, what activities they choose or where they are located. Clients will have access to their food at any time; and choose their own schedule. Behavior Intervention Services will offer different options to clients so they may make a decision independently or with a guardian without any undue influence, and that is based on sufficient experience and knowledge, including exposure, awareness, interactions, and or instructional opportunities, to ensure that the choice is made with adequate awareness, of all the available alternatives to and consequences of options available.

### **Visitors - Reference Policy 514b Visitors**

### **Service and supports**

Behavior Intervention Services will seek input on the participant's preferences in staff and supports to the type of staff that are the best fit. If multiple clients and guardians request a small number of staff, Behavior Intervention Services ensures clients have fair access to their preferred staff as available or appropriate. Behavior Intervention Services will offer different options to clients so they may make a decision independently or with their guardian that is based on sufficient experience and knowledge, including exposure, awareness, interactions, and/or instructional opportunities, to ensure that the choice is made with adequate awareness of all the available alternatives to and consequences of options available.

Each client will have an Individualized Support Plan (ISP) and/or Behavior Support Plan (BSP). Each staff providing services to that client are required to review and sign off on an acknowledgement form for each plan available regarding each client they support annually or as adjustments in a plan occur.

All trained staff are to follow the guidelines in each document when supporting them, working on the goals and objectives contained therein. Any employee that fails to provide the approved levels of support as contained in the client's support plans will be subject to disciplinary action, up to and including termination for continued violations.

# ***Behavior Intervention Services***

## **HR Policies**

### **886 Use of Restraint and Time Out**

Effective Date: 1/1/2015

Revision Date: 11/22/2017

Time out is a procedure that, by definition, removes a person from the opportunity to access reinforcement. Time out is a strategy that is used when

31. a "time in" situation is highly reinforcing
32. the current target behavior to be extinguished (that results in time out) functions as a socially mediated behavior in the form of access to attention or tangibles.

Time out is never an effective procedure for behaviors maintained by automatic reinforcement (self-stimulatory behavior) or socially mediated negative reinforcement (avoidance or escape from person, place, or activity).

Time out is also considered to be an aversive and restrictive procedure, and historically has a tendency to be misused and abused. For this reason, BIS has a strict policy on the use of time out. Guidelines for using time out as a procedure are as follows:

33. Time out should never be used as a procedure until reinforcement-based plans have not proven effective, as it is considered a more restrictive procedure, following the use of least restrictive guidelines.
34. Time out, if used as a procedure, should be limited in duration to 2 minutes of calm behavior, unless otherwise documented in the client's behavior plan and approved by the Department of Mental Health (DMH) and the Human Rights Committee (HRC).
35. During a time out procedure, a client should not be left alone beyond the sight of staff. This can result in injury to a client in an escalated state through accidental or purposeful self-abuse.
  - Time out should not be used as a punishment procedure, but should be endorsed as a time to calm down or de-escalate. Following 2 minutes of de-escalated behavior, time out should be terminated.
  - Procedurally, time out should always be used in conjunction with reinforcement procedures for acquisition of appropriate and adaptive behaviors.
  - If time out is used as a procedure, it must be written in a client's behavior plan, with the guidelines for use outlined as well as defined.

Freedom of movement is a right, not a privilege. This right will not be restricted more than is necessary to prevent injury to self or others, or in the event of substantial property damage. When there are limitations to freedom of movement, the expected length and reasons for such must be outlined in the client's behavior plan, and must be approved by HRC as well as the legal guardian and caregivers of that client. An incident report must be completed for any incident that requires restricted freedom of movement (Mandt-approved restraint technique), and submitted to DMH within 24 hours of the restriction. Limitations must be removed when there are no longer reasons for them.

# ***Behavior Intervention Services***

## **HR Policies**

For freedom of movement to be limited, a consumer **MUST** present imminent danger. All other attempts to de-escalate the situation and to remove the threat of harm should be exhausted, prior to restricting freedom of movement. A consumer is never, under any circumstances, to be restrained with straps, bonds, or ties of any sort.

Physical restraint is absolutely prohibited by any person not certified in Mandt crisis procedures.

Consumers may not be given medication to alter behavior unless prescribed by a physician, with the written consent of families.

# ***Behavior Intervention Services***

## **HR Policies**

### **887 Detecting and Preventing Medicaid and Other Funding Sources Waste, Fraud and Abuse**

Effective Date: 2/16/2023

Revision Date:

Behavior Intervention Services prohibits Medicaid and other funding source waste, abuse, and fraudulent practices.

Behavior Intervention Services shall adhere to federal and state laws which prohibit financial waste, abuse and fraud including Medicaid that Behavior Intervention Services receives for service provision. The Medicaid fraud laws include the 2005 Deficit Reduction Act and False Claims Act (amended 1986).

- Any suspected Medicaid or other funding source waste, abuse, or fraud allegations is to be immediately reported to the Human Resources Director or the Executive Director if the Human Resources Director is suspected.
- An internal investigation will be conducted immediately, with appropriate corrective actions and disciplinary actions taken as a result of the investigation findings, including self-reporting to the Department of Mental Health and/or Missouri Medicaid Audit and Compliance (MMAC) Unit.
- All documentation of the investigation will be maintained confidentially in the employee file.
- Employees may report suspected Medicaid waste, abuse, or fraud to:
  - Missouri Medicaid Audit and Compliance Fraud Hotline (573) 751-3285.
  - Missouri Medicaid Audit and ComplianceEmail: [MMAC.ReportFraud@dss.mo.gov](mailto:MMAC.ReportFraud@dss.mo.gov)
- The False Claims Act can protect ‘whistleblower employees’ who report suspected Medicaid waste, abuse, and fraud from retaliation by their employer.
- Behavior Intervention Services monitors documentation and has key mechanisms in order to detect and prevent funding source waste, abuse and fraud and improper payments for

***Behavior Intervention Services***  
**HR Policies**

Medicaid and other services.