

STAFF HANDBOOK

The Arc Susquehanna Valley – Provider Self-Assessment

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Introduction

Welcome to The Arc, Susquehanna Valley. This handbook was developed to provide you with an information resource for common questions and concerns. If you have questions or concerns about the policies outlined here, you should contact the Executive Director at 570-286-1008 or email at Executive@thearcsusquehanna.org.

The policies stated in this handbook are subject to change at any time at the sole discretion of The Arc, Susquehanna Valley Board of Directors. From time to time, you may receive updated information regarding any changes in policy.

The contents of this handbook are not intended to create a contract or agreement between The Arc Susquehanna Valley and you. All employees of The Arc, Susquehanna Valley are At-Will employees under the laws of Pennsylvania.

There are specific procedures for many of the general policies stated in the handbook. Please direct any questions to the Executive Director.

About the Arc Susquehanna Valley

The Arc Susquehanna Valley's mission is committed to promoting awareness, opportunities, quality programs, and advocacy for people with intellectual disabilities and their families.

Therefore, we as an organization promote support, training and opportunities to persons with intellectual and developmental disabilities, their families and caregivers. We also promote the human rights of people with intellectual and developmental disabilities and actively supports their full inclusion and participation in the community throughout their lifetimes.

As an Arc employee, your commitment to these ideals and actions will form the basis of your tenure here. You must fully believe in and support these ideas to be effective in your employment, and, achieving these goals will be the basis of your growth here.

The Arc Susquehanna Valley is private 501 (c) 3 non-profit organization ruled by a set of bylaws and a duly elected Board of Directors. The President is the Chief Officer and is Chair of the Executive Committee, which is charged with the committee work of the organization. The Board of Directors approves this, and other Arc of Susquehanna policies and procedures, as well as creates and approves long range and annual plans, approves an annual budget and over-sees the finances of the organization. The Board of Directors also hires, supervises, and if necessary, terminates the Executive Director. The Board is also in charge of nominating and electing its own (corporate) members. The Board reports its activities to the membership at an annual meeting, and via other communication methods during the year. such as a newsletter.

The Executive Director is the Chief Executive Officer (CEO) of the organization and is charged with implementing the abovementioned budget, policies and plans. The Executive Director is responsible for the hiring, training and termination of staff, as well

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as recommending new Board of Director members to the Boars itself. The staff has the right to appeal to the Board of Directors directly as described in the Conflict Resolution portion of this handbook.

POSITIONS AND COMPENSATION

Immigration Reform and Control Act of 1986

The Arc Susquehanna Valley complies with the Immigration Reform and Control Act of 1986, which requires us to attest to the US. Government that all persons we hire are not unauthorized aliens and are legally entitled to work in the United States. In order to comply with this law, we must verify your identity and your right to work in the United States. In order to do this, we are required to examine certain documents, such as, but not limited to, a US. Passport, Social Security Card, Certificate of Birth, and Driver's License.

Hiring of Employees

Purpose: To establish a hierarchy of positions within the agency and outline the authority and responsibility for the filling of same in the event of a vacancy.

Executive Director: The Board of Directors of the agency retains the responsibility and authority for the employment of the Executive Director. In the event of a vacancy in such position the Board shall obtain the recommendation of the Personnel Committee when considering applicants for the vacant position.

Management Staff: For the purpose of this policy, Management Staff positions will include the Executive Director, Administrative Assistants, Program Director, Self-Advocate Director, Facility Advocate and any other administrative, fiscal or supervisory positions which may be established by the Executive Director and/or Board of Directors.

The Executive Director is responsible for the filling of any vacancy of any other Management Staff position authorized by the Board of Directors in budget or other approvals. Any such hiring is to be performed following consultation with the Executive Committee acting in an advisory capacity.

Other Positions: The Executive Director is authorized to employ all other Arc personnel to the positions as established by the Board of Directors.

Hiring Prerequisites: Any candidate for a vacant position must be at least 18 years of age, eligible to work in the United States and must fill the qualifications for the vacant position.

The Arc Facility Advocate should be available at any point to protect the rights of the participant, after a written release of information is signed.

Procedures for Other Situations

1. A participant has the right to refuse services. Participants who choose to refuse services are requested to give written notice of their intent.
2. If the participant does not show an interest or is unwilling to return to program, the

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Program Specialist should notify in writing the Supports Coordinator, caregiver, advocate (if applicable) and participant in order discuss the reasons, possible modifications for participant success in program or termination of services.

3. If the parent/caregiver does not respond to requests regarding interruption of service, the Program Specialist should contact the appropriate persons.

4. If it is determined as a last resort that it is in the best interest of the participant or until termination of services is completed, The Arc staff will actively continue to work with the parent/caregiver, Supports Coordinator and client until an appropriate transition is arranged.

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Non-Discrimination

The Arc of Susquehanna Valley shall not discriminate on the basis of age, sex, veteran status, race, sexual orientation, religion, national origin, or mental or physical challenge. This shall apply to any person served, membership, members of the Board, and employees.

This policy applies to recruitment and placement, promotion, training, transfer, retention, rate of pay and all other details and conditions of employment.

Employment and promotion decisions will be based on merit and the principle of furthering equal opportunity. The requirements we impose in filling a position will be those that validly relate to the job performance required. To the greatest extent possible, jobs will be filled with preference toward the abilities of the self-advocates of the Arc Susquehanna Valley which match open positions.

All other personnel actions including compensation, benefits, transfers, layoffs, recalls from lay-offs and training will be administered without discrimination toward these classes.

Hours of Operation/Work Schedules

The office is normally open from 8:00 am until 4:00 pm Eastern Standard time. Oftentimes, employees are found in the office before and after these times, but may be seeking to be uninterrupted as they concentrate on critical tasks. Certain employees may be assigned to different work schedules and/or shifts outside of normal office hours. Work hours in our diverse organization vary, and can be at any time your job-tasks require you to work. Please always arrange your work schedule with your direct supervisor, and keep them apprised of any anticipated changes in your schedule, whether due to business or personal needs. The philosophy of the Arc is that our clients and employees are independent and make responsible decisions that achieve our mission.

Facility Keys

In most cases, employees will be issued keys for the facility in which they work. Employees are responsible for maintaining those keys. Employees will not duplicate the keys or allow any unauthorized individuals to utilize them. In the event an employee loses facility keys, they may be financially responsible for replacing locks or rekeying locks at that facility. When an employee is separated from employment with The Arc, he or she will return the keys to the program director. Final paychecks may be held until keys are returned.

Attendance Policy

Regular attendance is essential to The Arc, Susquehanna Valley's efficient operation and is a necessary condition of employment. When employees are absent, schedules

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and other commitments fall behind, and other employees must assume added workloads.

Employees are expected to report to work as scheduled and on time. If it is impossible to report for work as scheduled, employees must contact their direct supervisor before their starting time, 24 hours in advance if at all possible (this will help us secure a substitute if needed). If s/he is unavailable, a message should be left. If the absence is to continue beyond the first day, the employee must notify their supervisor daily unless otherwise arranged. Contacting your supervisor is the responsibility of every employee who is absent. Absence for three consecutive scheduled work days without notification or any explanation shall be considered a voluntary termination (resignation).

Leave of Absence

Employees are eligible to apply for a leave of absence if they have been a regular employee of the Company for at least one year and scheduled to work 15 hours or more a week. The Arc's Board of Directors or their designee, normally the Executive Director will decide on whether the leave will be paid or unpaid and subscribe to applicable law. The request for leave will be reviewed based on the reason for the request, previous attendance record, previous leave requests and the impact the absence will have on The Arc.

Authorized leaves for illness or disability begin after employees have exhausted accrued sick leave, vacation and personal holiday time. A personal leave of absence, if granted, begins after vacation and personal holiday time have been used.

If the request for leave of absence is for personal reasons, the Arc's Board of Directors, with the advice of the Executive Director and/or legal counsel, will decide whether the current position will be held open, or if a position will be made available upon the employees return from leave.

Family Medical Leave

All employees who have been employed at least twelve months, and who worked at least 1,250 hours during the twelve months prior to the leave request may be eligible for an unpaid family and/or medical leave of absence under the Family and Medical Leave Act of 1993 **IF IT APPLIES TO THE ARC SUQUEHANNA VALLEY** for a period up to twelve weeks during a calendar year under the following circumstances:

- For the birth of a son or daughter of the employee and to care for such newborn son or daughter, if completed within twelve months of the child's birth;
- The placement of a son or daughter with the employee for adoption or foster care if completed within twelve months of the placement;
- To care for the spouse, or a son, daughter, or parent of the employee, if spouse, son, daughter, or parent has a serious health condition; or
- Where a serious health condition makes the employee unable to perform the functions of his or her job.

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Employees ordinarily must provide 30 days advance notice when the leave is "foreseeable." The Arc may require medical certification to support a request for leave because of a serious health condition, and may require second or third opinions (at the employer's expense) and a fitness for duty report to return to work. Taking of leave may be delayed if requirements are not met.

Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, and other employment terms. The use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

For complete details employees should contact the Executive Director.

Employee & Volunteer Background Checks

All employees and all volunteers who are in contact with the self-advocates will be required to pass a background check.

As separately outlined in the Child Protection Policy, a PA State Police background check and a Childline check are required before hire and at any time deemed necessary, but at least every two years.

For those working with children under age 18, an FBI fingerprinting is required for staff.

All staff and volunteers are must also adhere to the requirements of being a mandatory abuse reporter as required by PA State law.

Federal Health Care Exclusions Policies

in accordance with the Department of Health and Human Services (HHS), the Centers for Medicare and Medicaid Services (CMS) and the Pennsylvania Department of Public Welfare (DPW), The Arc Susquehanna Valley, Inc. (The Arc) is committed to the control of Medicaid, Medicare, as well as any other state and federal health care program fraud. Additionally, the Social Security Act, Section 1903(i)(2)(A), and 42 CFR 1001.1901(b) state that Medicaid payments cannot be made for items or services delivered by an excluded party.

Consistent with the DPW Medical Assistance Bulletin (#994105) effective August 15, 2011 The Arc conducts state and federal health care program exclusion searches on an annual basis, inclusive of but not limited to: all employees of the organization and other entities (e.g., service providers, contracted services) with which the organization has a direct financial relationship.

The following databases are utilized to determine exclusion status:

- Pennsylvania Medichex List
- List of Excluded Individuals Entities (LEIE)
- SAM (System for Award Management)

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The documented results of exclusion searches are maintained in the ODP qualification spreadsheet in the fiscal department. On at least an annual basis, the comprehensive file is printed for review and audit.

In the event that a state or federal health care program exclusion is discovered as a result of a search, the Executive Director will be notified immediately to determine a further course of action.

Documentation Of Support Service Professional(SSP) Qualifications Form

This form must be completed for all qualified SSPs referred for hire by supervisors. For new qualified SSPs, the form must be initiated by the supervisor and completed and verified by the Administrative Assistant and Executive Director. Additionally, this form must be reviewed and completed for all SSPs at least once every 365 calendar days. Clearances do not have to be completed annually; however, the 365-day review needs to assure they exist as required and are updated if needed.

Please complete the section(s) for all services the qualified SSP will be providing to the individual. The Managing Employer must initial on the line next to the qualification criteria to indicate the SSP meets the criteria. The Managing Employer is responsible to work with the administrative assistant to complete this form and provide evidence that the SSP meets the criteria.

Unlicensed In Home and Community Supports, Unlicensed In—Home Respite, Transitional Work Services Supported Employment, Homemaker Chore and or Home Finding

___ At least 18 years of age

___ Completion of ore-training or in-service training necessary to carry out the individual's support plan

___ Agreement to carry out the service responsibilities outlined in the individual's support plan

___ *FBI Clearance (Older Adult Protective Services Act [35 P.S. § 10225.502(a)(2)]

“Where the applicant is not and for two years immediately preceding the date of application has not been a resident of this Commonwealth, administration shall require [an FBI history].”)

___ *Child Protective Services Law (CPSL) [23 Pa. C.S. Chapter 63] (when the individual receiving services is under 18 years of age)

___ *Older Adult Protective Services Act [OAPSA 35 P.S. § 10225.101 et. seq., Title 6 Pa. Code Chapter 15]

___ Automobile insurance for all automobiles used as part of the service Valid driver's license

Personal Support Services

___ At least 18 years of age

___ Completion of pre-training or in-service training necessary to carry out the individual's support plan

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___ Agreement to carry out the service responsibilities outlined in the individual’s support plan

___ *FBI Clearance (Older Adult Protective Services Act [35 P.S. § 10225.502(a)(2)] “Where the applicant is not and for two years immediately preceding the date of application has not been a resident of this Commonwealth, administration shall require [an FBI history].”)

___ *Older Adult Protective Services Act [OAPSA 35 PS. § 10225.101 et. seq., Title 6 Pa. Code Chapter 15]

___ *Child Protective Services Law [23 Pa. C.S. Chapter 63] (when the individual receiving service is under 18 years of age)

___ Automobile insurance for all automobiles used as part of the service

Transportation by a Non—Relative

___ At least 18 years of age

___ *FBI Clearance (Older Adult Protective Services Act [35 P.S. § 10225.502(a)(2)]

___ “Where the applicant is not and for two years immediately preceding the date of application has not been a resident of this Commonwealth, administration shall require [an FBI history].”)

___ *Older Adult Protective Services Act Clearance [OAPSA 35 PS § 10225.101 et. seq., Title 6 Pa. Code Chapter 15]

___ *Child Protective Services Law [23 Pa. C.S. Chapter 63] (when the individual receiving service is under 18 years of age)

___ Automobile insurance for all automobiles used as part of the service Valid PA driver’s license

___ Current State motor vehicle registration

Transportation by a Relative

___ At least 18 years of age

___ Automobile insurance for all automobiles used as part of the service

___ Valid PA driver’s license

___ Current State motor vehicle registration

___ I am aware of the Waiver requirements for payment to relatives and am in compliance with those requirements.

Name of the Support Service Professional:

Social Security number of the Support Service Professional: Please see file.

Signature of Managing Employer:

Managing Employer Name (printed): _____

Managing Employer Contact Information: (Phone number and address):

Date form completed by supervisor: _____

Signature of Executive Director: _____

Date approved: _____

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*These items will be completed by the Financial Management Services Provider.
PA Office of Developmental Programs DP 1008 BIOS

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Agency With Choice Employee Check List

Employee Name: _____

Orientation Date: _____

Completed By: _____

Employment Packet

___ Employee Application _____ Review Document Retention

___ Employment Eligibility Verification (I-9) Form.

Start date: _____

___ W-A Form Exempt: Yes or No (Please circle)

___ Difficulty of Care Federal income Tax Exclusion and Certification Form

___ Voided Check and Direct Deposit Form

___ Consent for Background Check and release of information; waiver required _____
date: _____

___ Request for Criminal Record Check

___ MA Check (office use only):

___ FBI Clearance (Out of state, has not resided in the state of PA for 2 consecutive yrs.). Adult Protective Services FBI Clearance (working with a minor). Department of Human Services.

___ Pennsylvania Child Abuse History Clearance (if working with a minor)

___ Copy of Social Security Card or other:

___ Copy of Drive License — Expiration Date:

___ Declaration Page or Current Auto insurance Card - Expiration Date:

___ Auto Registration - Expiration Date: _____

___ Last date of Auto Inspection — Expiration Date: _____

Local Service Tax (LST) or Not Applicable (Please circle)

___ Local Earned income Tax Residency Certification Form

___ Controlled Access and Video Monitored Security Memo

___ Copy of First Aid Card - Expiration Date: Not Required (Please circle)

___ Copy of CPR Card - Expiration Date: Not Required (Please circle)

___ Documentation of Support Service Worker Qualification Form

___ Healthcare Information (if any) or N/A

___ Employee Acknowledgement - Handbook

___ Fire Safety Viewed Video Discussed

___ HIPPA (Must view Video)

___ Acknowledgement of HIPPA Notice of Privacy Policy

___ Substance - Free Workplace Policy

___ Unlawful Harassment

___ Code of Ethics

___ Principles and Values

___ Incident Management

___ Adult Protective Services Act

___ Abuse Prevention Information

___ Workman's Compensation

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___ Own Vehicle and Driver Release
___ Non-Driver Waiver
___ Managing Employer Vehicle Release Form
___ Other Driver Release form. Name of Vehicle Owner: (Please note above auto information).

___ 4038 Plan Memo
___ Healthcare Enrollment information Memo
___ Bi-Weekly Pay Period Schedule
___ Example of Timesheet and Daily Progress Note
___ HIPPA secured ISP: _____
___ Procedure Code 8: Service Description

Does employment require a Certification or License: Yes or No (Please circle) Exp. Date:

Signature Page: _____

Support Service Professional Signature Date:

Internal Use Only: _____

File reviewed by administrative assistant— Name:

Executive Director Date: _____

Personnel Data Entered — Name: _____

Administrative Assistant Date: _____

Reviewed by Hiring Manager — Name: _____

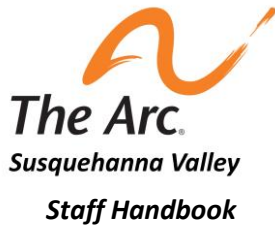
Hiring Manager Date: _____

Payroll System Entered: _____

Name: _____

Signature: _____

Date: _____



Waiver Participants

Employee Name: _____

Original Start Date: _____

Waiver participant: Start Date: _____

Supervisor: _____

Completed by (Name): _____

Date: _____

Reviewed By (Name): _____

Date: _____

___ Consent for Background Check and release of information

___ Request for Criminal Record Check (Only if outdated by one year of new hire date).

___ MA Check (office use only):

___ FBI Clearance (Out of state, has not resided in the state of PA for 2 consecutive yrs). Adult Protective Services. (Only if outdated by one year of new hire date).

___ FBI Clearance (working with a minor). Department of Human Services. (Only if outdated by one year of new hire date).

___ FBI Clearance (Out of state, has not resided in the state of PA for 2 consecutive yrs. or working with a minor) (Only if outdated by one year of new hire date).

___ Pennsylvania Child Abuse History Clearance (if working with a minor) (Only if outdated by one year of new hire date).

___ Documentation of Support Service Professional Qualification Form

___ Declaration Page of Current Auto Insurance

___ Auto Registration 8; Last date of Auto Inspection

___ Own Vehicle/Driver Release

___ Non-Driver Waiver

___ Managing Director Vehicle Release Form.

___ Other Driver Release Form. Name of Vehicle Owner:

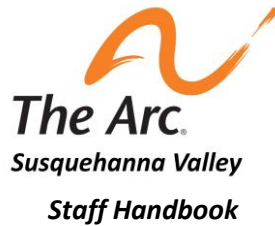
___ Copy of Driver's License

___ Copy of First Aid Card Not Required

___ Copy of CPR Card Not Required

___ Overtime Policy

___ Administrative Assistant Date: _____



Pay and Compensation

Employees are paid every other Friday.

New employees are required to complete an Employee's Withholding Allowance Certificate (W-4) and other paperwork as required by The Arc Susquehanna Valley. Employees must present their Social Security card when completing the required forms.

Overtime

Paid overtime will not be paid unless authorized in writing by the Executive Director. Employees may also volunteer to work in other positions at The Arc to substitute for an absent employee or temporarily vacant position. When the pay rate is not congruent with the employee's regular hourly rate (RHR), the employee shall earn the same amount as the last budgeted pay for that position. This rate may be more or less than the employees RHR. The employee will not receive overtime for the number of hours work no matter how many hours were worked for that work or pay period.

Paid Time Off

All employees are eligible for Paid Time Off (PTO). PTO is at the discretion of the employee as far as sick time or medical appointments is concerned, but should be used conservatively. Less use of time for illness or snow days means more time at the discretion of the employee for personal use. PTO of more than one day should be pre-arranged with the supervisor. Not all positions will allow for the same application of PTO use. It is the Arc Susquehanna Valley's policy to allow for the maximized use of PTO that will create work-life balance.

Employees that work less than 210 hours per year, will receive PTO after 6 months of service. All other employees accrue new PTO in January of each year. New employees received prorated PTO from the time of hire, and may use PTO after 90 days of service.

<u>Years of Service</u>	<u>Hours accumulated per fiscal year</u>
Start year 1 to end of year 4	7.69% of the hours worked annually rounded up to a full hour
Start year 5 to end of year 9	10% of the hours worked annually rounded up to a full hour

Start year 10 12% of the hours worked annually rounded up to a full hour

Employees should notify their immediate supervisor at least two weeks in advance of taking PTO leave. All leave requests are subject to the approval of the Executive Director. Unused hours may be able to be carried over to the next year, but, at no time can the number of hours accumulated be greater than 275.

Holidays

New Year's Day

President's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day after Thanksgiving

½ Christmas Eve Day

Christmas Day

One Floating Holiday (e.g. other religious, personal birthday, other holiday)

In the event that one of these holidays falls on a Saturday, The Arc will observe it on the prior Friday. If it falls on Sunday, The Arc will observe it on the following Monday.

Bereavement

All employees will be paid their normal daily rate for up to three days to bereave a catastrophic life event such as death, news of terminal illness (self or loved one), relationship status change, loss of a home or any event that causes severe loss for the employee and instigates the grieving process.

At the discretion of the supervisor, additional time off without pay may be provided so that employees can regain composure, depending on the severity of the event.

Jury Duty

Employees will be paid their normal and customary wages during an absence mandated by jury duty. If an employee receives any compensation for this duty, they should present it to the Executive Director as a temporary payroll adjustment, unless prohibited by law. Employees must present a copy of the Jury Summons to the Executive Director.

Snow Days & Emergency

Snow days are at the discretion of the employee and come from the employee's PTO reserve. From time to time a true weather or other emergency, may make it impossible to be open for business. In times of these severe emergencies, the Executive Director will decide as to whether the offices and programs of the Arc will be open for business. In those cases, employees will receive their regular pay rate for the time the offices/programs are not open, up to two days (but may only be an hour or two). After that time, the Board of Directors as lead by the Executive Committee may be further engaged to make necessary decisions and plans for the emergency and its effect on staff.

If a property where the employee works is inaccessible to that employee (e.g. ice and snow block wheel chair access) the employee does not have to report to work at that facility and will be paid for the day. However, the same employee may be required to report to an accessible location. All employees must check with their supervisor before assuming they will be compensated for snow days or emergency.

If an employee knows a storm is coming and has access to and the type of work that can done from home, an employee may elect to work from home and not use PTO. All employees must check with their supervisor to arrange this possibility.

Staff policy on paying for Arc events

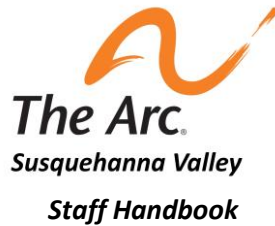
Arc employees who attend Arc events, whether they are working or not, specifically dinners, dances, picnics or similar will be admitted at no charge. An example of events, is the Spring Fling, Easter Celebration, Knoebel's Picnic, Christmas Celebration, etc. Spouses, children or anyone else that is related or is a friend of the employee must pay full price.

Trips

Arc employees will not have to pay if they, as part of their normal job duties are required to attend, or if they are instructed to attend by the Executive Director or his/her designee. If an employee goes on an Arc trip without being required, they will have to pay full price. Rehoboth beach is an example of trips, as are day trips. Spouses, children or other friends/relatives that go with the Arc employee must pay their own costs

Entertainment for Arc events

A maximum of ten musicians plus the conductor will not have to pay for their dinner. All other people/caregivers affiliated or caring for the individual musicians will have to pay for their meal.



Speakers for Arc related events

Their meals will be paid for. Mileage may be paid for under certain circumstances and with the approval of the Executive Director.

Volunteers at Arc events

Volunteers working an assignment at an event or going on a trip will have their costs paid. Check with the Social Recreation, Self-Advocate or Program Directors to be sure you have been assigned to work the event.

Benefits

Employee Fringe Benefits

3% of an employee's annual earnings are available to them for health insurance or retirement savings.

Healthcare insurance premiums can be reimbursed up to 3% of earnings for a policy the employee acquires for themselves and their families. Any policy must include the employee. Reimbursement of out-of-pocket premiums for plans on which the employee is a named member, such as a spouse's plan, is also allowable. In this case, proof of premium payment such as bills marked paid or withholdings clearly showing health insurance premiums deducted from a spouse's pay on a pay stub are required for this. Reimbursement for actual medical expenses is not allowable.

Employees must elect the healthcare insurance use of the funds first if needed. If healthcare is not needed, the employee must sign a waiver stating they do not need healthcare insurance and the reason that they do not need it.

If healthcare is not needed and a waiver is signed, the employee may elect to use the 3% as a contribution to their retirement account. Retirement accounts must be qualified IRA accounts. If the employee is interested in obtaining such an account because they do not have one, they may use The Arc Susquehanna Valley's chosen vendor for a retirement plan.

Retirement contributions go with the employee should they leave Arc employment.

STAFF TRAINING SCHEDULE

Training is conducted according to requirements of Title 55. Public Welfare Chapter 2380 Adult Training Facilities 2380.36 and Chapter 51.

STAFF DEVELOPMENT: all new staff will be provided with an orientation prior to working with program participants. Areas covered include introduction to The Arc,



introduction to Self Determination through PA ODP “Every Day Lives” 1-5 modules (under Community Participation Supports).

Executive Director gets 24 or more hours of training relevant to human services or administration annually.

Program Specialists and Direct Service workers who are employed for more than 40 hours per month receive 24 hours of training relevant to human services, annually.

Program Specialists and Direct Service workers receive training in the areas of service for people with disabilities and program planning and implementation, within 30 calendar days after the day of initial employment or within 12 months prior to initial employment.

Staff are trained in first aid, Heimlich techniques, cardio—pulmonary resuscitation and AED (if available).

THE ARC TRAINING SCHEDULE EMERGENCY PROCEDURES

I. Definition: Emergency

- a. an unforeseen circumstances and/or a combination of circumstances in which the resulting state calls for immediate action.

any event, incident, or situation which may affect:

- the emotional and for physical wellbeing of a person or employee at THE ARC.
- THE ARC property owned, leased or occupied by the people community involvement in the program

II. in the event of an emergency, the immediate instructor or Program Specialist will:

- a. provide immediate first aid for the person, guaranteeing the safest possible environment for the person, and also to prevent further injury.

in the case of an accident or incident (bleeding, seizures, unconsciousness, uncontrollable emotional problem) the immediate instructor or Program Specialist will:

- contact the Emergency First Aid staff member
- notify the The Arc Director (if unavailable, notify the Program or Self Advocate Director)
- if warranted, call for an ambulance, 911
- notify parents/providers
- fill out the appropriate incident reports

DIRECT SUPPORT PROFESSIONAL ANNUAL TRAINING CURRICULUM

The ARC program has quarterly scheduled in-service days during the year. The training year is from May through April every year. During each in-service day, support staff are trained in the core topics listed below. Additional training topics and activities are developed throughout the year based on the needs of the program and available opportunities.

Individual—specific training occurs during new staff orientation, including Deaf Services and GDP CPS modules.

Ongoing training that occurs throughout the year includes but may not be limited to:

ISP updates and implementation, behavioral support plans, accurate billing and documentation of HCBS delivery, van driver training, Sara 3000 sit—to-stand and sit—to- slide (equipment).

Quarterly Topics

Summer

Recognizing, reporting and investigation of an incident;
GDP-issued policies and procedures

Fall

First Aid and CPR/AED
Safety Techniques (alternates yearly)

Winter

Emergency Disaster Response Plan, Emergency Code System;
HIPAA;
Quality Management Plan;
Team Building

Spring

ODP Principals and Values; Positive approaches;
Individual Health and Behavioral Emergencies and Crises; Participant Rights/
Grievance Resolution;
Identification and Prevention of abuse, neglect and exploitation
Spring Fire safety is presented for all THE ARC individuals and support staff during the program day
Financial Management Services Managing Employer

Travel

Employees may be reimbursed for mileage at an approved rate per mile (which may change from year to year) under the following circumstances:

- Attending mandatory staff meetings
- Picking up The Arc van
- The Arc is requiring you to travel as part of your employment
- The Arc is requiring you to attend one of its social events
- Picking up iPads, laptops, or other supplies at The Arc office if required to do so

Employees will **not** be reimbursed for:

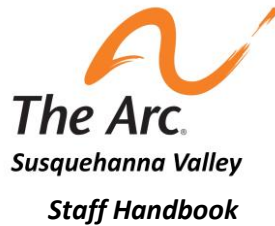
- Travel to and from weekly program meetings
- Dropping paperwork off at The Arc office
- Travel to and from Arc social/rec events at which their attendance is not required

Employees will use the shortest of mileage reported on Google maps or other reputable mapping program such as MapQuest from the office or work location to the destination, and then double it if returning to the office. Travel to and from home is not used in calculating work mileage.

For daily travel, there will be no meal reimbursement. For overnight travel, meals may be reimbursed at a rate of \$35 per diem (less any paid conference/event meals). Reimbursement for overnight accommodation may be available if the employee resides or the office is located (whichever location is closest to the travel destination) more than 50 miles or one hour away. It is preferred that the employee commute for a conference this distance for up to three days. Accommodations reimbursement, if available, is recommended for 75 or more miles away. The price of driving, rail, bus and air travel should also be compared for longer, multi-day trips.

In all cases, an official mileage and expense form, with accompanying receipts, must be completed and approved by your supervisor to be considered for reimbursement.

Factors leading to possible denial of travel reimbursement include but are not limited to: 1) Trip not approved by supervisor and/or Executive Director, 2) Lack



of budgetary resources to reimburse employee, 3) Ethics surrounding travel and non-profit organizations

Termination

Employees who voluntarily terminate (resign) from The Arc Susquehanna Valley are asked to provide at least two weeks advance notice. This notice should be in writing and should briefly state the reason for leaving and the anticipated last day of work.

Before receiving their final paycheck, employees will return the following items to The Arc:

- Facility keys
- Any money collected on behalf of the Arc
- Monthly paperwork including, but not limited to, sign-in sheets, and petty cash recapitulations
- Any remaining petty cash
- All supplies purchased for and owned by AMPES

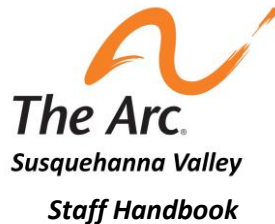
If employees cannot deliver the items to The Arc office during normal hours, arrangements can be made with the program director to meet at a mutually agreeable time and location. Failure to turn over any of the above items may result in final paychecks being held, money being deducted from final paychecks, and/or legal action.

Drug and Alcohol Policy

The Arc, Susquehanna Valley realizes that the misuse of drugs and alcohol impairs employee health and productivity. Drug and alcohol problems result in unsafe working conditions for all employees and customers. The Arc Susquehanna Valley is committed to maintaining a productive, safe, and healthy work environment, free of unauthorized drug and alcohol use.

Any employee involved in the unlawful use, sale, manufacturing, dispensing or possession of controlled substances, illicit drugs and alcohol on Arc Susquehanna premises or work sites, or working under the influence of such substances, will be subject to disciplinary action up to and including dismissal and referral for prosecution.

Safety Policy



The Arc Susquehanna Valley is sincerely interested in the safety and well-being of our employees. We will make every effort to keep the office equipment in excellent condition and make sure that all safety devices are working properly.

If, despite our efforts to ensure safe working conditions, an employee has an accident or becomes ill on the job, it should be reported to the Executive Director immediately.

Child & Client Protection

Background Checks and Clearances for Staff and Volunteers at The Arc Susquehanna Valley

Beginning January 1, 2015, Pennsylvania put in place new child protection laws. In short, staff and volunteers at The Arc Susquehanna Valley who have direct contact with and care of children need to be certified with background checks, and also become mandated reporters. At The Arc Susquehanna Valley, all staff and volunteers who have any contact with clients of any age must pass a State police background check and Childline clearance.

This document will answer questions about what to do, when, and how.

General Information

All staff and prospective volunteers who have regular contact with children must obtain the following clearances (the law defines a child as anyone under the age of 18):

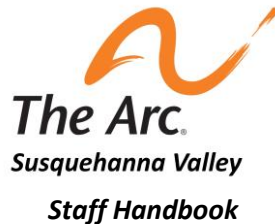
1. Report of criminal history from the Pennsylvania State Police (PSP); and
2. Child Abuse History Clearance from the Department of Human Services (Child Abuse).
3. In addition to the clearances, all staff and volunteers working with children under the age of 18 must certify that they have taken a short course about mandatory reporting.

All staff and volunteers will be required to obtain clearances every five (5) years. Volunteers who have applied for clearances, but not yet received notification, will be able to work with Arc Susquehanna classes at the discretion of the Arc Susquehanna director.

How to Apply

The Child Abuse and PSP can all be applied and paid for electronically. These clearances can be found at

<http://www.dhs.pa.gov/publications/findaform/childabusehistoryclearanceforms/index.htm>, or you can apply for each individually.



The cost for employees will be reimbursed to you and are free for volunteers

1. Pennsylvania Child Abuse History Clearance:
<https://www.compass.state.pa.us/cwis/public/home>
2. This is the most time-consuming application. First you will need to create a state government online profile (click on “create a new account” when you first start), which will then give you access to your state reports and allow you to transact other unrelated state government business. Then you can start an application. Be prepared with: a history of all the places you have lived since 1976, as well as the names of all the people with whom you lived since 1976. You will also need to enter any name you have ever used.
3. Pennsylvania Criminal Record Checks, through the Pennsylvania State Police: <https://epatch.state.pa.us/>
To start the process, initiate a New Record Check.
4. Mandatory Reporting certification:
https://www.reportabusepa.pitt.edu/webapps/portal/execute/tabs/tabAction?tab_group_id=21

This is a free online course that takes less than three hours, and can be taken in segments. There are others available online, but most are not free. When you are finished, you must print the certificate as proof that you have taken the course. You can print multiple original certificates.

To **report child abuse** call 1-800-932-0313

Documentation

Every staff person and every volunteer at The Arc Susquehanna Valley will have a personnel file kept at The Arc Susquehanna Valley offices that will include: Child Abuse, PSP, and mandatory reporting certificate if applicable. The original must be provided. The Arc Susquehanna Valley will make copies of all documentation for the files. The individual keeps the originals, while the organization keeps copies.

Certification of Mandatory Reporting training

Disclosure Statement with signatures

Each file will be labeled with the person’s name and the date of their certification expiration. It will be the job of the Arc Susquehanna Director to maintain these files and ensure that clearances are up-to-date.

The files will also be locked; Child Abuse clearance information is confidential and may not be released to other individuals.

Reporting

Anyone who has completed the training and filed clearances, and works with children in the organization, is considered a mandated reporter.

If a mandated reporter suspects abuse it must be reported directly to Child Line.

If the report involves a suspected/possible perpetrator connected with The Arc Susquehanna Valley or a child connected to The Arc Susquehanna Valley, the reporter should also notify the Arc Susquehanna Director or the minister. The staff member will notify the Board that a report has been made, but anything related to a child is confidential and identifying details will not be shared.

If a volunteer or staff member is named as a perpetrator in a child abuse investigation, that person must provide the Arc Susquehanna Director with written notice not later than 72 hours after the notification that the person has been named as a suspected perpetrator in an investigation or listed as a perpetrator in the statewide database. The Arc Susquehanna Director will notify the Committee on Ministry and the Board president, in confidence, and the volunteer will be asked to recuse him or herself from contact with children while the investigation is underway.

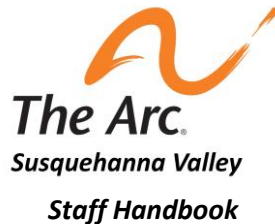
If the report is unfounded, that will be noted in the person's file, and the volunteer or staff member can return to the Arc Susquehanna classroom.

If the report is founded, or if a volunteer or staff member is arrested for or convicted of an offense that would constitute grounds for denying participation in a program, activity or service, written notice must be provided to the Arc Susquehanna Director within 24 hours after the arrest, conviction or notification that the person has been listed as a perpetrator in the statewide database. The Arc Susquehanna Director will notify the Committee on Ministry and the Board president and the volunteer or staff member will no longer be able to work with children at the organization until his or her record is cleared in the statewide database.

A volunteer or staff member who willfully fails to disclose information as required above commits a misdemeanor of the third degree and shall be subject to discipline up to and including termination or denial of a volunteer or staff position.

Dress Code Policy

The Arc Susquehanna Valley maintains a business casual working environment. All employees should use discretion in wearing attire that is job-appropriate for the office and customer interaction, as well as the work being done. There should be no vulgar or obscene messages or images (including political) written on



clothing or showing as a tattoos. Tattoos are allowable for most positions. Excessive tattoos (as judged by the Executive Director) may not be allowed.

Smoking Policy

The Arc Susquehanna Valley maintains a non-smoking policy within the office and at all remote AMPES sites, and wherever and whenever The Arc holds an activity.

Telephone and Computer Use Policy

The Arc Susquehanna Valley understands that it is occasionally necessary to conduct personal business during work hours. However, employees should limit their personal use of both work and personal electronic devices so as not to interfere with work duties. Distractions that cause an employee to not be able to properly supervise their work or group participants are not permissible.

Because telephone and e-mail systems are provided by The Arc Susquehanna Valley at its expense for business use, all messages sent by or received on those systems are company documents. The Arc Susquehanna Valley reserves the right to access and to disclose the messages that you send or receive on the voice mail or e-mail systems. Employees should also be aware that “deleted” messages from the computer screen may not actually be deleted from the e-mail system. Employees who abuse this policy are subject to disciplinary procedures up to and including discharge.

Business Expense Reimbursement

Reasonable business expense reimbursement for all employees may be permissible if the expense falls within budgeted amounts.

The Arc, Susquehanna Valley upon approval of the Executive Director, will reimburse employees for legitimate expense which are directly business related to include: travel expenses, office supplies, and mileage incurred while traveling on business. Employees must submit receipts for all expenses. Employees must consult with Executive Director prior to business trips to confirm eligible expenses.

Employee Planning & Shared Performance

Rather than employee evaluations, the Arc Susquehanna Valley has a policy of creating annual shared goals as employees from the Long-Range Plan of the Board. Employees participate in the creation of this plan.

Each year, employees will review previous year goals and accomplishments with their supervisors. As a group, new goals will be set each year, with employees participating and agreeing to what they will do as team members, to accomplish program and organizational goals.

Conflict Resolution

If a situation is not so egregious as to have caused immediate termination (violence, judgement so poor that others were placed in mortal danger, gross violation of the purpose of the Arc) then an informal resolution process shall be engaged.

The Arc Susquehanna Valley notes that differences of opinion and working styles as well as personality conflicts may occur, or be present upon introduction of new employees. Such differences may be able to be addressed without written warning, and, should be addressed informally if possible. The Arc Susquehanna Valley understands that these problems may or may not include behavior that is considered egregious. If an egregious act of the employee cannot be identified, the parties should look for greater flexibility on both sides of their relationship to establish an effective working relationship. Resolution of these matters, either way, should be done in conference between the employee and their immediate supervisor. At times, the conflict resolution will be the decision that the supervised employee will leave the organization. If this is not desired by the supervisor or supervisee, one, the other, or both may request a conference between the two and the Executive Director.

In all cases, the Executive Director (ED) must be told that informal conflict resolution is in process between any two employees. If the supervising employee is a direct-report to the ED, that employee must report it directly to the ED. If the conflict is between two employees neither of which reports to the Executive Director, the conflict resolution process must be reported to the supervising employee's supervisor, but the ED must ultimately be informed through the chain of command. Supervising employees are responsible to be certain this occurs.

Should this informal process not work to resolve the conflict, and the employee has engaged in any of the following, a written warning will be made to the employee that is cc:ed to the ED: 1) Action, inaction or lack of accomplishment detrimental to the mission or purposes of The Arc; 2) Unsafe conditions for clients, other employees and/or the public; 3) Threatening or abusive behavior; 3) Excessive missed work time; 5) Use of illegal substances on the job; 6) Breaking of criminal laws; 7) Other serious detrimental behavior as described by a supervisor in writing. The warning letter must be specific about which of these

seven items has been violated, and specific about the correction to the behavior, and when the correction must occur. All warning letters must give the employee one chance to correct the behavior, but need not give more. The consequence for repeated or new egregious behavior can then be immediate dismissal. No written warning can be made without first informing the ED, or first attempting a meeting between the ED and the involved parties. Refusal to meet with the ED shall also be considered an immediate resignation and the employee(s) in question must leave the work location immediately not to return.

Insubordination or any other matter not related to one of the seven areas above, is not sufficient for a written warning, and the conflict (likely a personality conflict), if not resolved, may become the sole responsibility of the supervising employee. Lack of a resolution may lead to disciplinary action for the supervisor and not the original employee whose behavior is being questioned.

The employee may or may not agree with the warning, but must acknowledge its receipt with their signature. If the employee does not sign the warning, they will be considered to have resigned on the spot and must leave the work location immediately, not to return.

If the employee believes they were falsely accused, or that miscommunication has led to the warning, and they have not attempted to engage the Executive Director informally first, per the above, the employee will have forfeited their right for redress, and will be considered to have resigned.

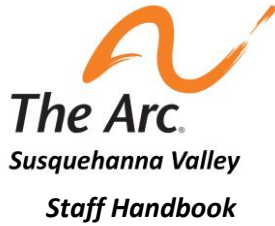
In the case of termination, reasonable time will be given to collect all belongings, but, computer access will be denied. If termination is done while the employee is off-site, the employee may return, just to gather belongings with permission of the ED, or, the employee may have to send a list of belongings that will be gathered and sent or dropped off to the employee. The Arc Susquehanna Valley is not responsible for valuables that are the personal property of employees left on Arc property.

Any employee who feels they have been treated unfairly by the Executive Director, may address their concern, in writing, to the President of the Board of Directors, who will review the matter and engage the Executive (or Ad Hoc) Committee to investigate and resolve the matter. In all cases, once the matter has been put into writing, either as a warning from staff to an employee, or an employee complaint in writing, there must be a response, in writing, from the Arc Susquehanna Valley, or the employee within 10 business days that clearly states how the party intends to be permanently resolve the issue. Such resolutions may



include voluntary or involuntary termination, or other staff, job, or working condition changes that are likely to bring about a resolution.

If all attempts to resolve the situation fail, the employee shall be considered terminated, and may or may not be entitled to unemployment compensation based on the law.



Healthcare Contribution Waiver Form

(complete only if you already have health coverage and are electing to opt out.
See: Benefits: Fringe Benefits, in this manual)

Employee Name: _____

Date: _____

Position: _____

I acknowledge I have been offered the opportunity to receive up to 3% of my annual earnings to apply to health insurance.

I decline enrolling myself or eligible family members listed below in the group health plan coverage because:

___ I have other medical coverage provided by:

Insurance Company Name: _____

Policy/Group Number: _____

Name & Relationship of person whose policy you appear on as a member:

Through (Employer Name): _____

Printed Name: _____

Date: _____

Signature: _____



I have received this Handbook and have read and understood the contents

Print Name:

Signature:

Date:
