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 <p style="text-align: center;">Fountain FOHFS</p>	Fountain of Hope Family Services		<b>Policy and Procedures</b>	
	Policy Type:-	Aspire to Excellence	Policy# <b>ATE-145</b>	
	Subject:-	Workforce	Adopted:- <b>05/06/2014</b>	
	Section:-	<b>(1.J)</b>	Effective:- <b>06/11/2015</b>	
Approval By:-	<b>Michael Oladipo</b>	Revised:- <b>08/15/2020</b>		

## Introduction:

**(FOHFS agency)** seeks to maintain a well-trained, enthusiastic, and efficient group of personnel who work together to make the agency successful by providing quality assistance to the patients. By reaching this goal, the job satisfaction of personnel is enhanced.

These personnel policies and procedures are provided to answer common questions regarding benefits, work rules and how they affect you. The policies outlined in this package should be regarded as management guidelines only, which in a developing company will require occasional revision. You are encouraged to read the policies carefully. Please direct your questions about these policies to your supervisor.

Your employment at **(FOHFS Agency)** is at-will. Both you and **(FOHFS Agency)** reserve the right to terminate the employment relationship at any time, with or without notice, and with or without cause.

Nothing contained in these policies is intended to change this non-contractual status. No one other than the **Executive Director** of the agency can enter into an agreement with you for employment for a specified period of time, or make any agreement or representations contrary to the agency's at-will policy. Further, any such agreement must be in writing and signed by the **Executive Director**. The agency's policy of at-will employment can be changed only in writing and must be signed by the **Executive Director** of **FOHFS agency**.

Aside from the **FOHFS Agency** policy of at-will employment and those policies required by law, the agency reserves the right to change its policies as stated herein at any time.

## I. Human Resources

**(FOHFS Agency)** at a minimum adheres to the staff to individual receiving services ratio required by applicable standards. In addition, **FOHFS** considers the quality of services during the determination of staffing patterns.

### → **There are adequate numbers of personnel to:**

- a. **FOHFS** agency will maintain enough personnel to provide services at the level of care identified on treatment plans.
- b. All services are to be provided in a safe and confidential environment.
- c. The Management Team is able to perform the tasks of all employees, and are

prepared to perform these tasks when an unplanned absences of a personnel.

d. The performance expectations of the organization will be addressed in employee evaluations.

▶ **2.a.b.c**

(1) **Verification of License/Certification/Credentials:** Copies of current licensure or certification must be on file at all times. Credentials will be verified either by phone, in writing, or via Internet with the appropriate licensing/ credentialing board, university, or school. Should you misrepresent your credentials, you will not be hired. **FOHFS Agency** verifies licensing and certifications on a yearly basis. It is the responsibility of the employee to keep credentials current and to notify **FOHFS Agency** of any changes in your credentialing status.

(2) **Criminal Background Checks:** **FOHFS** requires an Oklahoma State Bureau of Investigation (**OSBI**) background check, including history of sexual offenses, prior to appointment to a position.

(3)

- a. **Recruiting:** As appropriate, **FOHFS Agency** will recruit both inside and outside its work force to obtain qualified applicants. To support career progress of qualified internal candidates, internal recruitment may be utilized so long as it is consistent with equal employment opportunity objectives and results in a pool of qualified applicants.
- b. Notices for vacancies will be posted in-house for a minimum of three (3) days to allow for in-house response. Anyone wishing to be considered for any position should contact the **Executive Director or Clinical Director**.
- c. **FOHFS's** Agency Management Team is responsible for identifying any trends in personnel turnover and making any needed adjustments to address problem areas.

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A

(1) Basic knowledge and understanding of the developmental stages of assigned population. (ie. Adults, children/adolescents). Basic knowledge and understanding of treatment modalities and Clinical skills to apply these to assigned population. (ie. Adults, children/adolescents) Excellent verbal and written communication skills. Excellent interpersonal relationship skills.

(2) Ability to work as part of an interdisciplinary team.

B Personnel will complete orientation training prior to providing services to person's served. Personnel participate in annual training that includes: Code of Ethics; Resolving Ethical Issues; Confidentiality; Professional

Responsibility of Providers; Rights of Patients; Rights of Personnel; Health/Safety (Pamphlet); Cultural Competency; Person/Family Centered Services (Brochure); Prevention of Violence in Workplace; Home Based Safety Training; Reporting Abuse/Neglect; Suicide Intervention; Critical Incident Reporting; Professional Conduct; Customer Service, Promoting wellness of the person served, Unique needs of the person served and ways of meeting them, Clinical Paperwork and Record Keeping **FOHFS** Agency requires Mental Health Therapist/Contract Therapist to complete 20 hours of continuing educational units as required to renew their LPC each year.

6.

a. Job descriptions are written for each position in the agency. The job description includes the job title; essential functions; knowledge, skills and abilities; qualifications required; organizational relationships; and any other applicable information. It is your responsibility to meet all obligations of the job description. Job descriptions will be given to each employee/therapist during interview prior to hire. Job descriptions will be reviewed and/or revised by the managers annually or as needed.

b. Annual performance evaluations for all personnel are based on job function and competencies as identified on their job description. Annual performance evaluations will be place in personnel files. Signatures of the personnel and supervisor indicating each performance evaluation was conducted in collaboration with supervisor and input was provided by the person being evaluated

Supervisor will assess prior evaluations to ensure progress toward objectives have been made.

Supervisors identify measurable performance objectives for the next year.

Evaluations will be performed annually.

a. Contracts with contract personnel is reviewed and updated annually.

b. All contract employees are required to maintain licensure within their field, and to follow all applicable policies and procedures of **FOHFS agency**.

c. **CARF** standards that are applicable to the services provided by personnel will be reviewed annually during employee evaluations.

d. Employee evaluations are performed annually.

7. **Students or volunteers are not used by the organization.**

a. Personnel Policies:

Personnel Policies have been established and is maintained by the Management Team. Policies and procedures are reviewed by the Management Team each year.

- i. Personnel Policies are presented to new hire personnel. Personnel Policies are consistently available for all personnel to review within the office environment.
- ii. To assist with improving operations of the agency, the personnel policies and procedures are reviewed annually and updated as needed.
- iii. It is the policy of **FOHFS Agency** that personnel should have an opportunity to present their work related complaints and to appeal management decisions through a grievance procedure. **FOHFS Agency** will attempt to resolve all grievances in a timely manner.
- iv. The person who meets the qualifications required to perform the duties of the position most effectively, in the judgment of the management team, shall be selected for the position. The management team shall give due consideration to providing promotional opportunities to **FOHFS's Agency** employees. **FOHFS Agency** requires job-related background information for all potential applicants. Background checks may include, but will not necessarily be limited to confirmation of your identity, review of work history and experience, negative drug screen results, review of your criminal conviction record, if any, and verification of any license, certificate, or degree required for appointment.
- v. Include nondiscrimination in the area of:
  1. **Employment:** It is the policy of **FOHFS Agency** to base employment decisions on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, religion, gender, age, physical or mental disability, physical handicap, pregnancy, marital status, medical condition, or veteran status. **FOHFS Agency** is an affirmative action/equal opportunity employer. The agency complies with the law regarding reasonable accommodation for handicapped and disabled employees.
  2. **Compensation:** To attract and retain employees, competitive wages and benefits will be provided. On an annual basis, the Management team will review the base wage. Any necessary adjustments will be made in the wage schedule and included in the upcoming budget. Wage adjustments will be dependent upon the annual performance evaluation

and budgetary considerations. The amount and method of payment of the compensation system will be determined by the management team and budgetary consideration based upon an annual analysis. You must be continually employed by **FOHFS Agency** for a full year prior to consideration for a wage adjustment. Wage increases may be granted upon promotion or upward reclassification.

3. **Assignment of Work:** Job descriptions are written for each position in the agency. The job description includes the job title; essential functions; knowledge, skills and abilities; qualifications required; organizational relationships; and any other applicable information. It is the personnel responsibility to meet all obligations of the job description.
4. **Promotions:** The management team shall give due consideration to providing promotional opportunities to **FOHFS Agency** employees.

9. The Management Team reviews all Policies and Procedures of **FOHFS** each year. Evidence of this review is included in the annual organizational meeting minutes.

a.

**(a,b,c,d,e,f, g, and h.)** Copies of current licensure or certification must be on file at all times. Should personnel misrepresent their credentials, they will not be hired. **FOHFS Agency** verifies licensing and certifications on a yearly basis. It is the responsibility of the personnel to keep credentials current and to notify **FOHFS** of any changes in credentialing status.

b. Credentials will be verified either by phone, in writing, or via Internet with the appropriate licensing/ credentialing board, university, or school.

c. Each person hired is required to provide the following documentation: Social Security Card, Driver's License, Vehicle Liability Insurance, Official Transcript, Professional Licenses and/or Certifications, Current Resume, **OSBI** Criminal Background Check, Application, Emergency Contact Information, Orientation Training Sheet, Job Description, Contract for Employment.

d. **FOHFS's** Agency Management Team completes a performance evaluation report each year for each personnel. These reports are included in the personnel file.

d. a,b,c,d,e,f Personnel participate in annual training that includes: Code of Ethics; Resolving Ethical Issues; Confidentiality; Professional Responsibility of Providers; Rights of Patients; Rights of Personnel; Health/Safety (Pamphlet); Cultural Competency; Person/Family Centered Services (Brochure); Prevention of Violence in Workplace; Home Based Safety Training; Reporting Abuse/Neglect; Suicide Intervention; Critical Incident Reporting; Professional Conduct; Clinical Paperwork and Record Keeping

► **Equal employment:** - It is the policy of **FOHFS Agency** to base employment decisions on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, religion, gender, age, physical or mental disability, physical handicap, pregnancy, marital status, medical condition, or veteran status. **FOHFS** agency is an affirmative action/equal opportunity employer. The agency complies with the law regarding reasonable accommodation for handicapped and disabled personnel.

► **Personnel Relations Philosophy:** - **FOHFS Agency** is committed to provide you with the best possible climate for maximum development and achievement of goals. The agency's practice is to treat you as an individual. The agency seeks to develop a spirit of teamwork: individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, the agency has provided a workplace that is comfortable and progressive. Most importantly, the agency has a workplace where communications are open and problems can be discussed and resolved in a mutually respectful atmosphere taking into account individual circumstances and the individual personnel.

**FOHFS** agency believes that by communicating with each other directly, conflicts or difficulties that may arise can be resolved to develop a mutually beneficial relationship.

► **Harassment-Free Workplace Policy:** - To fulfill **FOHFS Agency** mission, we treat people as our most important asset and expect you to observe the highest standards of conduct. In keeping with those values, **FOHFS Agency** is committed to maintaining a work environment that is free of discrimination including harassment, on the basis of a legally protected status. Accordingly, you are expected to avoid any behavior or conduct that could reasonably be interpreted as unlawful harassment. You are also expected to make it known promptly, through the avenues identified below, whenever you experience or witness offensive behavior or conduct. The conduct prohibited by this policy includes all unwelcome conduct, whether verbal, physical or visual, that is based upon a person's protected status, such as gender, color, race, ancestry, religion, national origin, age, disability, medical condition, marital status, veteran status, citizenship status, or other protected group status.

→ **The conduct forbidden by this policy specifically includes but is not limited to:**

- (A) Epithets, slurs, negative stereotyping, or intimidating acts based on a person's protected status.
- (B) Written or graphic materials circulated within or posted within the workplace that shows hostility toward a person because of his or her protected status.

Sexual harassment is a problem that deserves special mention. Guidelines promulgated by the **Equal Employment Opportunity Commission (EEOC)** define sexual harassment as including "unwelcome sexual advances, requests for sexual favors and



other verbal or physical conduct of a sexual nature” not only when the conduct is made as a condition of employment, but when the conduct creates an intimidating, hostile or offensive working environment.

Sexual harassment is not limited to explicit demands for sexual favors. It also may include such actions as:

- (1) sex-orientated verbal kidding, teasing or jokes,
- (2) repeated offensive sexual flirtations, advances or propositions,
- (3) Continued or repeated verbal abuse of a sexual nature,
- (4) Graphic or degrading comments about an individual or his or her appearance,
- (5) The display of sexually suggestive objects or pictures,
- (6) Subtle pressure for sexual activity,
- (7) Physical contact such as petting, hugging, pinching or brushing against another’s body.

If you experience or witness any conduct that is inconsistent with this policy, **FOHFS Agency** encourages and expects you to notify immediately your supervisor, **Executive Director**. Every step should be taken to make sure that management knows your concern(s). All reports that are made will be fully investigated and, if found to have merit, will result in whatever disciplinary action against the offender may be warranted, up to and including dismissal from employment. In investigating complaints of harassment under this policy, **FOHFS Agency** may impose discipline for inappropriate conduct that constitutes **FOHFS Agency** attention, without regard to whether the conduct constitutes a violation of law or even a violation of this policy.

Should you report unlawful harassment or cooperate in the investigation of a complaint, you will be protected from retaliatory action. The agency will preserve confidentiality to the extent the needs of the investigation permit.

If you have any questions regarding this policy, you should contact the Human Resources Department.

► **Selection/Screening:** - If you possess the qualifications required to perform the duties of the position most effectively, in the judgment of the hiring authority, you shall be selected for the position. The hiring authority shall give due consideration to providing promotional opportunities to **FOHFS Agency** personnel. **FOHFS Agency** requires job-related background information for all potential applicants. Background checks may include, but will not necessarily be limited to confirmation of your identity, review of work history and experience, securing three (non-relative) satisfactory references, negative drug screen results if requested, review of your criminal conviction record, if any, and verification of any license, certificate, or degree required for appointment.

You must:

- Complete an application for employment for all positions. A resume will be accepted in lieu of an application.
- The resume is then reviewed and evaluated based on work history,

experience, references and your ability to meet the requirements of the position.

▶ **Criminal Background Checks:**

**FOHFS Agency** requires an **Oklahoma State Bureau of Investigation (OSBI)** background check, including history of sexual offenses, prior to appointment to a position.

Verification of License/Certification/Credentials:

Copies of current licensure or certification must be on file at all times. Credentials will be verified either by phone, in writing, or via Internet with the appropriate licensing/credentialing board, university, or school. Should you misrepresent your credentials, you will not be hired.

**FOHFS** agency verifies licensing and certifications on a yearly basis. It is the responsibility of the personnel to keep credentials current and to notify **FOHFS Agency** of any changes in your credentialing status.

▶ **Substance Abuse Screening:** - **FOHFS Agency** may require a drug test before or at any time after employment. If an applicant tests positive for drugs prior to beginning employment, that person will not be hired. If a personnel tests positive for drugs, the guidelines set forth below in the Policy on Substance Abuse in this Section will be followed.

The **Executive Director** reserves the right to confirm the employment of any prospective personnel.

▶ **Citizenship and Immigration Requirements:** - In compliance with the Immigration and Control Act of 1986, all offers of employment are contingent on verification of your right to work in the United States. On the first day of work, you will be asked to provide original documents verifying your right to work in the United States. If unable to provide original documents, **FOHFS Agency** may be obligated to postpone employment until documentation is provided.

▶ **Job Descriptions:** - Job descriptions are written for each position in the agency. The job description includes the job title; essential functions; knowledge, skills and abilities; qualifications required; organizational relationships; and any other applicable information. It is your responsibility to meet all obligations of the job description. Job descriptions will be reviewed and/or revised by the **Executive Director** on an annual basis.

You will receive a copy of the signed job description and the original is placed in your personnel file.

▶ **Recruiting:** - As appropriate, **FOHFS Agency** will recruit both inside and outside

its work force to obtain qualified applicants. To support career progress of qualified internal candidates, internal recruitment may be utilized so long as it is consistent with equal employment opportunity objectives and results in a pool of qualified applicants. Notices for vacancies will be posted in-house for a minimum of three (3) days to allow for in-house response. Anyone wishing to be considered for any position should contact the **Executive Director**.

► **Probationary Period:** - You will serve an initial probationary period during which time your work performance and general suitability for employment shall be evaluated. The probationary period is completed on the first of the month following three months of continuous service. During the initial probationary period, work performance is evaluated and comments are listed, and will become a part of your personnel file.

Nothing stated in this policy modifies or alters the at-will employment relationship between you and the agency.

► **Performance Evaluation:** - The **Executive Director** or your direct supervisor shall evaluate your performance annually in writing or more frequently, if necessary. This evaluation is intended as a means of measuring and enhancing your performance, fostering professional development and career growth, determining merit increases, and meeting the internal and external demands for documentation of individual performance. Your supervisor shall evaluate you within thirty (30) days of your anniversary of original hire date. The performance evaluation will be based upon the job description for the position.

The evaluation includes a self-analysis and comments from both you and your supervisor. Performance goals for the next evaluation period are established at this time.

Should you transfer to another position/site or be promoted during the evaluation period, the previous supervisor will complete an exit performance discussion.

► **Compensation Wages:** - Your wages shall be within the wage range that is assigned to the position based on the position's duties and responsibilities. All personnel are paid on an hourly basis except contract therapists.

→ **Wages/Adjustment of Wage Ranges/Merit Increases/Promotional Increases**  
To attract and retain personnel, competitive wages will be provided. On an annual basis, the Management team will review the base wage. Any necessary adjustments will be made in the wage schedule and included in the upcoming budget.

Wage adjustments will be dependent upon the annual performance evaluation and budgetary considerations. The amount and method of payment of the compensation system will be determined by the management team and budgetary consideration based

upon an annual analysis. You must be continually employed by **FOHFS Agency** for a full year prior to consideration for a wage adjustment in the compensation system. Wage increases may be granted upon promotion or upward reclassification.

▶ **Garnishment:** - If **FOHFS Agency** receives a court order to garnish your wage, **FOHFS Agency** must comply with that order. Because of the time and money involved in processing garnishments.

▶ **Payday, Paychecks and/or Direct Deposit:** - You are paid bi-weekly. The standard workweek begins on Monday at 12:00 am. and ends the second following Friday at 11:59 pm. Paychecks are available from the designated person by 5:00 pm the following Monday. If you are not able to pick up your paycheck, you may request another person to do so. Verification from you may be required. The person picking up the paycheck(s) will sign for the check(s) and be held responsible for distribution.

### ▶ **Wages Advances**

**FOHFS Agency** does permit wage advances at the discretion of **Executive Director**.

▶ **Time Sheets:** - A time sheet is a legal document. Failure to complete the time sheet in an accurate and timely manner may result in disciplinary action. Time sheets must be completed and turned in by all personnel at the end of the pay period if you wish to be paid in a timely manner.

▶ **Completion of Documentation - Contract Personnel:** - Contract personnel are required to have all patient documentation completed and turned into the office before receiving compensation. This includes progress notes, assessments, treatment plans, and all other documentation required for the specific service being provided. Services will not be considered delivered and completed until all paper work is correct and submitted. It is preferred that all progress notes be turned into office the 3<sup>rd</sup> and 18<sup>th</sup> of each month, no later than 3:00 pm to ensure billing is processed in timely manner for the pay period.

### ▶ **Work Hours**

#### → **Break Periods**

Break periods are paid time and need not be entered on your time sheet. Lunch breaks are unpaid time and must be shown on the time sheet.

#### ▶ **Classification of Personnel**

##### → **Exempt personnel**

Exempt personnel are those in job assignments that meet the requirements of the Fair Labor Standards Act (FLSA). Exempt personnel are compensated on a

salary basis.

Your supervisor will inform you if your status is exempt.

→ **Non-Exempt personnel**

Personnel whose positions do not meet the FLSA exemption tests are paid an hourly wage not less than the minimum hourly wage as required by federal and state law.

→ **Part-time personnel**

If you are scheduled to work less than 32 hours each week, you are considered part-time. If you are scheduled to work more than 32 hours each week you are considered full-time.

→ **Contract personnel**

Therapists may contract with **FOHFS** to provide services on a contractual basis. Contract personnel are paid per unit rate for actual face-to-face services provided and are not eligible for benefits.

▶ **Overtime:** - Non-exempt personnel shall be compensated at the straight-time rate for hours not exceeding forty (40) hours of actual work in a work week, and shall be compensated at the premium rate of 1 1/2 times the regular rate of pay for hours worked which exceed forty (40) hours of actual work in a work week, not simply hours on pay status in a work week.

Overtime shall be assigned by the appropriate administrative staff to meet essential operating needs. Overtime by non-exempt personnel must be approved in advance, and must be compensated.

▶ **Personnel Benefits**

**FOHFS Agency** does not offer any benefits at this time.

▶ **Social Security:** - A fixed percentage of your salary is deducted per pay period (labeled as FICA and FICA Med on your paycheck). The rate each year will be the current Social Security and Medicare rate established by the federal government. Social Security and Medicare provides you with a plan for disability, medical insurance, survivor benefits, and partial retirement benefits.

▶ **Workers Compensation:** - **FOHFS** pays for insurance to protect you in the event of an on-the-job injury. If you are injured while working, you should contact the **Executive Director** within **24** hours regardless of how minor the injury. A written report is required the next working day. If you sustain an injury, which requires professional medical treatment, a referral for treatment must be given. This referral is available from the **Executive Director** during regular business hours. For injuries that occur after regular business hours, the **Executive Director** will need to be notified and he will provide the necessary referral. When work time is lost due to an industrial injury, you must present a physician's release to return to work. You may direct questions regarding this policy to the **Executive Director**.

▶ **Reasonable Accommodations/Light Duty**

A reasonable accommodation or light duty may be available and shall be determined on a case by case basis.

▶ **Insurance Benefits**

FOHFS currently does not provide any insurance benefits for its personnel

▶ **Holidays**

All full-time personnel are granted nine (6) paid holidays per year. The designated holidays are:

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

Unless an alternate day is designated by the Executive Director, a holiday that falls on a Saturday is observed on the proceeding Friday and a holiday that falls on a Sunday is observed on the following Monday.

▶ **Special or Religious:** - You may observe a special or religious holiday, provided that work schedules can be accommodated without undue hardship to the department and provided that the time off is charged to annual leave or is without pay.

▶ **Unauthorized Absence or Suspension (Exception to Holiday Pay)**

You shall not receive holiday pay for any holiday that is immediately preceded or followed by an unauthorized absence or a suspension for disciplinary reasons.

▶ **Types of Leave**

→ Bereavement

In the event of death of a personnel immediate family member, emergency leave shall be granted with pay, for three (3) days, You shall provide prior notice to your immediate supervisor as to the need for and likely length of any such absence.

▶ **Family and Medical Leave Act (FMLA)**

Family and medical leave is provided for your serious health condition, the serious health condition of your child, spouse, or parent, the birth and care of your newborn child, adoption, or foster care placement of a child.

You are entitled to up to twelve (12) work weeks of family and medical leave during the twelve (12) month leave year, provided that:

- You have at least twelve (12) cumulative months of service; and
- You have worked at least 1,250 actual hours during the twelve (12) months immediately preceding the commencement date of the leave.

→ **Family and medical leave is unpaid leave.**

When medically necessary, you may take family and medical leave on a reduced work schedule or on an intermittent basis.

Whenever possible, you shall provide at least thirty (30) days advance notice. If thirty

(30) days notice is not practical because of a medical emergency, notice shall be given as soon as possible. Failure to comply with these notice requirements may result in postponement of family and medical leave.

At the conclusion of family and medical leave, reinstatement shall be to the same position, or at the **Clinical Director**, to an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment provided that you return to work immediately following termination of the leave. If you would have been laid off or terminated had you remained on pay status during the leave period, you shall be afforded the same considerations afforded to other personnel who are laid off or terminated.

**FOHFS agency** may require you to submit certification from a health care provider to verify that the leave is due to the serious health condition of you or your covered family member. If you are granted leave for your own serious health condition, you may be required to present certification of fitness prior to returning to work.

→ **Family and Medical Leave and the Effect on Benefits**

- **FOHFS agency** reserves the right to require periodic reports from you on your present status and/or intent to return to work.
- The **Executive Director** must approve any leave lasting beyond the time stated in writing.

→ **Military Leave:** You may be eligible for a military leave. Law governs the specific terms and nature of your right to return to work after a military leave. If you have questions about military leaves, please direct them to the **Executive Director**.

→ **Jury Duty Leave:** If you receive a jury summons, you must inform your supervisor immediately. During jury service, you must report to work for any full days or part days that you are scheduled for work when you do not have to serve on jury duty. If you are full-time or part-time personnel, you shall be granted leave with pay for actual time spent on jury duty, not to exceed the number of hours in your normal work day and normal work week.

▶ **Personnel Development**

→ **Staff Training:** - **FOHFS Agency** subscribes to a philosophy of providing training to assist you in enhancing your skills. The agency encourages you to pursue advanced education to compliment experience gained on the job. Attendance at any in-service training or outside conference will be noted in your personnel file as recognition of commitment to furthering your career.

You will be informed of the required training at the time of hire. It is your responsibility to register for and attend those classes required by licensing and funding sources or as requested.

All documentation of training provided by **FOHFS agency** remains the property of **FOHFS agency**.

You are compensated at your normal rate of pay for attending mandatory training classes.

Contract personnel are not compensated.

### ► **Separation Actions**

#### → **Exit Interview**

When leaving **FOHFS Agency** you are encouraged to participate in an exit interview. The interview consists of standard questions. The answers are used to track positive and/or negative trends within the agency. The results of exit interviews are used to improve **FOHFS Agency** services.

→ **Final Paycheck:** - Prior to separation, you are required to return any company property, keys, and/or identification prior to receiving your final paycheck. Failure to comply with this requirement will result in a **\$100 deduction** from your final paycheck. If you voluntarily resign from the agency, you will receive your final paycheck on the payday following your last workweek. This check will include pay for the last pay period worked and unused annual leave entitlement. If you are involuntarily terminated, you will receive your final pay no later than the end of the next pay period.

► **Layoff and Reduction in Time:** - It is the policy of **FOHFS Agency** to minimize the effects of layoff and reduction in time of personnel in positions when layoffs or reductions in time are necessary due to lack of funds or lack of work, including lack of work due to reorganization. If, in the judgment of **FOHFS Agency**, budgetary or operational considerations make it necessary to curtail operations, reorganize, reduce the hours of the workforce and/or reduce the workforce, staffing levels will be reduced in accordance with this policy. It is **FOHFS Agency** sole discretion to determine the need for layoffs, the classifications of personnel to be laid off, and the layoff unit. To minimize the effects of layoff, you may apply for other positions within the agency.

► **Leave without Compensation:** - You may be placed on leave without compensation, with or without notice. This will permit **FOHFS Agency** to review or investigate actions including but not limited to abuse, neglect, dishonesty, theft or misappropriation of property, fighting on the job, non-compliance with company policy, insubordination, acts endangering others, or other conduct which warrants removing you from the work site.

Upon conclusion of the investigation, you shall be informed in writing of the actual dates and pay status of the leave (unsubstantiated allegations will result in reimbursement of pay not to exceed five (5) days).

In the event an investigation continues beyond five (5) days after you are placed on leave, without pay, until the investigation is complete.

**FOHFS Agency** and its personnel are required to cooperate in any investigation or



fact-finding that may involve outside entities [i.e., Adult Protective Services (APS), Child Protective Services (CPS), Department of Human Services, Department of mental Health, local, state and federal authorities, etc.].

## ► **Disciplinary Procedures**

→ **Personnel Behavior:** - It is the policy of **FOHFS Agency** that certain rules and regulations regarding your behavior are necessary for the efficient operation of the agency and for the benefit and safety of all personnel, individuals served and the general public.

### → **Discipline**

**FOHFS Agency** endorses a policy of fair discipline. Your employment is considered to be “at will” and you may be discharged with or without cause. Without restricting the “at-will” relationship between you and **FOHFS, FOHFS Agency** may terminate employment should you violate a company policy. **FOHFS Agency** reserves the right in its sole discretion to use a system of warning or progressive discipline in the event it is determined that it would be helpful and appropriate under the circumstances.

Step 1: Verbal Warning

Step 2: Written Warning (up to but not exceeding (3) three)

Step 3: Termination of Employment

Prohibited behavior includes any act or omission by you which constitutes a breach of your duties or obligations pursuant to employment, policies, procedures, rules, and any act or omission which adversely affects an interest of, or distracts from, the philosophy of **FOHFS Agency**.

Prohibited behavior includes, but is not limited to:

- Misrepresentation in securing employment;
- Unsatisfactory performance;
- Neglect of duty;
- Failure to maintain confidentiality;
- Insubordination or the refusal by an personnel to follow supervisory instructions concerning a job-related matter;
- Supplying false or altered documentation or information;
- Being under the influence of alcoholic beverages or illicit drugs while on duty;
- Bringing firearms, or illicit drugs onto **FOHFS Agency** property;
- Absence without authorized leave;
- Excessive absence or tardiness;
- Conviction of a felony or misdemeanor;
- Discourteous treatment of the public;
- Theft, destruction, misuse, or unauthorized use of **FOHFS Agency** or an individual's property or vehicles;
- Willful abuse or neglect of an individual;

- Failure of personnel to report evidence of abuse or neglect of an individual to the director or supervisor
- Failure to meet training standards and requirements within specified time periods;
- Failure to adhere to agency safety policies and procedures;
- Fighting, assault, threatening, or intimidation of others;
- Improper attire or inappropriate personal appearance; and,
- Engaging in any form of harassment or behavior that is conducive to a non-productive work environment.

All discussions regarding your performance will be documented and become part of your personnel file. All disciplinary action becomes final and binding if a grievance is not made within ten (10) working days.

► **Dispute Resolution/Grievance and Appeals:** - It is the policy of **FOHFS Agency** that you should have an opportunity to present your work related complaints and to appeal management decisions through a dispute resolution or grievance procedure. **FOHFS Agency** will attempt to resolve promptly all grievances that are appropriate for handling under this policy.

A. An appropriate grievance is defined as your expressed dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other personnel. Examples of matters that may be considered appropriate grievances under this policy include:

1. A belief that **FOHFS Agency** policies, practices, rules, regulations, or procedures have been applied in a manner detrimental to you.
  2. Unfair treatment, such as coercion, reprisal, harassment, or intimidation.
  3. Alleged discrimination because of race, color, gender, age, religion, national origin, marital status, disability, handicap, or veteran status.
  4. Improper or unfair administration of your benefits or conditions of employment such as scheduling, vacations, fringe benefits, promotions, retirement, holidays, performance review, salary, or children and adolescents.

B. The grievance procedure has a maximum of three steps, but may be resolved at any step in the process. The written grievance must be submitted within ten (10) days and will be processed until you are satisfied, do not file a timely appeal, or exhaust the right of appeal under the policy.

C. If you feel that you have an appropriate grievance, you should proceed as follows:

→ **Step One:**

The request for formal review must be presented in writing and must:

- a. Identify the specific management act(s) to be reviewed
- b. Specify how you were adversely affected
- c. List the section(s) and specific provision(s) of these policies alleged to have been violated, if any, and how the provisions were violated

- d. Specify the remedy requested; and
- e. Provide any other information that may be required.

The **Executive Director** will investigate the complaint and provide you with a written response. This response will become part of your personnel file.

→ **Step Two**

If the issues are not subject to a final and binding decision at Step One, you may request that the **Executive Director** review the complaint and issue a written response. In this instance, you shall receive a written decision. The decision shall be final, unless you feel your personnel rights are being violated.

→ **Step Three**

A complaint, not satisfactorily resolved at Step Two, which alleges specific violations of personnel policies listed below may be appealed in writing pursuant to local procedures as follows:

You may submit alleged violations of one or more of the following policies for a final and binding decision before the advisory council of.

- Discrimination in employment
- Retaliation
- Hours of Work
- Overtime
- Holidays
- Annual Leave
- Sick Leave
- Leave of Absence
- Corrective Action, pertaining only to a range salary decrease, demotion, suspension without pay, and written warnings pertaining to such actions
- Termination and written warnings pertaining to such actions
- Layoff and Reduction in Time
- Reprisal for utilizing the complaint resolution process

→ **Step Four**

Final decisions on grievance will not be precedent-setting or binding on future grievances unless they are officially stated as **FOHFS Agency** policy.

→ **Step five**

Information concerning your grievance shall be confidential to the extent allowed, and discussed only on a need to know basis.

→ **Step Six**

Time spent in grievance discussions with management during your normal working hours will be compensated at your normal rate of pay. Contract personnel will not be compensated.

→ **Step Seven**

You will not be penalized for proper use of the grievance procedure. However, it

is not considered proper use if you submit grievances in bad faith or solely for the purposes of delay, harassment, or repeatedly raise grievances without merit. Implementation of the grievance procedure does not limit the right to proceed with any appropriate disciplinary action.

→ **Step Eight**

**FOHFS Agency** may, at its discretion, refuse to proceed with any complaint it determines is improper under this policy. Further, this policy does not alter the employment-at-will relationship in any way.

▶ **Staff Personnel Records:** - Your personnel records shall contain only material that is necessary and relevant to the administration of the staff personnel program. The records shall be maintained with accuracy, relevance, timeliness, completeness, and reasonable safeguards shall be established by **FOHFS Agency** to ensure confidentiality.

You have a responsibility to report any changes in name, address, telephone number, marital status (for tax withholding purposes only), addresses and telephone numbers of dependents and spouse or former spouse (for insurance purposes only if applicable), beneficiary designation for any of **FOHFS Agency** insurance or disability plans, and persons to be notified in case of emergency.

**FOHFS Agency** will keep personnel records private. However, there are certain times when information may be given to organizations or persons outside of the agency in conformance with state, federal and accreditation or licensing laws. Other circumstances in which your personnel record(s) may be disclosed include:

1. A response to a subpoena, court order or order of an administrative agency.
2. In a lawsuit, grievance, or arbitration in which you and the **FOHFS Agency** are parties.
3. To administer personnel benefit plans.
4. To a health care provider.
5. To accreditation for the purposes of ensuring compliance to standards.

▶ **Personnel Personal Possessions:** - **FOHFS Agency** provides you with the necessary supplies and equipment to carry out assigned duties and responsibilities. Personal possessions are solely your responsibility. You are expected to carry insurance on personal vehicles in accordance with the law. It is also recommended that vehicles include comprehensive coverage to offset any damage or loss while the vehicle is on **FOHFS Agency** property. **FOHFS Agency** does not assume responsibility for the loss, damage, or theft of personal items.

▶ **Personal Conduct:** - You must conduct yourself in a manner that will reflect positively upon the agency and the personnel. Service will be courteous, considerate and prompt. You shall conduct yourself according to the appropriate ethical standards established for your area of service/profession, Dissemination of information to the personnel of a department, the agency or the public

will be channeled through the **Executive Director**. You may not contact print and broadcast media directly. All media inquiries will be referred to the **Executive Director**.

**Appearance and Dress:** You are expected to report to work groomed and dressed appropriately, according to your job requirements and in accordance with prevailing community standards and safety regulations. If you are not appropriately dressed, you may be relieved from your scheduled shift until you can return to work dressed appropriately.

**Conflict of Interest:** It is the policy of **FOHFS Agency** to prohibit you from engaging in any activity, practice or conduct which conflicts with, or appears to conflict with the interests of **FOHFS Agency** .

You are expected to represent **FOHFS Agency** in a positive and ethical manner. You have an obligation both to avoid conflicts of interest and to refer questions and concerns about potential conflicts to your department manager.

You must disclose any financial interest you or your immediate family has in any company or organization that does business with **FOHFS Agency**. Any conflict or potential conflict of interest must be disclosed to **FOHFS Agency**.

No person hired by **FOHFS Agency** may initiate or participate in any agency decisions that may involve a direct benefit to a member of his/her immediate family. Such decisions include but are not restricted to, initial appointment, retention, promotion, salary determination, leaves of absence, or sitting as a member of a grievance procedure.

**Outside Employment:** You may hold outside jobs as long as you continue to meet the performance standards of your assigned job at **FOHFS Agency**.

▶ **Tobacco and Smoking Policy:** - The facilities are a tobacco and smoke free environment. Tobacco and smoking is prohibited inside and outside of the office environment. Personnel and person's served are expected to leave the property to use tobacco products.

▶ **Reimbursement of Expenses:** - You may be reimbursed for out-of-pocket costs associated with the performance of your job duties with prior approval from the **Executive Director**. Reimbursement requests must include approval and be accompanied by receipts.

▶ **Electronic Communication:** - **FOHFS Agency** electronic communication devices, applications, files, and recorded messages are the property of **FOHFS Agency** and are to be used for the purpose of conducting business.

Access to computers, computer networks, its applications, and electronic communications are limited to authorized personnel as designated by the **Executive Director**.

Under no circumstances should electronic communication be used for sending, accessing or storing material of an insensitive, discriminatory, threatening, harassing, or obscene nature. Any violation of copyright laws or misuse of electronic communications should be reported to the **Executive Director** promptly.

All information, including e-mail or voice messages, telephone information, or computer generated documents, business or non-business, may be accessed to protect the agency's legitimate business interests. **FOHFS Agency** has the right to inspect, review, and monitor use of computers, the network, electronic mail, telephone systems, and any other aspect of its electronic systems, and may do so at the discretion of management. The use of the electronic communications constitutes personnel consent to **FOHFS Agency** right to access and review information stored on its computers or telephone systems for business related purposes or compliance with company policy.

► **Substance Abuse:** - **FOHFS Agency** strives to maintain work sites that are free from the illegal use, possession, or distribution of alcohol or of controlled substances. Unlawful manufacture, distribution, dispensing, possession, use, or sale of alcohol or of controlled substances in the workplace, on premises, at official functions, or on company business is prohibited. In addition, you shall not use illegal substances or abuse legal substances in a manner that impairs work performance.

#### → **Substance Abuse Screening**

**FOHFS Agency** reserves the right to conduct random, no notice, urinalysis and/or blood testing at any time it feels such actions are appropriate.

The testing of urine and/or blood for the detection of drugs and/or alcohol will be conducted as follows:

1. All accidents that involve personal injury requiring medical attention or property damage will require testing. In the event of an injury, medical treatment will be the main priority, but an appropriate sample will be required in a timely manner.
2. On the date selected, without notice to personnel, all personnel present at the selected site will submit urine samples for testing, any department manager may determine sites to be tested within his/her service area without notice to personnel.
3. Reasonable cause exists where the facts and circumstances within one's knowledge, has trustworthy information sufficient to warrant the belief that you have consumed alcohol or used drugs. When your behavior matches an accepted profile of being under the influence of alcohol or drugs, you will be tested. Any personnel required to be tested as defined by reasonable cause shall receive documentation describing the factors that warrant such a request. The source of objective factors may include but is not limited to:
  - Direct observation of on-the-job consumption or use;

- Direct observation of your appearance, behavior, speech, or body odor, including such factors as slurred speech, incoherence, inability to carry on a rational conversation, red eyes, dilated pupils, unsteadiness on feet, increased carelessness, inability to perform requested tasks or activities;
- Evidence of possession;
- A pattern of abnormal conduct or erratic behavior that is attributable to drug or alcohol use;
- Documented deterioration in your job performance that is likely to be attributable to drug or alcohol use;
- Information from any law enforcement agency provided that it relates to recent use.

### ► **Confidentiality**

1. Medical information relating to the substance and abuse-testing program shall be handled in a confidential manner.
2. Information relating to any testing incident shall be officially communicated within **FOHFS Agency** on a need-to-know basis. If you violate this provision, you shall be subject to disciplinary action.
3. Your records and results shall be maintained in your medical file and not within the personnel file.
4. Access to the medical file is limited to the **Executive Director**, or designate.

### ► **Substance Abuse Violations**

1. You will be terminated if you refuse to be tested, attempt to adulterate or provide a specimen not your own. If you do not provide a specimen within the **two-(2)** hour federal guideline, you will be considered as refusing to submit to the alcohol or drug test.
2. If you test positive, you will be placed on a fourteen (**14**) day suspension without pay. You will be allowed back to work only upon proof of entering an approved substance abuse rehabilitation program appropriate to your situation. You must abide by the rules of that program and must submit to random no-notice urinalysis tests for a one-year period. Any second positive test will be grounds for termination. Prior to reinstatement, you must submit to a drug test at your expense. The results of this test must be negative. If you agree to these terms and retest negative, efforts will be made to reinstate you to your position, or a like position within the agency. If no positions are available, you will be eligible to reapply for any future vacant positions.
3. If you are arrested, charged and/or found guilty of a drug or alcohol related

offense, you are required to notify **FOHFS Agency** in writing within five (5) working days of any such violation regardless of the severity of the charge.

→ **Substance Abuse Appeal Process (following positive drug screen results)**

1. If you are recommended for termination, you shall be advised of due process rights, including right to appeal the recommendation for termination.
2. In the event that you disagree with a positive finding, you may appeal that finding in writing to the **Executive Director**.
3. The written appeal must be submitted within ten (**10**) days of the positive finding and will not interfere with or interrupt any personnel actions that result from the original positive result until a reverse finding is documented.
4. You shall be informed of the right to second testing of the originally preserved sample at your expense.

▶ **Infectious/Contagious Disease(s):-** All personnel are encouraged to observe for signs or symptoms of injury, illness or infestation. Whenever you suspect an infectious or contagious condition in an individual receiving service or that you have contracted an infectious or contagious condition, (i.e., tuberculosis, hepatitis, scabies, **HIV/AIDS etc.**) you are required to immediately notify the **Executive Director**. **FOHFS Agency** provides information and education to its personnel regarding Hepatitis A and B, Auto Immune Deficiency Syndrome (AIDS), Human Immune Deficiency Virus (HIV), and other infectious conditions at the time of orientation and on an on-going basis.

▶ **Serious Disease: -** **FOHFS Agency** will comply with applicable occupational safety regulations concerning personnel exposed to blood or other potentially infectious materials. Universal precautions, work practice controls and personal protective equipment will be utilized to limit the spread of diseases in the work place.

If you are concerned about being infected with a serious disease by a co-worker or individual receiving services, you must convey your concern to the **Executive Director**. The **Executive Director** is responsible for ensuring the safety for all while maintaining a professional and confidential environment for all parties involved.

▶ **Safety**

→ **General Safety**

You will prevent injury to yourself, other personnel, consumers, visitors and volunteers by observing the following general rules:

- Observe all fire/evacuation rules/plans of the agency. Observe all safety



rules of the agency.

- Report any unsafe conditions to supervisor immediately.
- Place safety conditions first and foremost in all situations.

All personnel are to receive safety training annually.

► **Transportation and the Authorized Driver:** - Only authorized drivers of **FOHFS Agency** may transport personnel or individuals while on company business. You are required to adhere to the safety rules and regulations determined by local, state and licensing standards. Failure to do so may result in disciplinary action, including termination.

It is your responsibility to report any citations, driver's license revocation or suspension, and any other change that may impact your "driving status" to the **Executive Director** immediately.

► **Vehicle Accidents:** - **FOHFS Agency** insurance does not cover your personal vehicle. You are covered by Worker's Compensation while on duty; the individual(s) being transported in your vehicle are covered by **FOHFS Agency** liability insurance. If you use your own vehicle for company business, you are encouraged to obtain additional insurance, as appropriate.

- All vehicle accidents, regardless of severity or location, must be reported immediately to your department coordinator;
- Driving privileges are automatically suspended, pending an internal investigation, whenever you are involved in an agency vehicle or business related accident;
- All accidents occurring on property other than **FOHFS Agency** must be reported to the police;
- When you use your personal vehicle for **FOHFS** business, all of the above procedures must be followed.

► **Medical Emergencies:** - In the event of an emergency involving any individual receiving services at **FOHFS Agency** you will immediately render First Aid or CPR as needed and call 9-1-1. You will follow any instructions given by paramedics with regard to obtaining or providing additional treatment.

► **Emergency Evacuation:** - All **FOHFS Agency** facilities will complete an emergency evacuation drill on a quarterly basis or per licensure and/or accreditation requirements. Drills are conducted during various times. Emergency evacuations are to be used in the event of a bomb threat, toxic waste contamination, severe weather, or other catastrophic incident that threatens the safety of staff or individuals being served.

You will familiarize yourself with the site-specific procedures, identify the designated

meeting place and assist other personnel and/or individuals should an evacuation become necessary.

▶ **Accidents:** - All accidents must be documented and reported to the **Executive Director** by the following business day for proper filing or action required by local, state or federal regulatory agencies. Any accident resulting in injury must be reported immediately to your supervisor, identify what happened, when and where the accident occurred, extent of the injury and whether or not there were any witnesses.

- If you sustain a serious injury requiring immediate medical attention, you should call **9-1-1**.
- If you sustain an injury that requires professional medical attention, you should contact the **Executive Director** for a referral for treatment.

▶ **Abuse/Neglect Reporting:-**

All personnel have the responsibility to report any situation(s) that may involve abuse and/or neglect. In the event you are unclear as to the identification of an abusive and/or neglectful situation, you should immediately report the circumstance(s) to the **Executive Director** for administrative determination.

Any actual or suspected child abuse of a child in **OJA** custody shall be reported to the Office of patient Advocacy of the Department of Human Services and the OJA Advocate General. Other instances of abuse will be reported to the Department of Human Services in the County in which the abuse occurred.

In cases where you are accused of the abuse or neglect of individual receiving services, you will be suspended until an investigation has been completed. Substantial accusations are grounds for dismissal. Administrative staff will immediately contact the funding source, parent/guardian, police, and child/adult protective services, or other applicable entities as appropriate.

▶ **Definitions**

Abuse is the act of mistreatment resulting in physical or mental injury.

The categories of abuse are:

→ **Physical Abuse:** Any act committed which knowingly, recklessly or intentionally causes physical injury or pain to individuals receiving services. This includes, but is not limited to hitting, kicking, pinching, slapping, pulling hair, etc.

→ **Emotional Abuse:** The infliction of emotional or mental injury to an individual receiving a service that potentially endangers his/her well-being. This may include, but is not limited to: work exploitation, failure to assist an individual to exercise his/her civil rights, and/or use of verbal or other means of communication that may be considered to be degrading. This includes ridiculing or demeaning statements, or cursing directly toward an individual.

→ **Sexual Abuse:** Any act committed which involves sexual intercourse,

oral sexual contact and/or intimate touching with any individual receiving services.

→<sup>1</sup> **Programmatic Abuse:** Any act which causes interference with an individual's growth and development, including any application of aversive or unwarranted intervention techniques that have not been approved by **Executive Director.**

→<sup>1</sup> **Neglect:** Is the failure to carry out some expected or required action, either through carelessness or intention. There are two categories of neglect

→<sup>1</sup> **Physical Neglect:** Any willful or intentional lack of attention to the physical needs of an individual receiving service, such as nutrition, hygiene, health, or safety. This includes, but is not limited to toileting, bathing, meals, and safety needs, failure to report health problems or changes in health conditions, sleeping on duty, or abandoning the work site.

→<sup>1</sup> **Programmatic Neglect:** Any unjustifiable failure or refusal to carry out an approved treatment or program plan as written.

► **Standards of Practice:** - All personnel of **FOHFS** are required to adhere to the Standards of Practice and the Code of Ethics. The Standards of Practice represent minimal behavioral statements of the Code of Ethics. Personnel should refer to the applicable section of the Code of Ethics for further interpretation and amplification of the applicable Standard of Practice.

- Section A: The Counseling Relationship
- Section B: Confidentiality
- Section C: Professional Responsibility
- Section O: Relationship with Other Professionals
- Section E: Evaluation, Assessment and Interpretation
- Section F: Teaching, Training, and Supervision
- Section G: Research and Publication
- Section H: Resolving Ethical Issues
- Section I: Business and Marketing Issues

Standard Practice One (**SP-1**): Nondiscrimination. Counselors respect diversity and must not discriminate against patients because of age, color, culture, disability, ethnic group, gender, race, religion, sexual orientation, marital status, or socioeconomic status.

Standard of Practice Two (**SP-2**): Disclosure to patients. Counselors must adequately inform patients, preferably in writing, regarding the counseling process and counseling relationship at or before the time it begins and throughout the relationship.

Standard of Practice Three (**SP-3**): Dual Relationships. Counselors must make every effort to avoid dual relationships with patients that could impair their professional judgment or increase the risk of harm to patients. When a dual relationship cannot be

avoided, counselors must take appropriate steps to ensure that Judgment is not impaired and that no exploitation occurs.

**Standard of Practice Four (SP-4): Sexual Intimacies with patients:** Counselors must not engage in sexual intimacies with current patients and must not engage in sexual intimacies with former patients within a minimum of two years after terminating the counseling relationship. Counselors who engage in such relationship after two years following termination have the responsibility to examine and document thoroughly that such relations did not have an exploitative nature.

**Standard of Practice Five (SP-5): Protecting Patients during Group Work:** Counselors must take steps to protect patients from physical or psychological trauma resulting from interactions during group work.

## ► **Training and Education**

→ **Policy:** - **FOHFS Agency** requires all staff members to be trained in certain mandatory subjects prior to delivering services. These areas of training are to be kept current each year and proof of training maintained in personnel records. These areas include:

- Code of Ethics
- Company Responsibility
- Infectious Diseases/Universal Precautions
- First Aid
- CPR
- Managing Aggressive Behavior/Behavioral Interventions
- Cultural Diversity
- Records Requirements
- Evacuation and Emergency Procedures
- Confidentiality
- Standards of Professional Conduct

Other areas of training are addressed throughout this Policy and Procedure Manual. Personnel are required to complete all training required of their position at the first opportunity the training is provided, but not less than one year of their start date.

An abbreviated Code of Ethics is given to each patient at the time of the initial assessment. In addition, the Code of Ethics is to be kept in the office at all times and provided to any person so requesting.

## ► **New Hire Orientation**

→ **POLICY:** **FOHFS** shall have a New Hire Orientation process that will initiate all personnel into the agency. New Hire Orientation shall establish the employee/contractor's personnel record, requirements for the job position, orientation and training.

### ► **PROCEDURE:**

#### ⇐ **HUMAN RESOURCE BASICS**

**FOHFS** staff shall process all legal required human resource documentation at hire, including but not limited to:

- Resume
- Application
- W-4, W-9, I-9 forms
- Identification
- Emergency contacts

- Personnel Acknowledgements

### ▶ **STAFF PRIVILEGING**

**FOHFS** documents and verifies the training, experience, education, and other credentials of treatment professionals prior to their providing treatment services. **FOHFS** has procedures and operational methods for evaluating the professional qualifications of treatment professionals providing treatment services, including those who perform these evaluations and the verification process, and the granting of privileges.

All treatment professionals shall be documented as privileged prior to performing treatment services.

The evaluation and verification of professional qualifications includes, but is not limited to, the review and verification of:

- (1) Professional degree(s) via official college transcript(s);
- (2) Professional licensure(s);
- (3) Professional certification(s);
- (4) Professional training;
- (5) Professional experience; and
- (6) Other qualifications as set forth in the position's job description.

### ▶ **VERIFICATION OF CREDENTIALS**

**FOHFS Agency** shall minimally perform an annual review of current licensure, certifications, and current qualifications for privileges to provide specific treatment services. Documentation of the verification of credentials shall be included in the personnel record.

### ▶ **REQUIRED TRAINING(S)**

Initial training and annual training updates for all personnel employed by **FOHFS Agency**. Training shall include, but not be limited to:

- Confidentiality
- Rights of the persons served
- Person-centered and family centered services
- Prevention of workplace violence
- Cultural competency and welcoming practices

- Professional Ethics
- Safety Walk-through
- Grievance and Critical Incident processes

