



Field Employee Handbook





Welcome new employee!

On behalf of your colleagues, I welcome you to Gateways Community Services and wish you every success here.

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

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

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

A handwritten signature in black ink, appearing to read 'Sandra B. Pelletier', written in a cursive style.

Sandra B. Pelletier
President/CEO



MISSION STATEMENT

We believe that all people are of great value. We provide innovative, high-quality, long-term services to support individuals throughout their lifetime, so they can lead meaningful lives.

*The people we serve:
Infants with Developmental Delays
Children and Adults with Disabilities,
Children and Adults with Chronic Illness
and
Elders in Need of Support*



*Caring for our Community.
All Day. Every Day. For a Lifetime.*

GATEWAYS FOR SENIORS - EMPLOYEE HANDBOOK

Personal Care Services Key Concepts	2
▫ Gateways for Seniors Client Team	5
▫ Best Practices	8
Human Rights	15
▫ Home Care- Patient Bill of Rights RSA 151:2-b.....	22
▫ Protective Service to Adults; RSA 161-F; & Child Protection Act; RSA 169-C	34
Health & Safety	36
▫ Incident and Accident Reporting; Workers' Compensation.....	38
▫ In Home Care Services Emergency/Fire	43
▫ Personal Vehicles/Driving Safety.....	45
▫ TB –Tuberculosis General Facts	50
▫ Universal Precautions – Bloodborne Pathogens	53
▫ Body Mechanics Techniques - Lifting Basics & Stretches	64
▫ Managing Food borne Illness	70
▫ Infection Control – Handwashing.....	73
HIPAA Compliance & Confidentiality	75
▫ HIPAA Basics Use of Email - Password Protecting a Document.....	78
Policies and Procedures	91
▫ Internet Postings/Social Media Computing Policy.....	92
▫ Drug Free and Alcohol-Free Workplace Policy /Fitness for Duty.....	97
▫ Sexual & Other Unlawful Harassment & Discrimination Policy	105
▫ Disciplinary Action	107
▫ Employee Work Conduct and Rules/Personal Appearance	108
▫ Dress Code	111
▫ Ethics & Code of Conduct	114
▫ Non-Discrimination and Equal Opportunity Employer.....	116
▫ Cultural Competency Statement	118
▫ Grievance Procedures	118
▫ Employment Classifications.....	119
▪ Benefit Eligibility	120
▪ Holidays & Earn Time	122
▪ Family Medical Leave Act	124
Gateways Resources for Employees	127
▫ Educational Opportunities	128
▫ Training & Employee Development / Training Blast	130
▫ E-Learning –Relias™	131
▫ Health & Wellness – Be Your Best!	132
▫ Employee Assistance Program.....	133
Timekeeping	135
▫ Travel Time for PCSP Workers	142
▫ Sleep Time/Overnight Care	146
▫ Mileage and Expense Reimbursement.....	147
▫ Direct Deposit.....	150



Personal Care Services Key Concepts



Key Concepts

Providing Personal Care Services

The Basics Orientation

- 🔑 **Understanding Your Job**
- 🔑 **The Client Care Team**
- 🔑 **Expectations of the Your Role as a Personal Care Services Provider**
- 🔑 **The Purpose of Certification Training**
- 🔑 **Training Schedule/Record**

Qualities of a Direct-Care Worker

- 🔑 **What Makes a Good Direct-Care Worker?**

Key Concepts of Direct Care

- 🔑 **Person-Centered Care**
- 🔑 **Client and Worker Rights**
- 🔑 **Confidentiality**
- 🔑 **Promoting Client Independence**

This curriculum is an open source document, licensed under the Creative Commons Attribution-Noncommercial-Share Alike 3.0 Unported License (<http://creativecommons.org/licenses/by-nc-sa/3.0/legalcode>). This document has been adapted by Gateways Community Services in partnership with PHI (<http://PHInational.org>) and other original authors.



PROVIDING PERSONAL CARE SERVICES TO ELDERS AND PEOPLE WITH DISABILITIES

Understanding Your Job



What will your job title be?

You will be a **Personal Care Services Provider**. A personal services care worker is one type of direct-care worker. Direct-care workers often have different titles, depending on where they work. In some states, direct-care workers are also called personal care attendants.

As a Personal Care Service Provider what will you be doing?

You will assist people with **daily tasks**. You may also assist people to take care of their bodies or homes. How much you do will depend on how much training you have.

Whom will you assist?

Most of the people you assist will be older people and other adults who have trouble doing daily tasks. For our services, the people you assist are called **clients**.

Where will you work?

- Client's home
- In the Community

How will you assist clients?

You will assist clients with **Activities of Daily Living** (or ADLs for short) and other activities, such as shopping, housekeeping, and getting to appointments.

Six basic categories of ADL - Activities of Daily Living

- Hygiene (bathing, grooming, shaving and oral care)
- Continence
- Dressing
- Eating (the ability to feed oneself)
- Toileting (the ability to use a restroom)
- Transferring (actions such as going from a seated to standing position and getting in and out of bed)

You should give clients as much help as they need. But you should also ask them to do as much as they can.

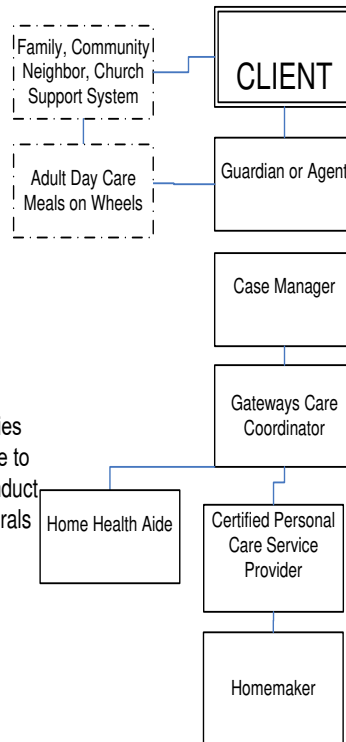
What's the key to good care?

The key to good care is **respect**. Respect builds strong ties between you and the client.
When you treat each other with respect, both of you are happier.

Gateways Community Services Client Team

Client

Person receiving services from
A licensed Home Care Service
Provider



Guardian

A person appointed to make informed decisions regarding client's health care and other personal needs.

Agent

Adult to whom authority to make health care decisions under durable power of attorney for health care.

Case Manager

Develop Service Plans, coordinate services from other agencies; coordinate client's families and service providers; support client's lifestyle to delay or prevent institutionalization. They conduct a home visit every other month. Provide referrals to other resources and support services.

Gateways RN Case Manager/Case Coordinator

Manage, schedule, and coordinate services for clients. Maintain constant contact with: Client, PSCP, Homemaker, and Case Manager

Nurse

Assisting to nursing care and medical treatment under Doctor's orders.

Certified Personal Care Service Provider

Successfully completed 8 hours certificate training. Provide hands on help with activities of daily living such as grooming, toileting, eating, dressing, bathing, transfers from bed or chair, walking, and reminding client to take medications.

Certified Homemaker

Non-medical services such as laundry, housecleaning, cooking, transporting to and from medical or other appointments, shopping, and companion services.

Home Health Aide

Under direction of Nurse maintains records provides help lifting and moving client, provides assistance with daily living needs, assists with physical therapy, takes vital signs, changes dressings

Expectations of your role as a Personal Care Services Provider

What Does Gateways for Seniors Expect?

- Casual dress is appropriate but it must be neat, free from holes, clean and modest. Wear sturdy shoes.
- Do not smoke in the client's home even if the client is a smoker.
- Call the client (and Account Manager) if you are going to be late or if you can't come to work that day
- The client can also set boundaries. **Be respectful of their wishes.** You are in their home. You need to do things their way.

Information you need to bring with you to your first day on the job

- Your job description
- Your scheduled days and times for availability
- Your client's name address and phone number
- Your Gateways for Seniors contact name and telephone number
- Your identification badge

How to meet and greet your new client

- Introduce yourself.
- Use your first and last name.
- Always wear your name badge in plain view.
- Refer to the client as "Mr. or Mrs. ... Smith" unless they request that you call them by their first name or nickname.
- Use a friendly tone of voice.
- Get the client's permission before beginning a task.
- Explain what you are going to do.
- Ask for feedback.

Good Client Service – Focusing on the client

- Focus conversations on the client and their interests without prying into their lives
- Do not make personal phone calls when you are working.
- If someone calls you, unless it is an emergency, let them know that you are working and can't talk to them.
- Do not bring your children to work.
- Do not let anyone visit you at work.
- Keep your personal problems private.
- Never ask for or take money or gifts.

- Never keep the key to a client's home.

Best Practices - Personal Care Service Provider (PCSP)

On medications:

- Personal Care Service Providers can open a bottle of medication and hand it to the client.
- PCSPs can remind the client to take medication.
- PCSPs can put the medication within reach of the client.
- PCSPs cannot fill a pill planner with medication.
- PCSPs cannot dispense medication, example you cannot fill an EpiPen (epinephrine injection).



On Communication:

- A PCSP asks questions when they are not sure and waits for the answers to those questions.
- A PCSP respects cultural and religious differences.
- A PCSP is truthful.
- A PCSP manages differences in opinion appropriately.
- A PCSP arrives on time.



Gateways for Seniors
Personal Care Service Provider
BEST PRACTICES

Personal Care Service Providers will.....

- Give the client their full attention. No cell phone calls, no texting, no playing video games, no reading books.
- Honor client's confidentiality.
 - Important. Do not share information about your client with anyone but your Gateways account manager.
 - Do not confirm, or deny the name of your client.
- Wear casual dress and closed toe shoes as appropriate.
- Not smoke in client's home.
- Not bring children, spouse, or friends to client's home.
- Not transport client with anyone else in the vehicle.
- Not text while driving.
- Call your client and your Gateways account manager if you are going to be late to a client's home, or if you can't come to work that day.
- Respect client's boundaries.
- Remember that you are in the client's home and you need to do things their way.
- Focus conversations on the client and their interests without prying into their lives.
- Not discuss personal problems with your client. Your client has enough on their mind.
- If someone calls you, unless it is an emergency, let them know that you are working and can't talk to them.
- Do not let anyone visit you at work.
- Never ask for or take money or gifts from your client.
- When the client needs medical assistance, call 911; do not transport a client to emergency room.

The Purpose of Personal Care Service Provider Training



Certificates for Basic - Personal Care Services Provider

By the end of Personal Care Services Certification training, you will have the knowledge, attitudes, and skills you need to be a personal care provider. You will be ready to work in a variety of long-term care settings, or to go on for further training.

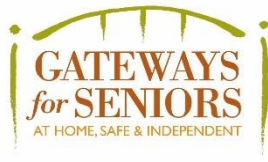
The training will teach you how to assist clients with ADLs. It will also teach you about person-centered care.

In order to work in this field, you will need to show that you are ready to be a personal care provider. This is done in a variety of ways.

You will show:

- Your **knowledge** (what you know) through written and spoken tests
- Your **attitudes** (how you think and feel) through training labs and role plays and how you interact with others during the training
- Your **skills** (what you can do) by showing your trainer





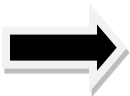
**Gateways Community Services is pleased to offer additional training for
Personal Care Services Providers**

After completion of five (5) training modules; any employee can earn
Personal Care Services Provider Professional Certification

- Module 1 **Introduction to the PCSP Role**
- Module 2 **Duties of a Home Health Aide, a PCSP, and a Homemaker**
- Module 3 **Normal Changes and Diseases Associated with Aging**
- Module 4 **Special Nutrient Needs of Older Adults**
- Module 5 **Senior Safety**

Personal Care Services Provider Certification

- ✓ Successful Completion of all 5 modules
- ✓ Gateways for Seniors overview/orientation



Each year to maintain Personal Care Services Provider Certification, you must complete refresher training annually and update all employee information.



Training Schedule

Steps in the process of becoming a PCSP



Name: _____

Completed with Department

- Employment Application
- Intellicorp Authorization
- NH Dept of Safety (notarized)
- Job Description/Offer Letter
- Concentra/BOAC Authorization Form
 - Pre-Employment Physical
 - 2 step TB test
(1st step needed for intake)

Attend New Hire Orientation with Human Resources

- HR Orientation Completed Review
- Role of Personal Care Service Provider
- Universal Precautions-Blood borne Pathogens
- Infection Control
- Home Care/Patient Rights & Responsibilities
- Body Mechanics
- Self-Affidavit Regulations Statement

- Training Scheduled for PCSP Certification
 - Complete (5) five training modules
 - Complete Department Overview/Orientation

What Makes a Good Direct-Care Worker?



A good direct-care worker has the knowledge, attitudes, and skills to assist clients. Here are some examples.

Knowledge

A good direct-care worker knows about:

- ADLs
- Common diseases and problems
- Emergencies
- Healthy food
- Signs of abuse and neglect, and what to do about them
- The human body

A good direct-care worker knows how to:

- Assist different kinds of clients
- Do his or her job well
- Keep germs from spreading

Attitudes

A good direct-care worker:

- Cares about clients
- Feels curious about clients
- Is patient with clients
- Respects clients who are different from him or her
- Takes pride in his or her work
- Shares personal information only with members of the client's care team
- Does what he or she says he or she will do
- Gives clients privacy
- Tells the truth
- Works well with other people

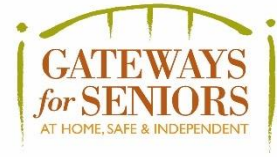
Skills

A good direct-care worker can assist clients to:

- Bathe
- Eat
- Get around
- Get dressed
- Use the bathroom

A good direct-care worker can:

- Be gentle
- Cook, clean, and shop
- Listen and talk well
- Help the client to solve problems



Key Ideas: Person-Centered Care

It's important to understand some key ideas about being a direct-care worker. Here's what you need to know.

Give person-centered care.

In person-centered care, clients and providers:

- Create a schedule that fits the client's life
- Have strong ties
- Make choices together

In person-centered care, the client:

- Has the right to choose, as much as possible, what kind of care he or she will get
- Is the expert on what he or she likes or dislikes

In person-centered care, providers:

- Care as much about the client's feelings as they do about the client's health
- Focus on the client, rather than on the client's problems
- Remember that the workplace is the client's home
- Treat the client as someone with unique wants and needs

Key Ideas: Client and Worker Rights

Clients and providers have rights.

Clients and providers have rights that are protected by law. They include the right to be free from abuse.

Other rights are based on the idea of person-centered care. They include the right to be treated with respect—whether you are a provider or a client. They also include the client's right to make choices.

Clients have the right to:

- Choose a doctor
- Give themselves medicine, as long as it is safe to do so
- Help plan their care
- Keep and use their own things, as long as it is safe to do so
- Say yes or no to care
- Share a room with their husband or wife
- Take part in activities

Providers have the right to:

- Be treated with dignity and respect
- A safe working environment

Key Ideas: Confidentiality



Confidentiality—Keeping health information private

You can tell your supervisor about a client's health. This helps keep the client healthy.

But you **cannot** share health information with anyone else—including other direct-care workers—unless they also work with the client. “Confidentiality” means sharing private information about clients **ONLY** with the people who need to know. Confidentiality is required by law. It's also the right thing to do—it shows respect for the client’s privacy.

Key Ideas: Promoting Client Independence

Promoting the independence of clients mean asking them to do as much as they can.

It's important for clients to make choices and do daily tasks as much as possible. This is called “client independence.”

This independence helps clients:

- Be in charge of their own care
- Feel good about themselves
- Stay active—both mentally and physically

Do **not** assume that a client needs your help. Instead, ask the client what they want you to do.

Many clients like the word “assist” better than the word “help.” It shows that the client is doing as much as they can.

HUMAN RIGHTS POLICY -- ELDERNS AND CHRONICALLY ILL ADULTS

Purpose and Scope

The purpose of this policy is to establish procedures for the protection of the rights of person applying for and receiving services through Gateways Community Services which are monitored and regulated by the Division of Health and Human Services pursuant to RSA 151:2-b, Patient/Homecare Bill of Rights and RSA 161-F, Protective Service to Adults.

Focus Area: Gateways for Seniors, Adult Day Service Program, CFI (Choices for Independence) Case Management

If an employee is the subject of a human rights investigation, employment may be suspended to protect the health and safety of any consumer related to the investigation.

Practice

Protective Services to Adults (RSA 161-F)

All staff providing services to incapacitated adults are required to report or assist a person to report a complaint if they have reason to believe that the person has been subjected to abuse, neglect or exploitation per RSA 161-F.

All staff will be provided training in identifying abuse neglect or exploitation and in the how to make a report to the Adult Protective Services Program at the Bureau of Elderly and Adult Services. *Note reference "How to make a report" later in this section. If you suspect abuse, neglect, or exploitation you must call BEAS @ 603-271-7014 or 1-800-949-0470*

Patent Bill of Rights (RSA 151:21-b)

Gateways adopts and accepts the consumer rights and responsibilities as stated in the Patient/Homecare Bill of Rights (RSA 151:21-b.) which is attached to this policy.

Gateways will adhere to all rules relative to this will include distributing a copy to all applicants, including it in all staff training and posting it at all program sites.

Service Concern (RSA 161-F)

Gateways will investigate any concern reported by, or on behalf of, any individual who receives services through Gateways Community Services or any of its provider agencies. Service Concerns pertain to problems with service provision and should only be reported when previous attempts to resolve a problem were unsuccessful. Service Concerns do not pertain to incidents which are covered under RSA 161-F Protective Services for Adults as abuse, neglect or exploitation.

Service Concerns are reported to the Director, Gateways for Seniors and a reporting form is completed. The Director, Gateways for Seniors or their designee investigates the concern and provides a written summary which includes the input of all individuals involved, recommendations, and a response date if applicable. Copies of this report are forwarded to the person who reported the concern, the director of the vendor agency involved, the Gateways Quality Assurance Administrator, and others as appropriate.

Service Concern files are maintained by the Director, Gateways for Seniors. Service Concerns are tracked by Quality Assurance and reported to Human Resources.

Definitions: Under He-P 809.3 & He-P 818.03

Gateways Community Services per

He-P 818 ADULT DAY PROGRAMS
He-P 809 HOME HEALTH CARE PROVIDERS (HHCP)

Abuse means "emotional abuse", "physical abuse" or "sexual abuse", as defined in this section.

Activities of daily living (ADL) means basic daily routine tasks such as eating, transferring, toileting, bathing, dressing, self-management, and monitoring or supervision of medications.

Administer means "administer" as defined by RSA 318:1, I, namely "an act whereby a single dose of a drug is instilled into the body of, applied to the body of, or otherwise given to a person for immediate consumption or use."

Administrative remedy means a corrective action imposed upon a licensee in response to non-compliance with RSA 151 or He-P 818 or He-P 809.

Administrator means the licensee, or an individual appointed by the licensee, who is responsible for all aspects of the daily operations of the HHCP.

Admission means accepted by a licensee for the provision of services to a client/participant.

Adult Day Program (ADP)(under He-P 818) means a program that provides one or more of the following services, for fewer than 12 hours a day, to participants 18 years of age and older:
(1) Supervision;(2) Assistance with ADL;(3) Nursing care; (4) Rehabilitation;
(5) Recreational, social, cognitive and physical stimulation; and (6) Nutrition.

Agent means an adult to whom authority to make health care decisions is delegated under an activated durable power of attorney for health care executed in accordance with RSA 137-J.

Applicant means an individual, agency, partnership, corporation, government entity, association, or other legal entity seeking a license to operate a HHCP pursuant to RSA 151.

Assessment means an evaluation of the client to determine the services that are needed.

Branch office means a location physically separate from the primary location of the HHCP and that: (1) Provides oversight for employees who provide direct care services to clients in their residential setting; and (2) Is under the administration and supervision of the primary location of the HHCP.

Care plan means a written guide developed by the licensee, or its personnel, in consultation with the client, guardian, agent or personal representative, if any, as a result of the assessment process for the provision of care and services as required by He-P 809.15(o)-(q).

Definitions: Under He-P 809.3 & He-P 818.03

Care plan (under He-P 818) means a written guide developed by the licensee, in consultation with personnel, the participant, and the participant's guardian, agent or personal representative, if any, as a result of the assessment process for the provision of care and services.

Case Management Agency (Under He-E 805) means an agency that is licensed in accordance with RSA 151:2,I(b) and enrolled as a NH Medicaid provider to provide targeted case management services to HCBC-ECI participants, and that operates without conflict of interest. This term includes independent case management agencies.

Change of ownership means the transfer of the controlling interest of an established HHCP to any individual, agency, partnership, corporation, government entity, association or other legal entity.

Client means any person admitted to or in any way receiving care, services or both from a HHCP licensed in accordance with RSA 151 and He-P 809.

Client record means the documentation of all care and services, which includes all documentation required by RSA 151 and He-P 809 and any other applicable federal and state requirements.

Chemical restraint(under He-P 818) means any medication prescribed to control a participant's behavior or emotional state without a supporting diagnosis or for the convenience of program staff.

Comprehensive assessment (Under He-E 805.2) means a person-centered process of gathering information about a participant's abilities and needs through a face to face interview with the participant, and other methods as needed, and culminates in a written document.

Comprehensive care plan (Under He-E 805.2) means an individualized plan described in He-E 805.2(c) that is the result of a person-centered process that identifies the strengths, capacities, preferences, and desired outcomes of the participant.

Coordinator means a person from the HHCP who coordinates the services provided to the client.

Deficiency means any action, failure to act or other set of circumstances that causes a licensee to be out of compliance with RSA 151 or He-P 809.

Department means the New Hampshire department of health and human services.

Days means calendar days unless otherwise specified in the rule.

Direct care personnel means any person providing hands on care or services to a participant or client.

Directed plan of correction means a plan developed and written by the department that specifies the necessary actions the licensee shall take to correct identified deficiencies.

Definitions: Under He-P 809.3 & He-P 818.03

Drop site means a location, which does not meet the definition of a branch office, where materials, equipment and supplies used in the provision of services may be temporarily stored.

Emergency plan means a document outlining the responsibilities of personnel in an emergency.

Emotional abuse means the misuse of power, authority, or both, verbal harassment, or unreasonable confinement which results or could result in the mental anguish or emotional distress of a participant or client.

Exploitation means the illegal use of a participant's or client's person or property for another person's profit or advantage, or the breach of a fiduciary relationship through the use of a person or person's property for any purpose not in the proper and lawful execution of a trust, including, but not limited to, situations where a person obtains money, property, or services from a participant through the use of undue influence, harassment, duress, deception or fraud.

Guardian means a person appointed in accordance with RSA 464-A to make informed decisions relative to the participant's health care and other personal needs.

Home health care provider (HHCP) means any organization or business entity, whether public or private, whether operated for profit or not, which is engaged in arranging or providing, directly or through contract arrangement, one or more of the following services: nursing services, home health aide services, or other therapeutic and related services, which can include but are not limited to, physical and occupational therapy, speech pathology, nutritional services, medical social services, personal care services and homemaker services which may be of a preventative, therapeutic, rehabilitative, health guidance or supportive nature to persons in their places of residence.

Home care service provider (HHCP) means any organization or business entity, whether public or private, whether operated for profit or not, which is engaged in arranging or providing, directly or through contract arrangement, personal care services and/or homemaker services which may be of a supportive nature to persons in their places of residence.

Homemaker services means services that are of a supportive nature that do not routinely require hands-on contact with a client other than to maintain the client's safety. Such services may include, but are not limited to, laundry, housecleaning, cooking, transporting to and from medical or other appointments, shopping, companion services and medication reminders.

Household member means the caregiver, all family members and any other individuals age 17 or older, who is not a participant, who resides at the licensed premises for more than 30 days.

Infectious waste means any waste which because of its infectious nature may cause or significantly contribute to an increase in mortality or an increase in serious irreversible or incapacitating reversible illness; or pose a substantial present or potential hazard to human health or the environment when improperly treated, stored, transported, disposed of or otherwise managed

In-service means an educational program, which is designed to increase the knowledge, skills, and overall effectiveness of personnel.

Definitions: Under He-P 809.3 & He-P 818.03

Inspection means the process followed by the department to determine an applicant's or a licensee's compliance with RSA 151 and He-P 809 or to respond to allegations of non-compliance with RSA 151 and He-P 809.

Investigation means the process used by the department to respond to allegations of non-compliance with RSA 151 and He-P 809.

License means the document issued to an applicant or licensee of an HHCP which authorizes operation in accordance with RSA 151 and He-P 809, and includes the name of the licensee, the name of the business, the physical address, the license category, the effective date and license number.

License certificate means the document issued by the department to an applicant or licensee that, in addition to the information contained on a license, includes the name of the administrator and the type(s) of services authorized that the HHCP is licensed for.

Licensed practitioner means a: (1) Medical doctor; (2) Physician's assistant; (3) Advanced registered nurse practitioner (ARNP); (4) Doctor of osteopathy; or (5) Doctor of naturopathic medicine.

Licensed premises means the building(s) that comprises the physical location the department has approved for the licensee to conduct operations in accordance with its license. This term includes branch offices. This term does not include the private residence of a client receiving services from a HHCP.

Mechanical restraint (Under He-P 818) means locked, secured or alarmed ADPs or units within an ADP, or anklets, bracelets or similar devices that cause a door to automatically lock when approached, thereby preventing a participant from freely exiting the ADP or unit within.

Medication means a substance available with or without a prescription, which is used as a curative or remedial substance.

Neglect means an act or omission, which results, or could result, in the deprivation of essential services necessary to maintain the mental, emotional or physical health and safety of a client or participant.

Nursing care(Under He-P 818) means assisting clients or groups of clients to attain or maintain optimal health by implementing a strategy of care to accomplish defined goals and by evaluating responses to nursing care and medical treatment, and includes basic health care that helps both clients and groups of clients cope with difficulties in daily living associated with their actual or potential health or illness status.

Orders mean prescriptions, instructions for treatments, special diets or therapies given by a licensed practitioner, or other professional with prescriptive powers.

Over-the-counter medications mean non-prescription medications.

Participant (under He-P 818) means any person admitted to or in any way receiving care, services or both from an ADP licensed in accordance with RSA 151 and He-P 818.

Definitions: Under He-P 809.3 & He-P 818.03

Participant record means a separate file maintained for each person receiving care and services, which includes all documentation required by RSA 151, He-P 818 and all documentation received relative to the participant as required by other federal and state requirements.

Patients' rights mean the privileges and responsibilities possessed by each patient provided by RSA 151:21-b.

Personal care service provider means a person who provides non-medical hands-on assistance to a client, helping with activities of daily living such as grooming, toileting, eating, dressing, bathing, getting into or out of a bed or chair, walking, or reminding the client to take medications.

Person Centered (Under He-E 805.2) means a process for planning and supporting the participant receiving services that builds upon the participant's capacity to engage in activities that promote community life and honors the participant's preferences, choices and abilities, and which involves families, friends and professionals as the participant desires or requires.

Personal representative means a person designated in accordance with RSA 151:19, V, to assist the client for a specific, limited purpose or for the general purpose of assisting the client in the exercise of any rights.

Personnel means individual(s), either paid or volunteer, who provide direct or indirect care or services or both to a client(s) or participant(s).

Personal assistance (under He-P 818) means providing or assisting a participant in obtaining one or more of the following services:(1) Assistance with ADL such as grooming, toileting, eating, dressing, getting into or out of a bed or chair, walking, or monitoring, supervision or administration of medications; (2) Assistance with instrumental activities of daily living such as doing laundry, food preparation, obtaining appointments, or engaging in recreational or leisure activities;(3) Supportive services such as recreational and leisure activities, transportation, social services, medical, dental, and other health care services, habilitation or rehabilitation services, day care, or other services required to meet a participant's needs; or(4) Monitoring a participant's activities to provide for the participant's and others' safety and well being including, general supervision or oversight of the physical and mental well-being of a person who needs assistance to maintain his or her participation in the facility or who needs assistance to manage his or her personal or financial affairs, regardless of whether a guardian has been appointed for the person.

Physical abuse means the use of physical force that results or could result in physical injury to a client or participant.

Physical restraint(under He-M 818) means the use of hands-on or other physically applied technique to physically limit the participant's freedom of movement, which includes but is not limited to forced escorts, holding, prone restraints or other containment techniques.

Pro re nata (PRN) (under He-P 818) medication means medication taken as circumstances may require.

Protective care (under He-P 818) means the provision of participant monitoring services, including but not limited to:(1) Knowledge of participant whereabouts; and (2) Minimizing the likelihood of accident or injury.

Self administration of medication means the participant is able to take his or her own medication(s) without the assistance of another person.

Definitions: Under He-P 809.3 & He-P 818.03

Self administration of medication with supervision(under He-P 818) means the participant takes his or her own medication after being prompted by personnel but without requiring physical assistance from others.

Self directed medication administration means a participant, who has a physical limitation that prohibits him or her from self-administering, directs personnel to physically assist in the medication process.

Senior center(under He-P 818) means a facility that provides recreational activities for seniors but provides no services that require licensure under RSA 151.

Sexual abuse means contact or interaction of a sexual nature involving a client or participant without his or her consent.

Significant change means a visible or observable change in functional, cognitive, or daily activity ability of the client or participant.

Unusual incident (under He-P 809.03) means an occurrence of an error, a negative outcome, or an accident, which occurs while personnel of the HHCP are physically present in the client's home, and has resulted in an injury that requires treatment by a licensed practitioner within 24 hours.

Unusual incident (under He-P 818) means an occurrence of any of the following while the participant is either in ADP or in the care of ADP personnel:(1) The death of the participant; (2) An accident or other unanticipated circumstance that has resulted in an injury that requires treatment by a licensed practitioner; or(3) An elopement from the ADP or other circumstances that resulted in the notification and/or involvement of law enforcement.

Human Rights Policy Elder Care
Created 12.2009 R 5.2010; R6.2015



PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

Home Care

151:2-b Patients' Bill of Rights. – The policy describing the rights and responsibilities of each patient admitted to a facility, except those admitted by a home health care provider shall include, as a minimum, the following:

151:21-b Home Care Clients' Bill of Rights. –

- I. Home health care providers shall provide each client or client's legal representative with a written copy of the rights and responsibilities listed in paragraphs II and III of this section in advance of or during the initial evaluation visit and before initiation of care. These rights apply only to the services delivered by or on behalf of the home health care provider. If a client cannot read the statement of rights it shall be read to the client in a language such client understands. For a minor or a client needing assistance in understanding these rights, both the client and the client's legal representative shall be fully informed of these rights.

- II. The statement of rights shall state that at a minimum the client has a right to:
 - (a) Be treated with consideration, respect, and full recognition of the client's dignity and individuality, including privacy in treatment and personal care and respect for personal property and including being informed of the name, licensure status, and staff position and employer of all persons with whom the client/resident has contact, pursuant to RSA 151:3-b.
 - (b) Receive appropriate and professional care without discrimination based on race, color, national origin, religion, sex, disability, or age, nor shall any such care be denied on account of the patient's sexual orientation.
 - (c) Participate in the development and periodic revision of the plan of care, and to be informed in advance of any changes to the plan or intent to discharge except as provided in RSA 151:26-a, III.
 - (d) Be informed that care is evaluated through the provider's quality assurance program.
 - (e) Refuse treatment within the confines of the law and to be informed of the consequences of such action, and to be involved in experimental research only upon the client's voluntary written consent.
 - (f) Voice grievances and suggest changes in service or staff without fear of restraint, discrimination, or reprisal.
 - (g) Be free from emotional, psychological, sexual, and physical abuse and from exploitation by the home health care provider.
 - (h) Be free from chemical and physical restraints except as authorized in writing by a physician.
 - (i) Be ensured of confidential treatment of all information contained in the client's personal and clinical record, including the requirement of the client's written consent to release such information to anyone not otherwise authorized by law to receive it. Medical information contained in the client's record shall be deemed to be the client's property and the client has the right to a copy of such records upon request and at a reasonable cost.
 - (j) Be informed in advance of the charges for services, including payment for care expected from third parties and any charges the client will be expected to pay.

PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

Home Care *continued*

- III. The provider has the right to expect the client or the client's legal representative will:
- (a) Give accurate and complete health information.
 - (b) Create and maintain an environment that is safe and free from sexual or other forms of harassment by the client or others in the home. For the purposes of this subparagraph, an environment is unsafe if conditions in and around the home imminently threaten the safety of the home health care provider personnel or jeopardize the home health care provider's ability to provide care.
 - (c) Participate in developing and following the plan of care.
 - (d) Request information about anything that is not understood, and express concerns regarding services provided.
 - (e) Inform the provider when unable to keep an appointment for a home care visit.
 - (f) Inform the provider of the existence of, and any changes made to, advance directives.
- IV. Nothing in this section shall be construed to apply to any visiting nurse service or home aid service conducted exclusively by and for the adherents of any church or religious denomination the tenets and practices of which include reliance solely upon spiritual treatment through prayer in lieu of medical treatment.
- V. Home health care providers shall not be subject to the provisions of RSA 151:21.

Source. 1993, 243:2. 1997, 108:7. 1998, 199:3, eff. Jan. 1, 1999. 2013, 265:4-7, eff. Jan. 1, 2014.





Human Rights Policy

Bureau of Developmental Services -- Developmental & Acquired Brain Disorder

Bureau of Elderly and Adult Services -- Elders and Chronically Ill Adults

Bureau of Developmental Services

The purpose of this policy is establish procedures for the protection of the rights of persons applying for and receiving services which are monitored and regulated by the Division of Health and Human Services pursuant to RSA 135-C or RSA 171-A through Gateways Community Services.

Gateways Community Services per

RSA 171-A: 14 : Rights of the Developmentally Impaired Person
He-M 202 : Rights Protection Procedures
He-M 310 : Rights of Persons Receiving Developmental Services in the
Community

as well as contracted parties are responsible to pursue all complaints regarding “Client Rights”.

Reviewed: January 1997
Revised: December 1998
Revised: April 2006
Revised: April 2007
Revised: July 2008
DOR: September 2008
DOR: April 2009
DOR: November 2011

If an employee is the subject of a human rights investigation, employment may be suspended to protect the health and safety of any consumer related to the investigation.

Developmental & Acquired Brain Disorder Services

Individual Rights

Learning Objectives

To obtain the knowledge of:

- ❖ The rights of individuals with disabilities and acquired brain disorders
- ❖ The definitions of abuse, neglect and exploitation.
- ❖ Your role in protecting and safeguarding individuals rights
- ❖ The procedure to report incidents of suspected abuse, neglect and exploitation.
- ❖ Follow up steps if a complaint is filed on an employee of violating an individual's rights.

State Regulation of Rights

New Hampshire state regulations (He-M 202 and He-M 310), include five major rights to protect the rights of people with disabilities and acquired brain disorder that receive services through an area agency.

The state of New Hampshire requires that all direct care staff employed by an area agency and all vendors be trained within the first 30 days of employment.

What are Individual Rights?

- ❖ Individual rights are the same rights that all American citizens have
- ❖ A diagnosis of developmental disability does not mean loss of these rights
- ❖ Every human being has the right to be treated with respect

Summary of Rights

- ❖ **Fundamental Rights** – This are the rights all citizens are entitled to;
- ❖ **Personal Rights** – Pertains to personal privacy, dignity and respect;
- ❖ **Service Rights** – The manner in which services are given;
- ❖ **Community Residence Rights** – Rights while living within a community residence;
- ❖ **Procedural Rights** – Regarding the delivery of services to an individual.

Fundamental Rights

- Freedom of religious preference and practice.
 - Include the right to be free from engaging in any religious activity and to receive reasonable assistance in attending places of worship.
- Right to Vote.
 - Includes access to and assistance in registering to vote and voting.
- Civil Rights
 - Includes right to manage affairs, to contract, to hold professional, occupational or motor vehicle drivers licenses; to marry or divorces; to make a will or exercise any other civil right.
- Right to be free from discrimination
 - Includes discrimination based on race, color, sex, Religion, national origin, age, handicap, sexual orientation or degree of disability.
- Right to seek legal remedies
 - Includes right to hire a lawyer and file suit.

Abuse, Neglect and Exploitation Definitions

ABUSE

An act or omission which is not accidental and harms or threatens the physical, mental, emotional health and safety of an individual. *Examples are:* cursing, degrading, name-calling, hitting, kicking, threatening to cause injury, sexual exploitation, sexual activity of any kind between staff and individual, and psychological mistreatment.

NEGLECT

An act or omission which results, or could result in the deprivation of essential services necessary to maintain the minimum mental, emotional or physical health of an individual. *Example are:* failure to provide proper food, sufficient food, clothing, personal care, health care, safe and humane living conditions or a safe and humane working environment.

EXPLOITATION

The use of an individual's person or property for another's profit or advantage. *Examples are:* Theft of individual's possessions, borrowing money, asking for an individual to pay for staff expenses, using authority or power over an individual for personal gain.

Summary of Rights continued

Personal Rights

- The right to be treated with dignity and respect
- The right to be free from verbal, non-verbal, mental or physical abuse or neglect
- Free from intentional or unauthorized use of force or restraint
- Freedom from financial or person exploitation
- Right to privacy and confidentiality.
 - This includes the right to give consent prior to release of information and to give consent prior to taking of photographs, fingerprints or the recording by audio or visual equipment.
- The right to access records
 - This include right to review agency and program records and to receive copies upon request.
- The right to complain about alleged violations of rights

The rights of individuals can be modified by guardianship order, admission to the service delivery system as per RSA 171 B or as the result of imposition of emergency treatment as per He-M 305.

Service Rights

- Right to adequate and humane treatment
- Right to refuse medications and treatment
- Right to access quality services
- Rights to services that promote full participation in one's community
- Right to a service agreement and to receive the service referenced therein.
- Right to services that promote independence
- Right to be informed and give consent
 - This includes right to give consent prior to any service, including medical, behavioral management program, and referrals; access to information regarding significant risks, benefit, side effects, and alternative treatment and services. The individual must understand that they are free to choose or refuse any available alternative and that the choice is free from all coercion.
- Right to be fully informed of one's own diagnosis and prognosis.
- Right to voluntary services
 - This includes the right to seek changes in services, service provider, or to withdraw from service delivery system.
- Right to services in the least restrictive setting.
 - This includes the right to series in the individual's setting of choice

Summary of Rights continued

- Right to referral for medical care and treatment in a prompt and timely manner.
- Right to freedom from restraint
 - This includes the right to be free from seclusion and physical, mechanical or pharmacological restraints.
- Right to consultation and second opinion including, at the client's own expense,
- Right to have people of their choice present at service planning meetings
- Right to generic integrated services whenever possible or being able to access the same community services typically accessed by others without disabilities.

Community Residences Rights

- Right to safe, sanitary and humane living environment
- Right to freely and privately communicate with others
 - This includes sending and receiving unopened and uncensored mail, reasonable access to telephones to make and receive calls, receive and refuse visitors and to engage in social, recreational and religious activities
- Right to privacy
 - This includes the right to courtesies, such as knocking on closed doors prior to entering; ensuring telephone call and visitation privacy; personal interaction in private settings, and the right to be free from searches of individual possessions

Procedural Rights

- Right to be informed of specific program rules
- Right to notice before termination of services
 - This includes right to a written 30-day notice, which states the reason for an the date of termination of services
- Right to notice of suspension
 - This includes a written prior notice to the individual and/or guardian of the specific behaviors or conduct for which suspension of services is imposed.

Summary of Rights continued

Guardianship and Rights

- Guardianship is a legal process involving a judgment by a Probate Court Judge, in which a substitute decision maker should be appointed by the court such as a relative, friend or public guardian for the best interest of the individual due to the judge finding beyond a reasonable doubt that an individual is incapacitated. A guardian may be granted authority over the estate, individual or both.
- All individuals over the age of 19 are presumed to be competent unless a judge finds the individual incapacitated. Individuals are not considered incapacitated if their functional limitations are the result of poverty, negligence, or the result of an informed decision on their part. In other words, individuals have the right to be poor or make bad decisions.
- Those who have a guardian, conservator or representative payee, still have human rights. Each of these legal arrangements have specific areas in which someone other than the individual has a say in what is happening. However, the individual still maintains the rights to routine, day to day decisions, such as whom to associate with, what to wear, what to say and what to eat. The majority still retain their right to vote.

Responsibility

- It is important to always remember to be aware of the increased risks that individuals with intellectual disabilities face in having their rights violated.
- Teaching and promoting advocacy skills are one of the most effective ways to protect individual rights.

Everyone has the following responsibilities:

- To respect and protect the rights of other individuals
- Follow operational rules and procedures
- Respect the property of others
- Treat all people with dignity and respect

Your Responsibility

- Help individuals learn about and exercise their rights
- Give individuals the information they need to make good choices, the change to ask questions, and have them involved or empower them to take the lead in meetings to discuss their services.
- Inform individuals about the complaint process and give them the toll-free number so they can call in a complaint. 1-855-450-3593
- Keep personal information about individuals receiving services PRIVATE.
- Ask Gateways or a supervisor if you have any questions regarding rights.
- Know and understand the definitions of Abuse, Neglect and Exploitation.
- Report any violation to file a complaint verbally or in writing.
- Know how to file a complaint, the number to call, the importance of calling as soon as possible and who to report a complaint to.

Your Responsibility to Report

As a human services professional, you have an obligation and legal responsibility to report a suspected incident of abuse, neglect and exploitation or any right violation. If you have reason to believe an individual has been abused, neglected or exploited in any way you **MUST** file a complaint either verbally or in writing to

Bureau of Developmental Services (BDS) 1-855-450-3593

and if the individual is 18 years or older then also to the

Bureau of Elderly and Adult Services (BEAS) 1-800-949-0470

If under the age of 18, also report to the

Division of Children, Youth and Families (DCYF) 1-800-894-5533

Important things to know:

- ★ You may file a complaint anonymously
- ★ You will not be the subject to any form of discipline, harassment, or retaliation as a result of filing a complaint
- ★ If you feel an individual is in imminent danger, notify Gateways or your supervisor immediately!

Who may file a complaint?

- | | |
|---------------------|---------------------------|
| ✓ The Individual | ✓ Agency Staff |
| ✓ The Guardian | ✓ Community Member |
| ✓ A Family Member | ✓ Healthcare Professional |
| ✓ Significant Other | |

How to File a Complaint

Individuals who receive services in the developmental services system have a right to be free from abuse, neglect and being taken advantage of. Staff, providers, and others who work with such individuals **MUST** file a complaint if they are aware of, or suspect that an individual is being abused, neglected or exploited.

- ✓ All complaints are made directed to the State of NH
- ✓ If you have a complaint, use the toll free number 1-855-450-3593 BDS
- ✓ An investigator will then contact you .

The Complaint Process

- Once the complaint has been filed, a complaint investigator will be assigned to begin the complaint resolution process. Complaints are handled under two categories; formal and informal. This is decided by the individual or the guardian.
- The investigator has 15 business days to determine if the complaint is Founded or Unfounded. The investigator must be given unrestricted access to program premise, staff, training records, and any documents or files of the individual.
- The investigator will interview the witness(es), review relevant information, may consult professionals, review physical evidence and review any systemic factors.
- The investigator will then submit a report of findings of fact, proposed determination and reason for, along with a proposed resolution.
- If the final report is not accepted the disagreeing party must submit in writing to BDS, specific reasons as to why and a reason for further investigation within the next 10 business days

Remember it is very important and it is your responsibility to file a complaint as soon as possible if you feel that an individual's rights have been violated.

The individual you support is the primary decision maker in their own life.

New Hampshire Bureau of Developmental Services (BDS) Human Rights Complaint Process

Individuals who receive services in the developmental services systems have a right to be free from abuse, neglect and being taken advantage of.

If you receive services and believe your rights have been violated, you have a right to file a complaint.

In addition, staff, providers and others who work with individuals who receive services in the developmental services systems must file a complaint if they are aware of or suspect that an individual is being abused, neglected or exploited.

As of September 1, 2011, in the State of New Hampshire pursuant to administrative rule He-M 202, complaints are made directly to the State.

To file a complaint please call this toll-free number at any time
1-855-450-3593

SERVICE CONCERN REPORTING REQUIREMENTS

Purpose and Scope: Policy for reporting service concern

Focus Area: Human Rights

All persons providing services to an individual who has a developmental disability within the area of Region 6 are required to report or assist a person to report a service concern if a specific or general issue pertaining to service provision is of concern. This can include but not limited to services not being provided, being provided inappropriately, or agency procedures not being followed.

A service concern may be made by an individual, an employee of the bureau, a facility, or a program by another person.

A service concern may be filed in writing or orally to the Service Coordination Manager, his/her designee, the Vice President of Individual and Family Services, and/or the management staff of a service provider. The Service Coordination Manager or designee is responsible for following through on the service concern.

A service concern may be made anonymously and the identity of the person be kept confidential throughout the review process if the person so requests and if at each stage of the process, maintaining the anonymity of the person will not interfere with the effective resolution of the service concern.

The Service Coordination Manager and/or designee receive all service concerns and ensures that all parties are notified within 24 hours of receiving the service concern. The Service Coordination Manager/Director has thirty (30) days to ensure that the concern has been resolved.

The Director over Quality reviews all services concerns with the Human Rights Committee on a quarterly basis and annually with the Board of Directors, Family Support Council and interdepartmentally.

DISCLOSURE OF PRIOR RIGHTS VIOLATIONS

Purpose and Scope: Policy to provide information on prior rights violations to Service Providers upon signed release of information

Focus Area: Human Rights

Policy

Gateways Community Services is required to safeguard the rights and safety of all individuals receiving services. The Director over Quality or his/her designee will forward information regarding Prior Rights Violation(s), Service Concerns and medication Administration Privilege in Region 6 to Service Providers who forward a signed release of information.

Gateways Community Services will not release any other information than that which is indicated on the release form.

What if I suspect that a child is being abused and neglected?

NH Statute requires that any person who has reason to suspect the abuse or neglect of a child under the age of 18 **must** make a report immediately to the Division for Children, Youth and Families (DCYF). Proof of abuse or neglect is not required before reporting.

Gateways Community Services per RSA 169-C:2 **Child Protection Act**

Make a Report

If you have reason to suspect that a child has been abused or neglected, contact DCYF at 1-800-894-5533 or (603) 271-6556, Monday through Friday during the hours of 8:00am - 4:30pm. On weekends, holidays or after 4:30pm weekdays, call your local police department if the concerns about child abuse and neglect are immediate.

What if I suspect that an Elder or incapacitated adult is being abused and neglected?

NH Statute requires that any person who has reason to suspect abuse, neglect, exploitation or self-neglect of incapacitated adults under NH's Adult Protection Law to make a report.

Gateways Community Services per RSA 161-F:46 **Protective Services to Adults**

The Adult Protection Law requires any person who has a reason to believe that an incapacitated adult has been subjected to abuse, neglect, and/or exploitation or self-neglect to make a report immediately to Bureau of Elderly & Adult Services (BEAS).

Make a Report

If you suspect abuse, neglect, or exploitation you must call BEAS @ 603-271-7014 or 1-800-949-0470

- Proof of abuse or neglect is not required to make a report.
- Reports are confidential and anonymous. The Adult Protection Law does not allow BEAS to release your personal information to anyone unless you agree or a court orders mandates BEAS to do so.

Helpful Information

When you contact BEAS, you will be asked for some information. You may not have all the answers. Just tell us what you know regarding:

- Your name, address and phone number.
- The name, address, telephone number, sex, and estimated age of the elderly and/or incapacitated adult.

If you think your rights have been violated, you should contact:

Gateways
Community Services
(603) 882-6333

The State Adult
Protective Services
(800) 949-0470

The State Disabilities
Rights Center
(603) 834-1721

Our Mission

Gateways Community Services believes that all people are of great value and strives to be innovative when providing quality supports needed for individuals to lead meaningful lives in their community. The people we serve: Infants with developmental delays, children and adults with disabilities and elders in need of support.

*Know Your Rights
information is available*

- **ON AUDIO TAPE**
- **ON VIDEO TAPE**
- **IN LARGE PRINT**
- **INTERPRETED**



GATEWAYS
COMMUNITY SERVICES

144 Canal Street, Nashua, NH 03064
866-682-6333 603-882-6333

www.gatewayscs.org



KNOW YOUR RIGHTS

A Guide for Consumers,
Guardians and Advocates



Employee Incident/Accident Report

Employee Name: _____ Contact Telephone#: _____

Client Code/Dept: _____ Gateways' Contact: _____

Do you have other employment? No Yes If Yes, where: _____

Date/Time of Incident: <div style="text-align: right; margin-right: 20px;">AM/PM</div>	Location:
Date/Time Incident Reported:	Reported to:
Name(s) of Witness(es):	
<i>What Happened?</i> Describe how the incident occurred:	

Was a consumer involved in this incident? No Yes--Consumer Name(s): _____
(Complete **Consumer Incident Report**)

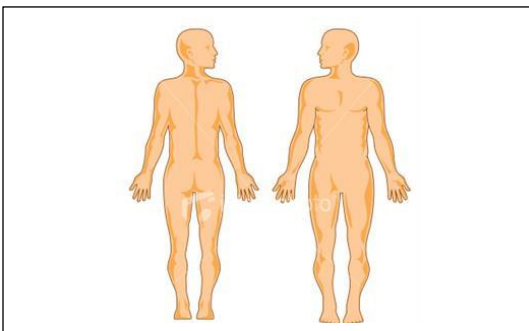
Employee Injury Information

Please complete this section if this incident resulted in an injury to you.

Check type of injury

- Cut Bruise Bite Swelling Other _____

Mark on figures parts of body injured (detail bruises, scratches, cuts, etc.)



Check all parts of body involved:

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Head or Face | <input type="checkbox"/> Mouth |
| <input type="checkbox"/> Neck | <input type="checkbox"/> Chest |
| <input type="checkbox"/> Feet | <input type="checkbox"/> Abdominal Area |
| <input type="checkbox"/> Hands/Arms | <input type="checkbox"/> Back |
| <input type="checkbox"/> Buttocks | <input type="checkbox"/> Genitals |
| <input type="checkbox"/> Other _____ | |

Do you require medical treatment for this injury? **No medical treatment**

Treatment was provided. Name (facility or physician): _____

Employee Signature: _____ **Date:** _____

Employee Incidents and/or Accidents should be reported **within 24 hours** of occurrence.

This form should be directed to your contact and/or Human Resources at Gateways Community Services. Program Contact Human Resources
10.07R5.08R8.12

CONSUMER INCIDENT/INJURY REPORT



Reporting Staff Name: _____ Date of Report: _____

Consumer Name: _____

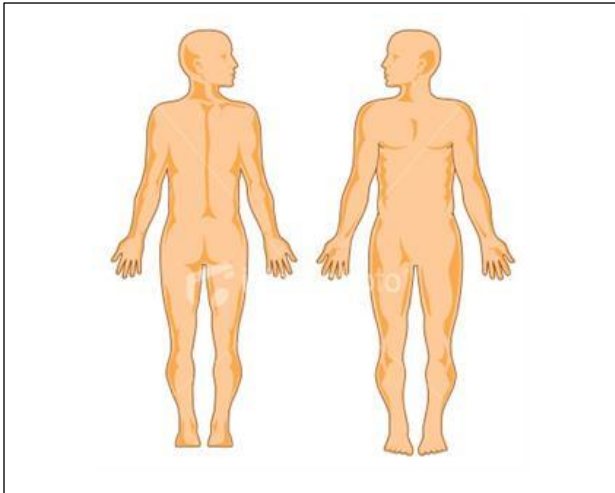
1. Please check type of injury:

- Cut
- Bruise
- Bite
- Swelling
- Other _____

2. Please check body parts injured:

- Head or face
- Mouth or feet
- Neck or chest
- Hands or arms
- Feet or Legs
- Abdominal Area
- Back or Buttocks
- Genitals
- Other _____

Comments: _____



Name of Witnesses: _____

Reported to: _____

Time: _____ am/pm

Mark on figures any bruises, cuts, scratches, etc:

Did the consumer require medical treatment for this injury? **No medical treatment**

Treatment was provided. Name (facility or physician): _____

Date: _____ Time: _____ am/pm Medical report attached? () Yes () No.

Treatment: _____

Copies To: Program Manager/Coordinator: _____
 Gateways Community Services-- -Human Resources

Staff Signature: _____ Date: _____

Revision 4.08 R 8.2012

Incident and Accident Reporting Provider Reports to be made no later than 24 hours of incident



Everyone has a role to provide a safe working environment.

Employees

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

All employees are covered by workers' compensation insurance, which compensates an employee for an injury arising out of, or in the course of work. Employees **must report any accident or injury immediately** to his/her managing supervisor **and** Gateways Community Services Contact so that the necessary paperwork may be completed.

- ✓ Report **any injury work-related or off-duty** to your family managed supervisor **AND** Gateways Community Services contact **immediately or no later than 24 hours of incident**; if a Gateways Community Services contact cannot be reached within a reasonable amount of time (**within 24 hours**), contact *Human Resources at 603.459.2717 or 603.459.2755*. Work-related injuries will be in question if reported later than (5) days after the occurrence of such an injury.

Forms to Complete:

- 1) Employee Incident Accident Form
 - 2) And...If consumer injured; also, complete Consumer Incident/Accident Form
- ✓ When the injury is work-related, seek either first aid or medical attention at the approved workers' compensation provider or the nearest medical facility in case of emergency.

Workers Compensation

Information Regarding On-the-Job Injuries

Gateways Community Services utilizes **Best Doctors® Occupational Health Institute;**
Concentra Medical Centers and Convenient MD Urgent Care for its Workers' Compensation
 Medical Care Provider located at:



www.convenientmd.com

Locations: Open 8am to pm, 7 Days a Week

Nashua 565 Amherst Street, Nashua, NH 03063 Across from Target on Amherst Street	Merrimack 2 Dobson Way, Merrimack, NH 03054 Exit 11 off Everett Turnpike	Bedford 3 Nashua Road, Bedford, NH 03110 Route 101; Next to Bedford High School
Concord 8 Loudon Road, Concord, NH 03301 Exit 14 off I-93; Across from Everett Arena	Windham 125 Indian Rock Road, Windham, NH 03087 Exit 3 off I-93	Dover 14 Webb Place, Dover, NH 03820 Exit 9 of Spaulding Turnpike; Next to Starbucks



www.concentra.com

Locations:

Nashua (603) 889- 2354 14A Broad Street, Nashua, NH 03064 M-F 8am to 5pm	Manchester (603) 644-3330 1279 South Willow Street Manchester, NH 03103 (Mon. - Fri.) 7am - 5pm (Sat.) 9am - 1pm	Concord (603) 223-2300 1 Pillsbury Street Concord, NH 03301 M-F 7am to 5pm
--	--	--

Please instruct the medical facility when obtaining care for a work-related injury to provide an employer's report – this report can be faxed to Gateways Community Services at 603.459.2726.





New Hampshire

BDOHI Credentialed Affiliates in BOLD

IN PARTNERSHIP WITH:



Coos County Health Services
133 Pleasant St.
Berlin, NH 03570
Tel: (603) 752-2040
Fax: (603) 752-7797

Priority Care at Valley Regional Hospital
243 Elm St.
Claremont, NH 03743
Tel: (603) 542-1825
Fax: (603) 542-3409

Merrimack Valley Occupational Health
171 Pleasant St.
Concord, NH 03301
Tel: (603) 228-3500
Fax: (603) 228-3503

Saco Medical Group
7 Greenwood Ave.
Conway, NH 03818
Tel: (603) 447-3500
Fax: (603) 447-5568

The Balke Center at Access Occupational Medicine
Access Health Building
1 Hampton Road
Exeter, NH 03833
Tel: (603) 775-7575 ext 3001
Fax: (603) 778-9680

**Occupational Health Services
of Portsmouth Regional Hospital**
55 High St, Suite 103
Hampton, NH 03842
Phone: (603) 929-7571
Fax: (603) 929-4428

Cheshire Medical Center Occupational Health
580 Court St.
Keene NH 03431
Tel: (603) 354-6585
Fax: (603) 354-6584

**Dartmouth Hitchcock Medical Center
Occupational Health Center**
One Medical Center Drive
Lebanon, NH 03756
Tel: (603) 653-3850
Fax: (603) 650-0928

Occupational Health at Alice Peck Day
125 Mascoma St.
Lebanon, NH 03766
Tel: (603) 448-7459
Fax: (603) 448-7469

Littleton Hospital Occupational Health
600 St. Johnsbury Road
Littleton, NH 03561
Tel: (603) 444-9294
Fax: (603) 444-9025

Bedford Occupational Health and Acute Care
1 Highlander Way
Manchester, NH 03103
Tel: (603) 625-2622
Fax: (603) 626-1816

Occupational Health Services at Portsmouth Hospital
Pease International Tradesport
26 Manchester Square
Newington, NH 03801
Tel: (603) 430-9675
Fax: (603) 334-6088

St. Joseph's Business & Health
17 Riverside St.
Nashua, NH 03062
Tel: (603) 595-7371
Fax: (603) 595-6943

Newport Health Center
11 John Stark Highway
Newport, NH 03773
Tel: (603) 863-4100
Fax: (603) 863-3585

Occupational Health at Alice Peck Day
10 Main Street
Newport, NH 03773
Tel: (603) 863-3287 (Tues. only)
Fax: (603) 448-7469

Access Sports Medicine & Orthopedics
155 Borthwick Ave.
Portsmouth, NH 03801
Tel: (603) 431-3575
Fax: (603) 778-9680
(musculoskeletal & laceration same day treatment provided)

Salem Occupational & Acute Care
13 Red Roof Lane, Suite 2
Salem, NH 03079
Tel: (603) 898-0961
Fax: (603) 898-0964

SeaCoast Medicare
396 High St. #1
Somersworth, NH 03878
Tel: (603) 692-6066
Fax: (603) 692-48156

Merrimack Valley Occupational Health
614 Laconia Road, Rte 3
Tilton, NH 03276
Tel: (603) 717-7020
Fax: (603) 717-7011

100 Federal Street • 21st Floor • Boston, MA 02110 • T (877) 707-6895 • www.bdohi.org
Best Doctors® and the star-in-cross logo are trademarks of Best Doctors, Inc. in the United States and other countries.

August 2012

Incident and Accident Reporting

continued



For additional Provider locations contact Gateways Community Services Human Resources

We urge **every employee and supervisor** to review **incident/injury procedures** prior to the occurrence of a work-related injury. By being familiar with the Gateways Community Services' Workers' Compensation procedures, you will be able to respond quickly and appropriately.

Family Managed Supervisors are responsible for the working conditions within their home environment. A supervisor should remain alert at all times to unsafe conditions, so that he/she may recommend corrective action, discipline employees who habitually create or indulge in unsafe practices, assess new or changed situations for inherent dangers, and follow up with all employees.

Supervisors are responsible for assisting with the timely reporting of all incidents and/or injuries of employees/workers within their home environment or those affecting the work ability of the employee. The employee is responsible for completing the necessary reports.

Incident and Injury Reporting

In the case of a Consumer and/or Employee Incident or Injury:

All employees are required to **immediately or no later than 24 hours of incident** report such incidents, no matter how minor, to their immediate supervisor and Gateways Community Services program manager/coordinator contact.

Employee Incident/Injury Report

This report should be completed when the Gateways Community Services employee is involved in an incident and/or an injury has occurred. If the injury was to the consumer, the Consumer Incident/Injury Report must also be completed. If the injury involved the employee, Employee Injury Information section of the report must also be completed.

Consumer Incident/Injury Report

This supplemental report should be completed when while in the care of a provider (being a Gateways Community Services employee) an injury has occurred to the consumer. The employee should notify the family managed supervisor, along with their Gateways contact.

*Completed reports must be turned into the appropriate
Gateways' Program Manager/Coordinator Contact
and/or Gateways' Human Resources
within 24 hours of incident.*

Incident and Accident Reporting

continued



Next Steps after an injury has occurred:

FITNESS for Duty

On-the-job *or* off-duty

When an employee incident results in an injury; whether it occurred **on-the-job** or **off duty**, it is required to obtain a **FITNESS for DUTY** report to ensure the employee is adhering to any restrictions or limitations provided by their physician.

This will ensure a healthy and safe work environment for all involved.

FITNESS for DUTY form is available through Human Resources if not provided by the medical provider.

When the employee has been given work restrictions or limitations, our Human Resources department along with the Program Manager/Coordinator Contact will work with the employee and family to develop Temporary Modified Duty.

TEMPORARY MODIFIED DUTY

Gateways Community Services is committed to providing work, when possible, for employees who have been restricted by a physician due to a work related or off-duty injury or illness. Work will be reviewed and assigned due to the nature of the injury or illness and the limitations set forth by the treating physician. Gateways Community Services reserves the right to limit work hours and duties as it relates to physician fitness for duty documentation.

5.2008 R 1.09 R6.09 R7.11

Gateways Community Services sets these procedures to ensure the safety and well-being of our consumers, their families and all employees.

Thank you for your cooperation.



In Home Care Services
Fire Evacuation and Emergency Plan
Fire and Emergency Need to Know for

Consumer Name: _____

Consumer Address: _____

Who will be responsible for assisting you in evacuating?

What route will you take?

Do you know alternate routes, in case roads are closed or damaged?

Who is your emergency point of contact, if separated from your family?

Do you know how to report a fire?

Can you locate at least two exits from each part of the house?

Can exit doors be easily opened?

Is the fire alarm operating?

Other Notes -- Fire Evacuation and Emergency Plan



EMERGENCY TELEPHONE NUMBERS

Name: _____

Address: _____

(Directions/Closest Intersection) _____

Phone Number: _____ Cell: _____

In an **EMERGENCY** for **FIRE, POLICE** or **AMBULANCE** call:
(from anywhere in the state of New Hampshire—Voice and TTY)

9-1-1

Fire Department # _____

Poison Control Center #: **1-800-222-1222**

Physician and # _____

Preferred Hospital _____

Emergency Room # _____

Emergency Contact Name _____

Emergency Contact Phone # _____ Cell # _____

Back-Up Care Person's Name _____

Relationship to you _____

Phone # _____ Cell # _____

Additional Names	Phone Numbers
_____	_____
_____	_____
_____	_____

When you call for emergency help, tell:

- **WHERE** the emergency situation is, with cross streets if possible
- **TELEPHONE NUMBER** you are calling from
- **WHAT HAPPENED** – heart attack, auto accident, fall, etc.
- **HOW MANY** persons need help
- **WHAT** is being done for the victim

USE OF PERSONAL VEHICLES FOR COMPANY BUSINESS

Employees who utilize their vehicle as part of their job are **required to possess a valid driver's license and carry adequate auto bodily injury and property damage insurance coverage.** An employee will not be allowed to use their personal vehicle to transport consumers or travel for company business if they do not have vehicle insurance. *All employees are responsible for reporting to Human Resources any accident or occurrence, loss of their driving license or discontinuation of vehicle insurance.*

Gateways Community Services provides mileage reimbursement for **approved** job-related travel/transportation (reference mileage reimbursement page). The purpose of providing mileage reimbursement for job-related travel/transportation is to help offset the costs that are associated with gas, vehicle insurance & automobile maintenance.

It is strongly recommended for an employee that uses a personal vehicle for Gateways Community Services business to contact their individual insurance agency to review the vehicle policy by asking the following questions:

- ✓ Does my current policy cover use of incidental business purposes?
(i.e. travel to meetings a few times per month)
- ✓ Does my current policy cover extensive use for business purposes?
(i.e. your vehicle is used for agency work as much as or more than for personal purposes)
- ✓ Does my current policy cover an accident if I am transporting a consumer(s)?
(i.e. to doctor appointment)

If the insurance agent's response is "no" to any or all of these questions, then you will need to ask what would be needed to be properly covered for these work travel situations.

The Gateways Community Services liability insurance broker, USI, has advised the following:

- "Standard insurance policies" often include "**use for business purposes.**" "Business Use" means that "the use of the auto is required by or customarily involved in the duties of the applicant or any other person customarily operating the auto, in an occupation, profession or business, other than going to or from the principal place or occupation, profession or business".
 - However, if there is an expectation a staff person's vehicle will be used extensively for travel to programs, meetings, and/or transporting consumers, then staff **should check with their individual insurance agencies** to determine if they have proper coverage on their vehicle.
 - If your agent states that you need to buy a policy for "public or livery conveyance", they do not understand the nature of your job.
 - Your main job responsibility is *not* transporting clients. You do not make a profit by hiring out your vehicle, nor are you charging clients.
 - You do not operate any kind of scheduled transportation service. Use of your vehicle is intermittent and varies based on the needs of the client.
- The Gateways Community Services' general liability or property insurance policies do not cover staff personal vehicles.
- There is no insurance company known that will pick up the physical damage to a vehicle that is not owned and registered to Gateways Community Services. Likewise, personal liability for another vehicle owner cannot be covered by a policy issued in the name of Gateways Community Services.

Driving Safety

Over 75% of the time the factors contributing to crashes are related to driver error.

Tips for Safe Driving

1. **DRIVE** the speed limit. Remember: the faster you are driving the longer it will take you to stop.
2. **BE AWARE** of vehicles around you. Always leave enough space between you and the car in front of you. One car length for every 10mph you are traveling is a good rule of thumb. If you see someone driving dangerously or erratically, pull off the road. If possible, note the license plate number and call the police.
3. **USE CAUTION** at intersections. More than two-thirds of all traffic related injuries happen at intersections. Tap your brakes a few times before you come to a stop to let drivers behind you know you are slowing down. Proceed carefully; never assume a green light means all okay. If your light is green, make sure other drivers at or near the intersection aren't trying to beat the yellow or red; look both ways even if you have a green light.
4. **DRIVE DEFENSIVELY**. Communicate with other drivers through your brake lights and turn signals. Yield to other vehicles whenever possible. Pay attention to the vehicles both in front of and in back of you. Always look ahead for turning or slowing vehicles.
5. **USE CAUTION AT TURNS**. Turn on your directional signal 100 feet before your turn and slow down. Assume that other drivers don't see the turn signal and proceed with caution.
6. **DO NOT USE CELL PHONES** while driving. Doing so distracts you from driving safely. It is best to find a safe place to pull over and stop when using your cell phone.

Driving in Inclement Weather

Whether its light rain or heavy snow, high winds or extreme heat, know how to adjust your driving can mean the difference between being safe or becoming a statistic.

During bad weather, be ***extremely careful and drive appropriately for the conditions***.

- Slow down. Posted speed limits are for "ideal" weather conditions and maximum visibility. It can take twice as usual distance to stop your vehicle on every slightly wet pavement.
- Turn on your headlights to see and to be seen
- Leave plenty of extra space between you and the vehicle in front of you
- When you leave, tell people which route you're taking and when you plan to arrive
- Don't be overly confident with four-wheel drive. Four-wheel drive does not mean you can stop or turn more quickly.

Be prepared for a cold weather emergency; stock your vehicle with extra gloves, hats, blankets and a windshield scraper.

Follow the Rules of the Road

Road Rage is real!

Anger and driving do not mix. Behind the wheel is no place for aggression. But more people are letting their emotions get the best of them.

To avoid Road Rage

- ✓ Be courteous behind the wheel
- ✓ Don't honk your horn excessively
- ✓ Don't block the passing lane
- ✓ Don't switch lanes without signaling first
- ✓ Don't take up more than one parking spot
- ✓ Don't let your door hit the car parked next to you
- ✓ Don't tailgate
- ✓ Avoid unnecessary use of high beam headlights
- ✓ Don't inflict your loud music on nearby cars
- ✓ Allow plenty of time for every trip.

Be respectful of other motorists. While driving, be cautious, aware and responsible.

In case of emergency, suggested items to store in your car:

- Walking shoes
- Gloves
- Water – 1 gallon drinkable water
- First Aid Kit and handbook
- Flashlight with extra batteries
- Backpack for supplies
- Money; small bills or quarters
- Knife or scissors
- Flares, reflective triangle
- Empty approved gas container
- Important phone numbers
- Automobile registration and Insurance documents

For more driving safety information, visit National Safety Council at www.nsc.org; American Red Cross. www.redcross.org; or NH Dept of Safety at www.nh.gov/safety.

Safe Driving Checklist



Obey the Law

- Observe the Speed Limits
- Obey traffic signs and signals
- Pass other vehicles only on the left; signal your intention before changing lanes
- Never pass a stopped school bus
- Yield to drivers who have the right of way
- Never drive under the influence of alcohol or drugs
- Use your seat belt



Drive Sensibly and Defensively

- Correctly position mirrors and seat before you start
- Never tailgate; stay at least three car distances behind the driver ahead of you
- Don't insist on the right of way if the other driver will not yield it
- Dim your headlights for oncoming cars and those ahead
- Be aware of what's happening several vehicle lengths ahead and behind you

⇒ *Expected the unexpected:*

- Reckless behavior from other drivers
- People, or animals, darting into the road
- Swerving cyclist
- Potholes or debris in roadway



Take Bad Weather Precautions

⇒ *Improve Visibility*

- Use wipers, defroster and headlights
- Counter glare from sun or snow with sunglasses
- Clear snow from hood, roof and all windows

⇒ *When visibility is poor or roadways are slick*

- Reduce speed
- Increase distance between you and the car ahead
- Brake gently
- Watch out for puddles, icy patches, sudden pockets of fog
- If you skid, steer gently into the turn. Do not use brakes or step on the gas

Driver Safety - Laws of Physics

One of the most dangerous activities your organization's employees will engage in is driving to, from and for work. More than 100 people die every day in auto accidents in the US. Knowing the laws of physics on the road can help keep them safe.

Centrifugal Force: This is the force you experience when you feel your car pulling to the outside of a turn. This force can cause cars to roll, or drivers to lose control of their vehicles. Due to the effects of centrifugal force, many roadways are built with curves at a slight slant to help drivers maintain control during higher speed turns. To maximize safety, be sure to reduce your speed when approaching curves and driving on curvy roads.

Friction: Also known as gripping power, friction is another natural force that greatly influences the behavior of your vehicle. Friction between your tires and the ground helps keep your car under control. Certain conditions, such as poor tires, water, mud, gravel, snow, ice, and wash-boarded roads reduce the friction that helps you maintain control. In order to minimize these hazards, reduce your speed and replace worn or damaged tires.

Gravity: This affects the weight of your vehicle and dictates your vehicle's reaction to slopes. When going downhill, gravity pulls your vehicle forward, leading to very quick acceleration and driving too fast. To prevent this problem, keep your eye on the speedometer and your foot over the brake.



Gravity has the opposite effect when driving uphill. You may find your car losing momentum or struggling to maintain speed. This causes your car to work much harder, which can lead to engine overheating and other mechanical problems. To avoid this kind of complication, take hills slowly and watch your temperature. Turning off the air conditioning will also help.

The Force of Impact: With a little luck, and cautious driving, you can avoid experiencing this kind of force, which occurs when two objects collide. Studies involving this force teach us that hitting a stationary object at 40 miles per hour is equal to your car being dropped from 54 feet!

Remember that the effect of each of these forces becomes more dramatic with speed, so drive carefully and remember that physics never sleeps.

Tuberculosis: General Information

What is TB?

Tuberculosis (TB) is a disease caused by germs that are spread from person to person through the air. TB usually affects the lungs, but it can also affect other parts of the body, such as the brain, the kidneys, or the spine. A person with TB can die if they do not get treatment.

What are the Symptoms of TB?

The general symptoms of TB disease include feelings of sickness or weakness, weight loss, fever, and night sweats. The symptoms of TB disease of the lungs also include coughing, chest pain, and the coughing up of blood. Symptoms of TB disease in other parts of the body depend on the area affected.

How is TB Spread?

TB germs are put into the air when a person with TB disease of the lungs or throat coughs, sneezes, speaks, or sings. These germs can stay in the air for several hours, depending on the environment. Persons who breathe in the air containing these TB germs can become infected; this is called latent TB infection.

What is the Difference Between Latent TB Infection and TB Disease?

People with latent TB infection have TB germs in their bodies, but they are not sick because the germs are not active. These people do not have symptoms of TB disease, and they cannot spread the germs to others. However, they may develop TB disease in the future. They are often prescribed treatment to prevent them from developing TB disease.

People with TB disease are sick from TB germs that are active, meaning that they are multiplying and destroying tissue in their body. They usually have symptoms of TB disease. People with TB disease of the lungs or throat are capable of spreading germs to others. They are prescribed drugs that can treat TB disease.

What Should I Do If I Have Spent Time with Someone with Latent TB Infection?

A person with latent TB infection cannot spread germs to other people. You do not need to be tested if you have spent time with someone with latent TB infection. However, if you have spent time with someone with TB disease or someone with symptoms of TB, you should be tested.

What Should I Do if I Have Been Exposed to Someone with TB Disease?

People with TB disease are most likely to spread the germs to people they spend time with every day, such as family members or coworkers. If you have been around someone who has TB disease, you should go to your doctor or your local health department for tests.

How Do You Get Tested for TB?

There are tests that can be used to help detect TB infection: a skin test or TB blood tests. The Mantoux tuberculin skin test is performed by injecting a small amount of fluid (called tuberculin) into the skin in the lower part of the arm. A person given the tuberculin skin test must return within 48 to 72 hours to have a trained health care worker look for a reaction on the arm. The TB blood tests measures how the patient's immune system reacts to the germs that cause TB.

What Does a Positive Test for TB Infection Mean?

A positive test for TB infection only tells that a person has been infected with TB germs. It does not tell whether or not the person has progressed to TB disease. Other tests, such as a chest x-ray and a sample of sputum, are needed to see whether the person has TB disease.

What is Bacille Calmette–Guèrin (BCG)?

BCG is a vaccine for TB disease. BCG is used in many countries, but it is not generally recommended in the United States. BCG vaccination does not completely prevent people from getting TB. It may also cause a false positive tuberculin skin test. However, persons who have been vaccinated with BCG can be given a tuberculin skin test or TB blood test.

Why is Latent TB Infection Treated?

If you have latent TB infection but not TB disease, your doctor may want you to take a drug to kill the TB germs and prevent you from developing TB disease. The decision about taking treatment for latent infection will be based on your chances of developing TB disease. Some people are more likely than others to develop TB disease once they have TB infection. This includes people with HIV infection, people who were recently exposed to someone with TB disease, and people with certain medical conditions.

How is TB Disease Treated?

TB disease can be treated by taking several drugs for 6 to 12 months. It is very important that people who have TB disease finish the medicine, and take the drugs exactly as prescribed. If they stop taking the drugs too soon, they can become sick again; if they do not take the drugs correctly, the germs that are still alive may become resistant to those drugs. TB that is resistant to drugs is harder and more expensive to treat. In some situations, staff of the local health department meet regularly with patients who have TB to watch them

take their medications. This is called directly observed therapy (DOT). DOT helps the patient complete treatment in the least amount of time.

Additional Information

CDC. Questions and Answers About TB

<http://www.cdc.gov/tb/publications/faqs/default.htm>



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™



Universal Precautions: BLOODBORNE PATHOGENS

Bloodborne Diseases

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but *Hepatitis B (HBV)* and the *Human Immunodeficiency Virus (HIV)* are the two diseases specifically addressed by the OSHA Bloodborne Pathogens Standard, 29 CFR 1910.1030. www.osha.gov

Hepatitis B (HBV)

In the United States, approximately 300,000 people are infected with HBV annually. Of these cases, a small percentage are fatal.

"Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. It is important to note, however, that there are different kinds of hepatitis, so infection with HBV will not stop someone from getting another type.

The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days. For this reason, this virus is the primary concern for employees such as housekeepers, custodians, laundry personnel and other employees who may come in contact with blood or potentially infectious materials in a non first-aid or medical care situation.

Symptoms:

The symptoms of HBV are very much like a mild "flu". Initially there is a sense of fatigue, possible stomach pain, loss of appetite, and even nausea. As the disease continues to develop, jaundice (a distinct yellowing of the skin and eyes), and a darkened urine will often occur. However, people who are infected with HBV will often show no symptoms for some time. After exposure it can take **1-9 months** before symptoms become noticeable. Loss of appetite and stomach pain, for example, commonly appear within 1-3 months, but can occur as soon as 2 weeks or as long as 6-9 months after infection.

Human Immunodeficiency Virus (HIV)

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

Estimates on the number of people infected with HIV vary, but some estimates suggest that an average of 35,000 people are infected every year in the US (in 2000, 45,000 new infections were reported). It is believed that as of 2000, 920,000 persons were living with HIV/AIDS in the United States. These numbers could be higher, as many people who are infected with HIV may be completely unaware of it.

The HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. It is estimated that the chances of contracting HIV in a workplace environment are only 0.4%. However, because it is such a devastating disease, all precautions must be taken to avoid exposure.

AIDS infection essentially occurs in three broad stages. The **first stage** happens when a person is actually infected with HIV. After the initial infection, a person may show few or no signs of illness for many years. Eventually, in the **second stage**, an individual may begin to suffer swollen lymph glands or other lesser diseases, which begin to take advantage of the body's weakened immune system. The second stage is believed to eventually lead to AIDS, the **third and final stage**, in all cases. In this stage, the body becomes completely unable to fight off life-threatening diseases and infections.

Symptoms:

Symptoms of HIV infection can vary, but often include weakness, fever, sore throat, nausea, headaches, diarrhea, a white coating on the tongue, weight loss, and swollen lymph glands.

Hepatitis C

A liver disease caused by the hepatitis C virus. It is the most common chronic bloodborne infection in the United States.

Symptoms:

Symptoms are similar to hepatitis B infection, including fatigue, abdominal pain, loss of appetite, nausea, vomiting and jaundice. There is no vaccine against hepatitis C and no treatment after an exposure that will prevent infection.

If you believe you have been exposed to HBV, Hep C or HIV, especially if you have experienced any of the signs or symptoms of these diseases, you should consult your physician or doctor as soon as possible.

Modes of Transmission

Bloodborne pathogens such as HBV, Hep C and HIV can be transmitted through contact with infected human **blood** and **other potentially infectious body fluids** such as:

- Semen
- Vaginal secretions
- Cerebrospinal fluid
- Synovial fluid
- Pleural fluid
- Peritoneal fluid
- Amniotic fluid
- Saliva (in dental procedures), and
- Any body fluid that is visibly contaminated with blood.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, be it providing first aid to a student in the classroom, handling blood samples in the laboratory, or cleaning up blood from a hallway.

and HIV are most commonly transmitted through:

- Sexual Contact
- Sharing of hypodermic needles
- From mothers to their babies at/before birth
- Accidental puncture from contaminated needles, broken glass, or other sharps
- Contact between broken or damaged skin and infected body fluids
- Contact between mucous membranes and infected body fluids



Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens.

In most work or laboratory situations, transmission is most likely to occur because of accidental puncture from contaminated needles, broken glass, or other sharps; contact between broken or damaged skin and infected body fluids; or contact between mucous membranes and infected body fluids. For example, if someone infected with HBV cut his or her finger on a piece of glass, and then you cut yourself on the now infected piece of glass, it is possible that you could contract the disease. Anytime there is **blood-to-blood contact** with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. However, **infected blood can enter your system through:**

- Open sores
- Cuts
- Abrasions
- Acne
- Any sort of damaged or broken skin such as sunburn or blisters

Bloodborne pathogens may also be transmitted through the **mucous membranes** of the

- Eyes
- Nose
- Mouth

For example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

Universal Precautions: PPE, Work Practices & Engineering Controls

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens.

"**Universal Precautions**" is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual. In other words, whether or not you think the blood/body fluid is infected with bloodborne pathogens, *you treat it as if it is*. This approach is used in all situations where exposure to blood or potentially infectious materials is possible. This also means that certain engineering and work practice controls shall **always** be utilized in situations where exposure may occur.

Personal Protective Equipment

Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves. This is a simple precaution they take in order to prevent blood or potentially infectious body fluids from coming in contact with their skin.

To protect yourself, it is essential to have a barrier between you and the potentially infectious material.

Rules to follow:

- Always wear personal protective equipment in exposure situations.
- Remove PPE that is torn or punctured, or has lost its ability to function as a barrier to bloodborne pathogens.
- Replace PPE that is torn or punctured.
- Remove PPE before leaving the work area.

If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated gloves, clothing, PPE, or other materials should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered. It is important to find out where these bags or containers are located in your area before beginning your work.



GLOVES Gloves should be made of latex, nitril, rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. Also, if you know you have cuts or sores on your hands, you should cover these with a bandage or similar protection as an additional precaution before donning your gloves. You should always inspect your gloves for tears or punctures before putting them on.

If a glove is damaged, don't use it! When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them, either.

Always check your gloves for damage before using them



Goggles



Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Again, bloodborne pathogens can be transmitted through the thin membranes of the eyes so it is important to protect them. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields



Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons



Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Contaminated laundry should be handled as little as possible, and it should be placed in an appropriately labeled bag or container until it is decontaminated, disposed of, or laundered.

Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices



Handwashing is one of the most important (and easiest) practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores.

Hands should also be washed immediately (or as soon as feasible) after removal of gloves or other personal protective equipment.

Because handwashing is so important, you should familiarize yourself with the location of the handwashing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for handwashing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction with clean cloth/paper towels or antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and running water as soon as possible.

If you are working in an area where there is reasonable likelihood of exposure, **you should never:**

- **Eat**
- **Drink**
- **Smoke**
- **Apply cosmetics or lip balm**
- **Handle contact lenses**

No food or drink should be kept in refrigerators, freezers, shelves, cabinets, or on counter tops where blood or potentially infectious materials are present.



You should also try to minimize the amount of splashing, spraying, splattering, and generation of droplets when performing any procedures involving blood or potentially infectious materials, and you should **NEVER pipette or suction these materials by mouth.**

Decontamination and Sterilization *Sanitize!*

All surfaces, tools, equipment and other objects that come in contact with blood or potentially infectious materials must be decontaminated and sterilized as soon as possible. **Equipment and tools must be cleaned and decontaminated before servicing or being put back to use.**

Decontamination should be accomplished by using

- A solution of 5.25% sodium hypochlorite (**household bleach / Clorox**) **diluted between 1:10 and 1:100 with water.** The standard recommendation is to use at least a quarter cup of bleach per one gallon of water.
- **[Lysol or some other EPA-registered tuberculocidal disinfectant.](#)** Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for *at least 10 minutes*. This will help ensure that any bloodborne pathogens are killed before you actually begin cleaning or wiping the material up. By covering the spill with paper towels or rags, you decrease the chances of causing a splash when you pour the bleach on it.

If you are decontaminating equipment or other objects (be it scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or whatever) you should leave the disinfectant in place for *at least 10 minutes* before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, pails, etc.

Sharps

Far too frequently, housekeepers, custodians and others are punctured or cut by improperly disposed needles and broken glass. This, of course, exposes them to whatever infectious material may have been on the glass or needle. For this reason, it is especially important to handle and dispose of all sharps carefully in order to protect yourself as well as others.

Needles must be disposed of in sharps containers.
Improperly disposed needles can injure housekeepers, custodians, and other people.



Needles

- Needles should never be recapped.
- Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
- Never break or shear needles.
- **Needles shall be disposed of in labeled sharps containers only.**
 - Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.
 - When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware

- Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.
 - Glassware that has been decontaminated may be disposed of in an appropriate sharps container: i.e., closable, puncture-resistant, leak-proof on sides and bottom, with appropriate labels. (Labels may be obtained from OSU EHS.)
- Broken glassware will not be picked up directly with the hands. Sweep or brush the material into a dustpan.
 - Uncontaminated broken glassware may be disposed of in a closable, puncture resistant container such as a cardboard box or coffee can.

By using **Universal Precautions** and following these simple engineering and work practice controls, you can **protect yourself and prevent** transmission of bloodborne pathogens.

Signs, Labels & Color Coding

Warning labels need to be affixed to containers of [regulated waste](#), refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials. These labels are fluorescent orange, red, or orange-red, and they are available from EHS. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured.



Labels should display this universal biohazard symbol.

Regulated waste refers to

- Any liquid or semi-liquid blood or other potentially infectious materials
- Contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed
- Items that are caked with dried blood or other potentially infectious materials and are capable of releasing these materials during handling
- Contaminated sharps
- Pathological and microbiological wastes containing blood or other potentially infectious materials

All regulated waste must be disposed in properly labeled containers or red biohazard bags. These must be disposed at an approved facility. Most departments or facilities that generate regulated waste will have some sort of contract with an outside disposal company that will come pick up their waste and take it to an approved incineration/disposal facility.

Emergency Procedures

In an emergency situation involving blood or potentially infectious materials, you should always **use Universal Precautions** and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed, however, you should:

1. Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible.

If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.

2. Report the exposure to your supervisor as soon as possible.

Hepatitis B Information



Hepatitis B Immunization Providers

Also reference BEST Doctors List under Worker's Compensation

County	Town	Gateways Vaccine Provider	Provider's Phone
Belknap	Gilford	Hillside Medical Park, 14 Maple St, Gilford NH 03249 <i>Walk-in 7:00am-4:30pm Monday through Friday</i>	603.524.5816
	Franklin	Franklin Regional Hospital, 15 Aiken Ave, Franklin NH 03235 <i>By Appt 7:30am-4:00pm Mon, Tues, Thurs, and Fri</i> Contact Gateways	603.934.2060 ext. 8419
Carroll			
Cheshire	Peterborough	Monadnock Occupational Health 452 Old Street Rd, Peterborough, NH <i>By Appt M-F 8am-5pm</i>	603.924.1795
Coos	Lancaster	Weeks Medical Center 173 Middle Street, Lancaster <i>By appt; Weeks Medical Center form required</i>	603.788.5011
Grafton	Lebanon	Dartmouth Hitchcock Medical Center <i>by appt</i>	603.653.3850
Grafton	Lebanon	Occupational Health Services	603.448.7459
Grafton	Littleton	Occupational Health @ Littleton Regional Hospital	603.444.9294
Grafton	Littleton	Dr. John Spicer, MD @ VA Clinic Littleton	603.444.9328
Grafton	Plymouth	Speare Memorial Hospital	603.238.2348
Hillsborough	Nashua Manchester	Concentra <i>Walk in</i>	603.889.2354 603.644.3330
	Nashua Manchester	<i>Bedford Occupational Acute Care</i> <i>(appointment preferred – walk in accepted)</i>	603.943.7057 603.625.2622
Merrimack	Concord	Concentra <i>Walk in</i>	603.223.2300
Rockingham	Salem	Salem Occupational Health	603.898.0961
		Bedford Occupational Health	603.898.0361
Strafford	Somersworth Dover	Seacoast Ready Care; 396 High Street #1 Somersworth, NH 03878	603.692.6066
	Rochester	Walk in facility	
Sullivan		Contact Gateways	

Process to obtain Hepatitis B vaccine:

Worker* should call appropriate provider based on locations above. Concentra is Gateways first choice. If worker is not able to go to one of the providers listed above, the worker will need to call Gateways' Director, Human Resources; Danielle Fuller at 603.429.2717.

Provide worker with Authorization form when worker calls for appointment, they should state that they are a new hire from Gateways Community Services.

Workers should not be charged for services as records and invoices will be directly sent to Gateways Community Services.

**The potential new hire can go prior to actual hire date.*

HEPATITIS B VACCINE

WHAT YOU NEED TO KNOW

Many Vaccine Information Statements are available in Spanish and other languages. See www.immunize.org/vis.

1 What is hepatitis B?

Hepatitis B is a serious disease that affects the liver. It is caused by the hepatitis B virus (HBV). HBV can cause:

Acute (short-term) illness. This can lead to:

- loss of appetite
- diarrhea and vomiting
- tiredness
- jaundice (yellow skin or eyes)
- pain in muscles, joints, and stomach

Acute illness is more common among adults.

Children who become infected usually do not have acute illness.

Chronic (long-term) infection. Some people go on to develop chronic HBV infection. This can be very serious, and often leads to:

- liver damage (cirrhosis)
- liver cancer
- death

Chronic infection is more common among infants and children than among adults. People who are infected can spread HBV to others, even if they don't appear sick.

- In 2005, about 51,000 people became infected with hepatitis B.
- About 1.25 million people in the United States have chronic HBV infection.
- Each year about 3,000 to 5,000 people die from cirrhosis or liver cancer caused by HBV.

Hepatitis B virus is spread through contact with the blood or other body fluids of an infected person. A person can become infected by:

- contact with a mother's blood and body fluids at the time of birth;
- contact with blood and body fluids through breaks in the skin such as bites, cuts, or sores;
- contact with objects that could have blood or body fluids on them such as toothbrushes or razors;
- having unprotected sex with an infected person;
- sharing needles when injecting drugs;
- being stuck with a used needle on the job.

2 Hepatitis B vaccine: Why get vaccinated?

Hepatitis B vaccine can prevent hepatitis B, and the serious consequences of HBV infection, including liver cancer and cirrhosis.

Routine hepatitis B vaccination of U.S. children began in 1991. Since then, the reported incidence of acute hepatitis B among children and adolescents has dropped by more than 95% – and by 75% in all age groups.

Hepatitis B vaccine is made from a part of the hepatitis B virus. It cannot cause HBV infection.

Hepatitis B vaccine is usually given as a **series of 3 or 4 shots**. This vaccine series gives long-term protection from HBV infection, possibly lifelong.

3 Who should get hepatitis B vaccine and when?

Children and Adolescents

- All children should get their first dose of hepatitis B vaccine **at birth** and should have completed the vaccine series by 6-18 months of age.
- Children and adolescents through 18 years of age who did not get the vaccine when they were younger should also be vaccinated.

Adults

- All unvaccinated adults **at risk for HBV infection** should be vaccinated. This includes:
 - sex partners of people infected with HBV,
 - men who have sex with men,
 - people who inject street drugs,
 - people with more than one sex partner,
 - people with chronic liver or kidney disease,
 - people with jobs that expose them to human blood,
 - household contacts of people infected with HBV,
 - residents and staff in institutions for the developmentally disabled,
 - kidney dialysis patients,

- people who travel to countries where hepatitis B is common,
- people with HIV infection.

- Anyone else who wants to be protected from HBV infection may be vaccinated.

4 Who should NOT get hepatitis B vaccine?

- Anyone with a life-threatening allergy to **baker's yeast**, or to **any other component of the vaccine**, should not get hepatitis B vaccine. Tell your provider if you have any severe allergies.
- Anyone who has had a life-threatening allergic reaction to a **previous dose of hepatitis B vaccine** should not get another dose.
- Anyone who is **moderately or severely ill** when a dose of vaccine is scheduled should probably wait until they recover before getting the vaccine.

Your provider can give you more information about these precautions.

Pregnant women who need protection from HBV infection may be vaccinated.

5 Hepatitis B vaccine risks

Hepatitis B is a very safe vaccine. Most people do not have any problems with it.

The following **mild problems** have been reported:

- Soreness where the shot was given (up to about 1 person in 4).
- Temperature of 99.9°F or higher (up to about 1 person in 15).

Severe problems are extremely rare. Severe allergic reactions are believed to occur about once in 1.1 million doses.

A vaccine, like any medicine, *could* cause a serious reaction. But the risk of a vaccine causing serious harm, or death, is extremely small. More than 100 million people have gotten hepatitis B vaccine in the United States.

6 What if there is a moderate or severe reaction?

What should I look for?

- Any unusual condition, such as a high fever or behavior changes. Signs of a serious allergic

reaction can include difficulty breathing, hoarseness or wheezing, hives, paleness, weakness, a fast heart beat or dizziness.

What should I do?

- **Call** a doctor, or get the person to a doctor right away.
- **Tell** your doctor what happened, the date and time it happened, and when the vaccination was given.
- **Ask** your doctor, nurse, or health department to report the reaction by filing a Vaccine Adverse Event Reporting System (VAERS) form.

Or you can file this report through the VAERS web site at www.vaers.hhs.gov, or by calling 1-800-822-7967.

VAERS does not provide medical advice.

7 The National Vaccine Injury Compensation Program

In the event that you or your child has a serious reaction to a vaccine, a federal program has been created to help pay for the care of those who have been harmed.

For details about the National Vaccine Injury Compensation Program, call 1-800-338-2382 or visit their website at www.hrsa.gov/vaccinecompensation.

8 How can I learn more?

- Ask your doctor or nurse. They can give you the vaccine package insert or suggest other sources of information.
- Call your local or state health department.
- Contact the Centers for Disease Control and Prevention (CDC):
 - Call **1-800-232-4636 (1-800-CDC-INFO)**
 - Visit CDC websites at:
 - www.cdc.gov/ncidod/diseases/hepatitis
 - www.cdc.gov/vaccines
 - www.cdc.gov/travel



DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR DISEASE CONTROL AND PREVENTION

Vaccine Information Statement (Interim)
Hepatitis B (7/18/07) 42 U.S.C. § 300aa-26

Lifting Basics

Body Mechanics Training

Safe lifting means keeping your back aligned while you lift, maintaining your center of balance and letting the strong muscles in your legs do the actual lifting. By using the following techniques, you can learn how to lift safely and save your back from accidental strain and injury.

⇒ **Assess the consumer before lifting or moving them**

⇒ **Mentally plan and prepare** (e.g., consider routes of travel and obstructions; clear out paths)



Bend Your Knees

Bend your knees, not your waist. This helps you keep your center of balance and lets the strong muscles in your legs do the lifting.



"Hug" The Load

Try to hold the object as close to your body as possible, as you gradually straighten your legs to a standing position.

Avoid Twisting

overload your spine and lead to serious injury. your feet knees and torso are pointed in the same when you are lifting



Twisting can
Make sure
direction

⇒ **Use upright, neutral working postures and proper body**

- ✓ Bend your legs, not your back. Use your legs to do the
- ✓ When lifting or moving the consumer always face them
- ✓ Do not twist when turning. Pick up your feet and pivot body in the direction of the move

mechanics
work

your whole

✓ **Lifting Basics – Body Mechanics**

Guidelines for Performing Activities of Daily Living

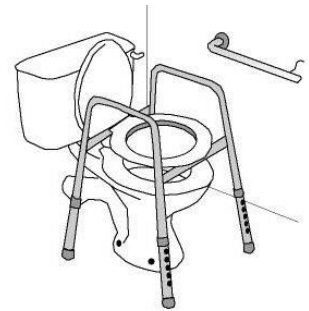
Performing Stand-Pivot Type Transfers

Used for transferring from bed to chair, etc., or to help an individual get up from a sitting position.

- **Keep feet at least at shoulder width apart. If the patient is on a bed, lower the bed so that they can place their feet on the floor to stand.**
- Place the receiving surface (e.g., wheelchairs) on the individual's strong side (e.g., for stroke or paralysis conditions) so they can help in the transfer.
- **Get the person closer to the edge of bed or chair and ask them to lean forward as they stand (if medically appropriate).**
- Block the individual's weak leg with your legs or knees (this may place your leg in an awkward, unstable position; an alternative is to use a transfer belt with handles and straddle your legs around the weak leg of the consumer).
- **Bend your legs, not your back.**
- Pivot with your feet to turn.
- **Use a gentle, rocking motion to take advantage of momentum.**

Cramped showers or bathrooms in combination with poor work practices may cause providers to assume awkward positions or postures or use forceful exertions when performing activities of daily living.

- Use upright, neutral working postures and proper body mechanics. Bend your legs, not your back.
- **Eliminate bending, twisting and long reaches by using long-handles extension tools (e.g., hand-held shower heads, wash and scrub brushes).**
- Use shower-toilet chairs, which are high enough to fit over toilets; when available. This eliminates additional transfers to and from wheelchairs, toilets, etc. .



Wheelchair Safety Guidelines



Wheelchairs are unstable and can predispose the consumer to falls and injury. **Always lock the brakes on both wheels of the wheelchair when the consumer transfers in or out of it.** Use seat belts that fasten behind the wheelchair to protect confused consumers from falls. Back the wheelchair into or out of an elevator, rear large wheels first. When on an incline, place your body between the wheelchair and the bottom of the incline.

Lifting Basics – Body Mechanics

Tips & Reminders



- ✓ **Get consumer to help as much as possible** by giving them clear, simple instructions with adequate time for response
- ✓ Try to keep the person you are moving, equipment and supplies close to the body. Keep handholds between your waist and shoulders
- ✓ Move the person towards you, not away from you
- ✓ **Eliminate or reduce manual lifting and moving of consumers whenever possible.** Use assistive devices or equipment when available and appropriate for the activity
- ✓ Use a wide, balanced stance with one foot slightly ahead of the other
- ✓ Lower the person slowly by bending your legs, not your back. Return to an erect position as soon as possible
- ✓ Use smooth movements and do not jerk. When lifting with others, coordinate lifts by counting down and synchronizing the lift
- ✓ **Know your own limits and do not exceed them-M**
Get help whenever possible

Gateways Community Services offers more advanced **Lift and Transfer Training** to all employees. Please contact us to learn more.

Exercise and your back



The fact is, most backs benefit from exercise.

Strong, flexible muscles are essential to a healthy back. They support the spinal column and determine posture, which is the key to a healthy back. If your muscles are weak or tight, back injuries are more likely and recovery is more difficult.

Exercise is the only way to keep your muscles healthy.

Exercise to:

- ⇒ Build strength and endurance for more efficient support and better posture
- ⇒ Stretch shortened muscles that are causing imbalances
- ⇒ Maintain mobility of joints

Stay fit by exercising regularly to maintain a proper balance of **flexibility, strength, and endurance**. On the following pages you will find exercises designed to improve and maintain the overall fitness of your back.

** This information is not intended as a substitute for medical attention. If you are receiving professional care, do only the exercises you have been instructed to perform.*

Reference:

www.osha.gov - Back Facts;

Patient Care Ergonomics Resource Guide: Safe Patient Handling and Movement;

Back Talk; An owner's manual for backs; Worksafebc

©2008 Gateways Community Services

R5.2010 R2.11 R7.11 R11.11R8.12R7.13R4.14R8.14;R7.15R4.17 R 9.20

Insert Back Safety guide here

Basic Stretches

Why stretch?

- Stretching is useful for both injury prevention and injury treatment.
- Stretching increases flexibility, which directly translates into reduced risk of injury. Stretching allows a greater range of motion, making you less likely to experience an injury.
- In addition to improving flexibility, it will enhance your balance, coordination, and circulation. Stretching increases blood flow to your muscles. Improved circulation can speed recovery after muscle injuries.
- Flexible muscles can improve your daily performance on tasks such as lifting, and bending.
- Stretching promotes better posture. Frequent stretching keeps your muscles from getting tight, allowing you to maintain proper posture and minimize aches and pains.
- Stretching can relieve stress. Stretching relaxes the tense muscles that often accompany stress.
- Stretching before work tasks focuses people to working safely.



Stretching safely

- Stretching is a key part of your exercise program.
- Stretching before your work or physical activity can prepare your body to exercise.
- Stretching after your work promotes better range of motion of your joints.
- When you're stretching:
 - ✓ Stay within your comfort range! Expect to feel some tension while you're stretching. If you feel pain, you've gone too far
 - ✓ Move slowly and support your body
 - ✓ Hold each stretch for 10-15 seconds
 - ✓ Breathe freely as you hold each stretch; try not to hold your breath

Stretching essentials

- **Target major muscle groups.** When you're stretching, focus on your calves, thighs, hips, lower back, neck and shoulders. Also stretch muscles and joints that you routinely use at work or play.
- **Warm up first.** Stretching muscles when they're cold increases your risk of injury, including pulled muscles. Warm up by walking while gently pumping your arms, or do a favorite exercise at low intensity for five minutes. Also remember to stretch after you exercise — when your muscles are warm and more receptive to stretching.
- **How often to stretch.** As a general rule, stretch before and after a manual task or exercise. If you don't exercise regularly, you might want to stretch at least three times a week to maintain flexibility. If you have a problem area, such as tightness in the back of your leg, you might want to stretch every day or even twice a day.

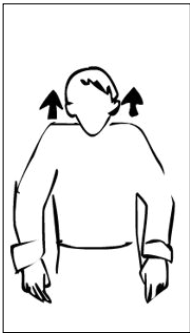
Know when to exercise caution... If you have a chronic condition or an injury, you may need to alter your approach to stretching. Discuss with your doctor or a physical therapist.

Example Stretches

Wrist Extensions



Shoulder Shrug



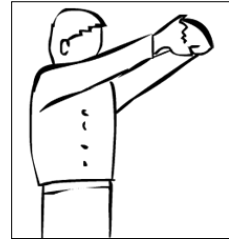
Shoulder/Chest Stretch



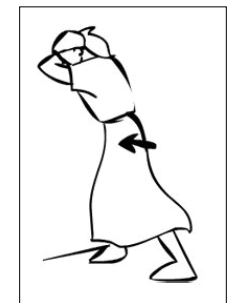
Neck Stretches



Arm Stretches



Back and Abdominal Stretches



Shoulder and Arm Stretches



Taking a few minutes to do a series of stretches can make your whole body feel better. Stretch spontaneously throughout the day whenever you feel tense.

Managing the Risks of Food borne Illness

Food often plays a supporting role to the fellowship of activities, but can soon be a challenge if not handled properly. No entity is exempt from this risk. The most severe cases of food borne illnesses occur in people who are very old and the very young, immunosuppressed, and healthy but exposed to a very high dose of an organism. Whether serving potluck contributions transported from home or dishes prepared in the entity's kitchen, take reasonable measures to ensure the safety of consumers, clients and yourself. The first step is to accept that food illnesses do happen. The second step is to review policies and procedures that keep food safe with food preparers and servers.



The Four Cs of Safe Food Preparation

Bacteria that cause food borne illnesses are controlled by four methods:

1. CLEAN: WASH HANDS AND SURFACES OFTEN.

- Bacteria can spread throughout the kitchen and onto cutting boards, knives, sponges, counter tops and food.
- Employees must wash hands with hot, soapy water for 20 seconds or use a commercial hand sanitizer.
- Workers must wash hands after handling raw meat, poultry or fish, eating, drinking, smoking, using the restroom, sneezing or mopping the floor and when in doubt.
- Cutting boards, knives, utensils and countertops must be washed in hot soapy water (rinse thoroughly) after preparing each food item and before going on to the next.
- Equipment, including can openers, must be cleaned according to manufacturers' instructions.

2. COMPARTMENTALIZE: DON'T CROSS CONTAMINATE.

- Employees must understand that bacteria can spread from one food to another. Cross contamination is especially true with raw meat, poultry and fish.
- Workers must separate raw meats, poultry and seafood and their juices from prepared food.
- Staff must never place cooked food on a plate or other surface that has held raw meats, poultry or seafood.
- By using one cutting board for raw meats, poultry or seafood; another for slicing fresh fruits and vegetables; a third for prepared foods, such as baked goods, cross-contamination is kept to a minimum. Color-coded cutting boards further enforce the rule.

Managing the Risks of Food borne Illness

3. COOK: HEAT TO PROPER TEMPERATURE.

- A combination of temperature and time is required to kill harmful bacteria that cause food borne illnesses.
- Employees must not eat or serve meat, poultry, fish or eggs that are raw or only partly cooked.
- Chefs should use a meat thermometer to ensure that meat and poultry are cooked through:
 - Red meat—145° F
 - Ground beef—160° F
 - Poultry—180° F.
 - Fish until it is opaque and flakes with a fork.
 - Eggs until the yolks and whites are firm.

4. CHILL: REFRIGERATE PROMPTLY.

- Cold temperatures keep most harmful food borne bacteria from growing and multiplying.
- The refrigerator should be set at 40° F and the freezer at 0° F.
- Perishables, prepared food and leftovers should be refrigerated or frozen within 2 hours.
- Frozen food should always be defrosted either in the refrigerator, or under cold running water, or in the microwave. Food should never be defrosted by leaving it out on the counter; food should only be marinated in the refrigerator, up to 24 hours and all marinade should be discarded.
- Large amounts of leftovers may be quick-chilled by dividing leftovers between small, shallow containers.
- Employees should remove leftover stuffing from cooked poultry or meat and refrigerate in a separate container.
- The refrigerator should not be packed; cool air must circulate to maintain proper temperature.
- An employee should be assigned to check temperature with appliance thermometer.

Managing the Risks of Food borne Illness

Recommendations

Reheating Foods

- Bring sauces, soups and gravies to a rolling boil.
- Heat other leftovers thoroughly to 165° F.
- Cover, stir and rotate foods in a microwave to ensure an even temperature of 165° F throughout.

Serving Foods

- Keep hot food hot (140° or higher) and cold foods cold (40° or lower).
- Don't let foods sit at room temperature for more than 2 hours.
- Use tongs, forks and spoons, deli paper, disposable gloves, waxed paper, napkins, or spatulas, not bare hands, to serve food.
- Supply each self-serve dish on a buffet line with the appropriate utensil.
- It is imperative that food preparation be conducted in accordance with local sanitary codes and proper food preparation practices. These may include:
 - Do not let people work around food if they have any cuts, skin infections, or contagious ailment, e.g., flu, conjunctivitis, hepatitis, etc.
 - Ensure that food preparers keep fingernails trimmed and hands frequently washed.
 - Clean clothing should be worn and long hair kept under a hat or hairnet.
 - Latex (or a similar non-allergenic material) gloves should be worn while preparing and serving food.
 - Smoking and eating should be done only in designated areas.
- Inspect food for freshness before use or storage.
- During storage, ensure that all food containers are closed and labeled.
- Store food at 40° F or colder, or as otherwise indicated on the label.
- Frozen food must be kept at 0° F or below.
- Ensure that dishware and utensils are properly cleaned and sanitized.
- Wash raw food thoroughly.
- Wash and sanitize utensils and cutting boards between uses.
- Thaw frozen foods properly.
- Cook foods thoroughly.
- Reheat leftover foods rapidly to at least 165°E
- When serving, keep hot foods hot, cold foods cold.
- Don't reuse unwrapped food.
- Prepare food as close to serving time as possible.
- Clean mixers, fryers, ovens, and other such equipment regularly and thoroughly, according to manufacturer's directions.
- Keep floors and walls properly clean and sanitary.

Food Preparation & Sanitation

- Food should be handled, cooked, served and stored to prevent contamination.
- Food service workers should wash hands thoroughly before work, after using the toilet, after handling garbage or dirty dishes, after touching hair or face, and after using the telephone.

Infection Control

Facts about Infectious Diseases

Infectious diseases are caused by microscopic organisms - including bacteria, viruses, fungi and animal parasites - that penetrate the body's natural barriers and multiply to create symptoms that can range from mild to deadly. Although progress has been made to eradicate or control many infectious diseases, humankind remains vulnerable to a wide array of new and resurgent organisms. The problem is complicated by rapid biological processes that result in the emergence of new, potentially dangerous bacteria, viruses, fungi and parasites such as severe acute respiratory syndrome (SARS). In addition, previously recognized pathogens can evolve to become resistant to available antibiotics and other treatments. Factors such as population crowding and easy travel also make us more vulnerable to the spread of infectious agents. Recent concerns about bioterrorism have focused new attention on eradicated or rare infectious diseases such as smallpox and anthrax.

Types of Infection

Some infections, such as measles, malaria, HIV, yellow fever and even the seasonal flu, affect the entire body. Other infections, however, affect only one organ or system of the body. The most frequent local infections, including the common cold, occur in the upper respiratory tract. A serious and usually local infection of the respiratory tract is tuberculosis, which is a problem worldwide. Other common sites of infection include the digestive tract, the lungs, the reproductive and urinary tracts, the eyes or ears. Local infections can cause serious illnesses if they affect vital organs such as the heart, brain or liver. They also can spread through the blood stream to cause widespread symptoms. The outcome of any infection depends on the virulence of infectious agents, the number of organisms in the infecting inoculum and the response of the immune system. A compromised immune system, which can result from diseases such as AIDS or treatment of diseases such as cancer, may allow organisms that are ordinarily harmless to proliferate and cause life-threatening illness.

Modes of Infection

Common ways in which infectious agents enter the body are through skin contact, inhalation of airborne microbes, ingestion of contaminated food or water, bites from vectors such as ticks or mosquitoes that carry and transmit organisms, sexual contact and transmission from mothers to their unborn children via the birth canal and placenta.

Prevention and Treatment

Immunization

Modern vaccines are among our most effective strategies to prevent disease. Many devastating diseases can now be prevented through appropriate immunization programs. Gateways Community Services offers Hepatitis B vaccinations and seasonal flu shots at no cost to its employees.

Public Health Measures

Measures that assure clean water supplies, adequate sewage treatment, and sanitary handling of food and milk also are important to control the spread of infectious disease. Practicing Universal Precautions is the best defense.

Handwashing

How to Wash



Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others.

It is best to wash your hands with soap and clean running water for 20 seconds. However, if soap and clean water are not available, use an alcohol-based product to clean your hands. Alcohol-based hand rubs significantly reduce the number of germs on skin and are fast acting.

When washing hands with soap and water:

- Wet your hands with clean running water and apply soap. Use warm water if it is available.
- Rub hands together to make a lather and scrub all surfaces.
- Continue rubbing hands for 20 seconds. Need a timer? Imagine singing "Happy Birthday" twice through to a friend!
- Rinse hands well under running water
- Dry your hands using a paper towel or air dryer. If possible, use your paper towel to turn off the faucet

When should you wash your hands?

- Before handling food and food preparation items
- Before and after eating
- After using the bathroom, after changing a diaper, after helping an individual use the bathroom
- Before and after treating a cut or wound
- After exposure to blood and other body fluids (blood, urine, feces, runny noses, vomit, etc.)
- After handling pets, after cleaning their cages or tanks
- After coughing, sneezing or blowing your nose, after wiping a child's nose
- After playing or working outside
- After handling trash
- Whenever hands look, feel or smell dirty

Remember: If soap and water are not available, use alcohol-based gel to clean hands.

When using an alcohol-based hand sanitizer:

- Apply product to the palm of one hand
- Rub hands together
- Rub the product over all surfaces of hands and fingers until hands are dry.

HIPAA Compliance and Confidentiality

THINGS YOU NEED TO KNOW ABOUT HIPAA

What is HIPAA?

HIPAA stands for the federal law entitled the Health Insurance Portability and Accountability Act, which was passed in 1996. Regulations issued under HIPAA that protect the privacy of health information for all Americans go into effect April 14, 2003.

How does HIPAA affect professionals in the Developmental Disability/Elder field?

As professionals in the field, we are legally responsible to protect the health information of our consumers. Special laws mandate the ways in which we store and share this information.

All the consumers we work with need to be given a **privacy statement**, which explains how their health information will be used and their rights under this new privacy law.

What information does HIPAA protect?

The HIPAA regulations safeguard **Protected Health Information** (PHI).

Protected Health Information (PHI) includes an individual's:

- Health (Diagnosis)
- Provision of care (Services received)
- Payment of services (How payment will be made)
- Information which identifies the individual (Name, address, social security, etc.)

When can PHI be shared?

Protected Health Information (PHI) may be shared for:

- **Treatment** (e.g., for day program or residential services, clinic, etc.)
- **Payment** (e.g., billing for services)
- **Operations** (e.g. such as quality assurance, program oversight)

In most instances you do not need consumer consent for these purposes unless you are sharing sensitive information (e.g. HIV/AIDS information, mental health records) that is protected by special state laws.

When sharing information for Treatment, Payment and Operations, how *much* information may I share?

For the purposes of **payment** and **operations** the *minimum information necessary* should be shared. For purposes of **treatment** the concept of minimum necessary should not impede the free flow of information necessary to ensure comprehensive treatment.

When do I need a special consent to share PHI?

Under most other circumstances, it would be necessary to get the consent of the consumer or his/her representative to release their PHI. (For example: marketing, publicity, referrals to non-treatment programs such as recreation, etc.)

In these cases, it is very important to explain carefully to consumers what they are agreeing to and to use the Agency's standard authorization form.

Are there other circumstances where information may be disclosed without consent?

There are a number of possible situations where this information can be disclosed for "public need" purposes without consent. These include, but are not limited to the following:

- Government audits and investigations
- Public health and safety
- A Subpoena from the courts

What are the steps professionals need to take to protect the consumer's PHI?

Discussion: Don't discuss information about consumers in a public place where others can overhear.

Files: Make sure files are not kept where unauthorized people can see them and that they are locked away when not in use.

Fax: When sending a fax, make sure an authorized person is on the other end to receive it.

Computers: All computers should be password protected. Never share your computer password with anyone else. Your computer screen should face away from public area/viewing. When stepping away from a computer in use, you can protect consumer information by:

- Closing all applications
- Using a screen saver (if possible, with password protection)
- Do not send PHI by e-mail unless it is encrypted

How do I dispose of documents containing PHI?

Anything containing PHI has to be disposed of in a way that makes the information unreadable. (For example: use a shredder)

If I don't know whether or not to give out information, whom do I talk to?

You should speak to your supervisor or your agency's designated privacy officer.

Gateways Community Services' Privacy Officer:

Jennifer Driscoll; Sr. Human Resources Director 603.459.2717

jdriscoll@gatewayscs.org

CHECK LIST FOR THE SAFEKEEPING OF **PROTECTED HEALTH INFORMATION (PHI)**

DISCUSSION

Don't discuss information about consumers in a public place where others can overhear.

FILES

Make sure files are not kept where unauthorized people can see them and that they are locked away when not in use.

FAX

When sending a fax, make sure an authorized person is on the other end to receive it.

COMPUTER

All computers should be password protected.

Never share your computer password with anyone else.

Your computer screen should face away from public area/viewing.

When stepping away from a computer in use, you can protect consumer information by:

- Closing all applications
 - Using a screen saver (if possible, with password protection)
 - Do not send PHI by e-mail unless it is encrypted
-

Gateways Community Services also applies a **confidentiality standard** to information other than Protected Health Information, obtained during the course of employment, volunteer or project work. Each individual must maintain confidentiality and information must be protected at all times both during and after my employment, special projects work and/or volunteer work with Gateways Community Services.

Use **good judgment** in protecting confidential information and will not discuss such information in hallways or other public places. Further **protect the confidentiality** of material in written and electronic form and to this end will maintain and manage this information in a way that will not put it at risk for discovery by unauthorized individuals.



HIPAA Basics - Use of Email

What information does HIPAA protect?

The HIPAA regulations safeguard **Protected Health Information** (PHI).

Protected Health Information (PHI) includes an individual's:

- Health (Diagnosis)
- Provision of care (Services received)
- Payment of services (How payment will be made)
- Information which identifies the individual (Name, address, social security, etc.)

What is covered? Protected Health Information

- Individually identifiable health information that is maintained or transmitted by a covered entity, including such information when it is in electronic form, paper form or discussed orally.

When can PHI be shared?

Protected Health Information (PHI) may be shared for:

- Treatment (e.g., for day program or residential services, clinic, etc.)
- Payment (e.g., billing for services)
- Operations (e.g. such as quality assurance, program oversight)

For purposes of **treatment** the concept of minimum necessary should not impede the free flow of information necessary to ensure comprehensive treatment.

Faxes, emails and electronic document printouts may contain client information. Take precautions to ensure that these types of communication get to their intended destination.

Email is not a secure form of communication, so every effort should be made to protect the information being shared.

Within the agency for Treatment, Payment or Operations

Avoid sending PHI to staff members who are not directly involved in the consumer's services.

Use the consumer's first and last initials or the consumers Cost Center, Harmony Ref#, Duck#, etc. in the subject line to send information on a "Need to Know" basis.

Outside the agency (External vendors and partners)

Verify that the release forms have been completed.

Use only consumer first and last initials only in the subject line.

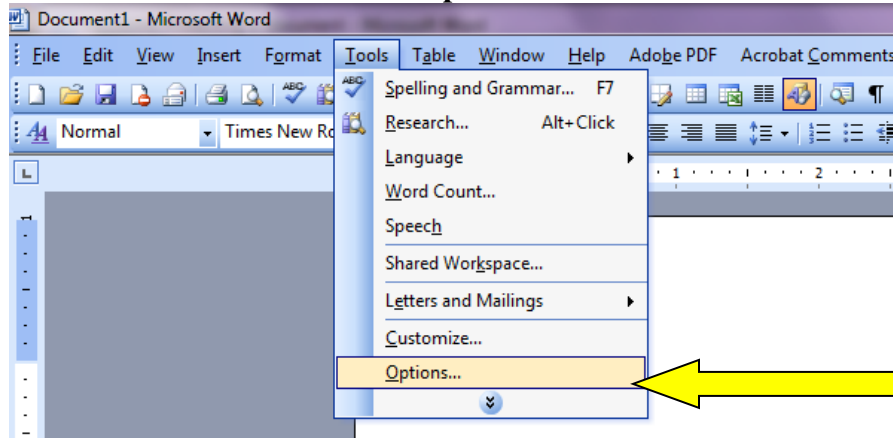
When sending attachments or other electronic documents, password protect the attachment(s).

Send an email with the instructions and password separate from the email with attached file.

Password Protecting a Document:

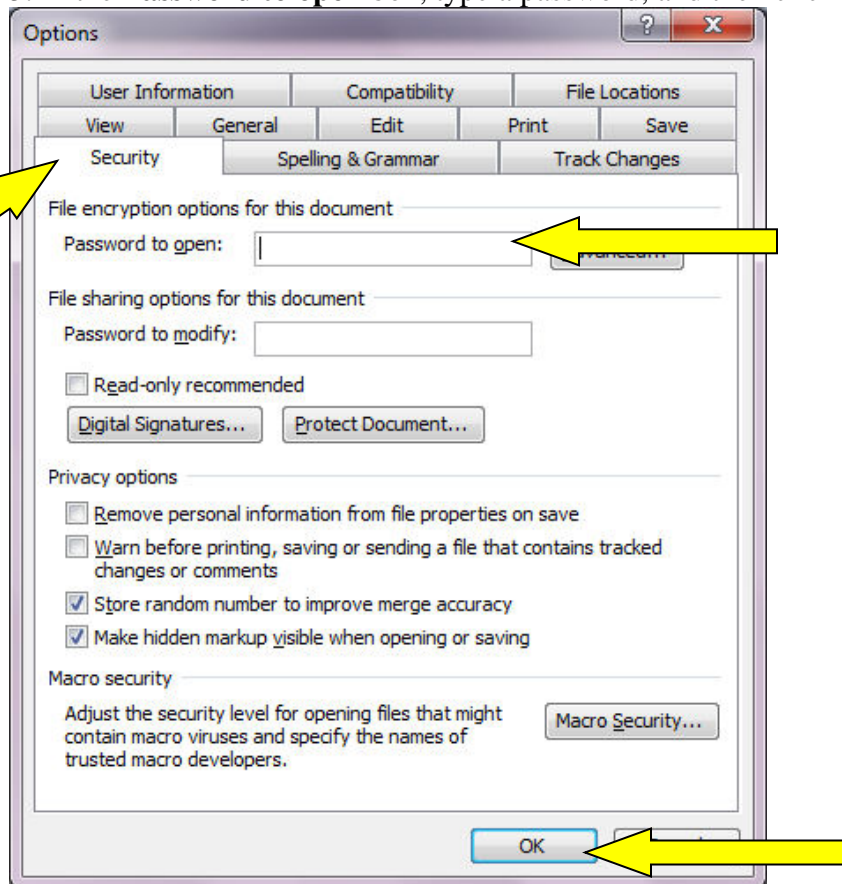
Microsoft Word:

1. Go to **Tools** menu and select **Options**

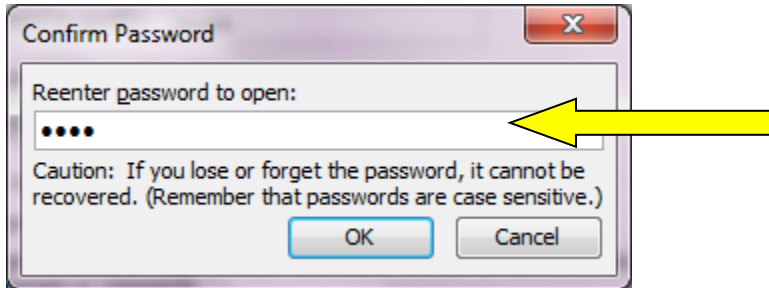


2. Select the **Security** Tab

3. In the **Password to open** box, type a password, and then click OK.



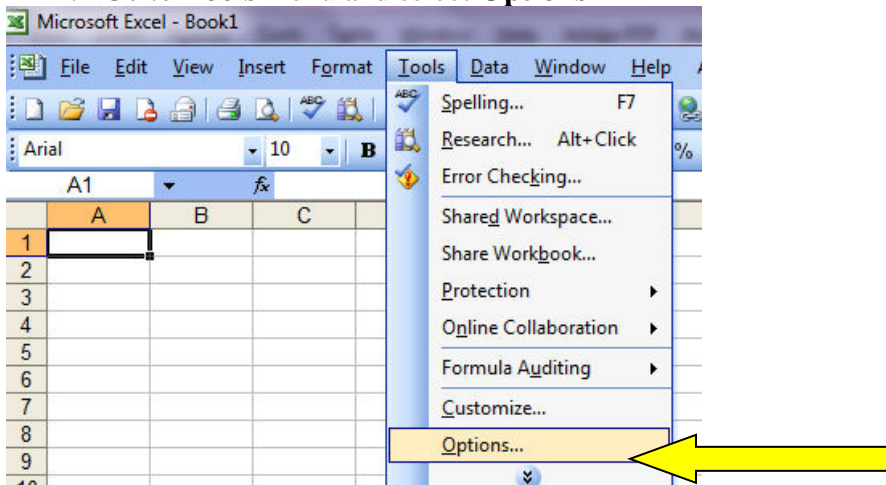
4. In the **Reenter password to open** box in the window below, type the password again, and then click OK.



5. Make sure to save the document and email to recipient.

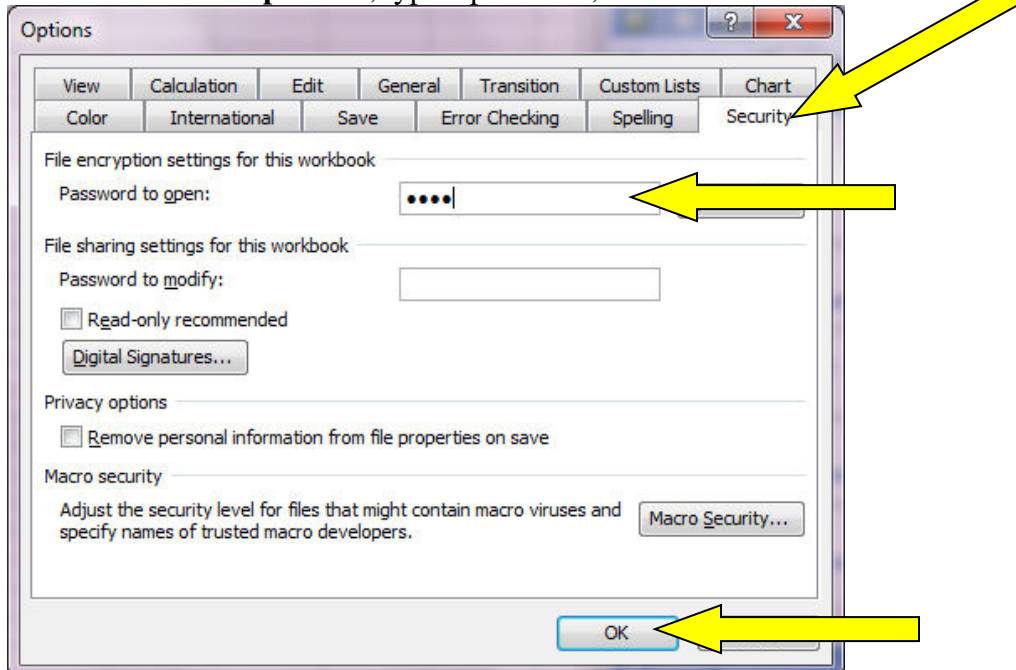
Microsoft Excel

1. Go to **Tools** menu and select **Options**

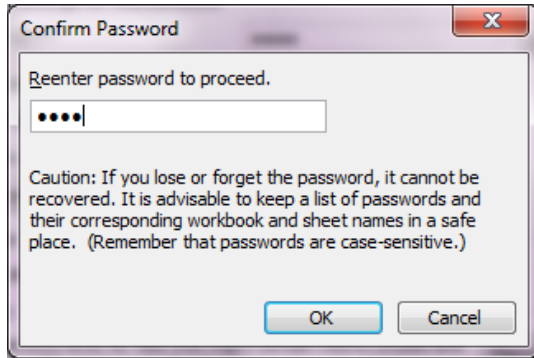


2. Select the **Security** Tab

3. In the **Password to open** box, type a password, and then click **OK**.



4. In the **Reenter password to proceed** box in the window below, type the password again, and then click OK.



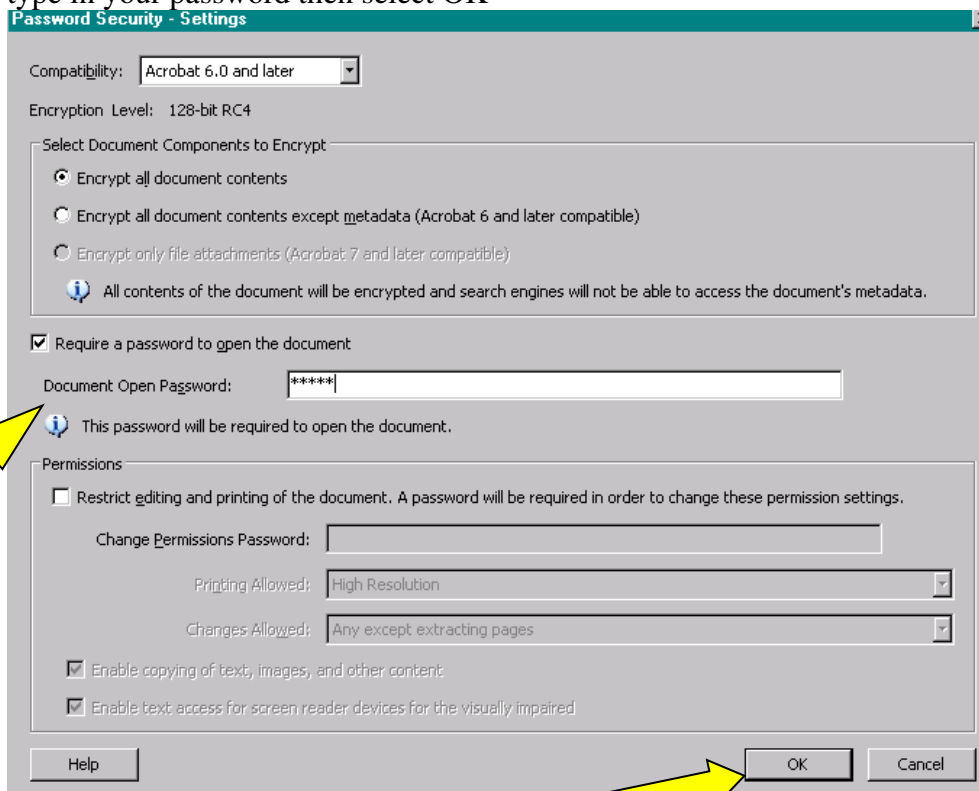
5. Make sure to save the document and email to recipient.

Adobe Acrobat

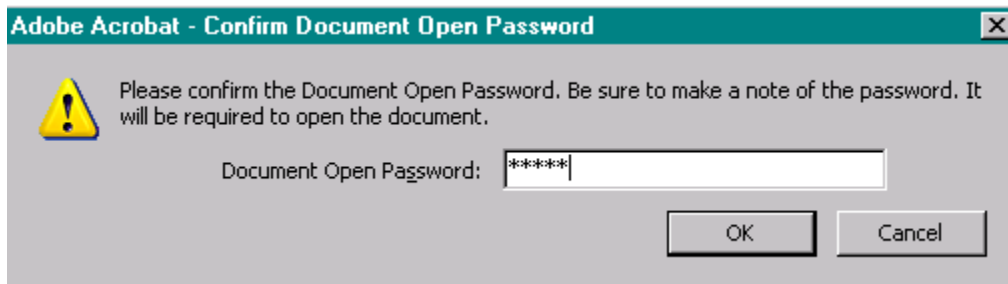
1. Open your PDF document and select **Secure**→**Encrypt with Password**:



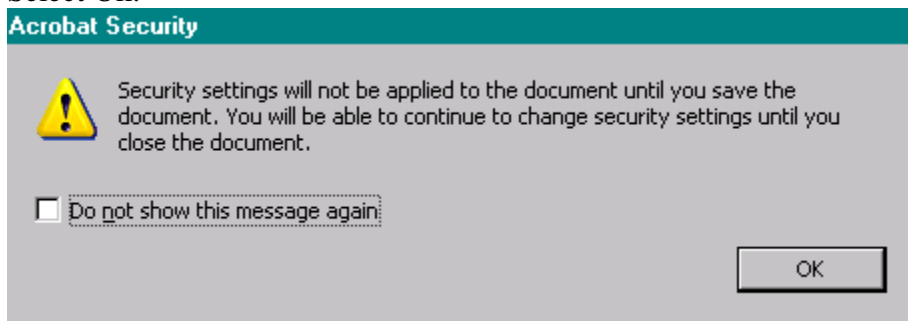
2. On the **Password Security- Settings**, select **Require a password to open** checkbox and type in your password then select **OK**



3. Re-type password and select ok:



4. Select Ok:



5. Make sure to save the document and email to recipient.



HIPAA Compliance
GATEWAYS COMMUNITY SERVICES
INFORMATION MANAGEMENT NEED TO KNOW

Reviewed 5.08/2.2011

Definition: Need to know - the principle that states that a user should access only the specific information necessary to perform a particular function in the exercise of his/her appointed duties. Once access to an application is authorized, the authorized data user is still obligated to assess the appropriateness of each specific access on a need to know basis.

Following are examples where employees have a need to know individually identifiable information to complete their assigned job functions, as well as examples where employees do not have a need to know such information. These lists are intended to be examples only, and are not intended to be complete representations of situations where employees have a need to know individually identifiable information. Per the Gateways Community Services' policy, specific access to individually identifiable information is under the discretion of departmental director.

Examples of appropriate uses of individually identifiable information where employees have a need to know:

- Rendering direct care to specific consumers (including diagnosis, service agreement and assessment).
- Disease management and prevention activities such as immunization verification, screening for candidacy for specialized treatment programs or potential preventative interventions.
- At the request of the consumer. (Exception: Employee is not permitted access without a form signed by the consumer authorizing release of the information.)
- Administrative support activities including but not necessarily limited to appointment and scheduling coordination, complying with third party requirements, follow-up coordination, billing and collecting for services rendered to specific consumers, and maintenance of the record and/or information medium.
- Financial analysis to assess the business impact of consumer care, including but not limited to analysis of specific cases to assess impact of service/program redesign or in response to research requests (grants), and analysis of situations where it is necessary to join records from more than one system (for example, Vendor X and Vendor Y) together in order to analyze the full impact of that care.
- Performing reimbursement analysis on specific consumers.
- Performing activities in the course of development/fund raising, strategic planning, legal defense, or follow-up on a compliance complaint.
- Educational or teaching purposes or instructional requirement criteria (Interns).
- Performing quality assurance and/or regulatory compliance activities.
- Educational material or informational resources.
- Fund raising activities done at the request of an employee who has knowledge of the consumer or family's desire to donate to Gateways Community Services.

Examples specifically relevant:

- Administrative activities including enrollment, claims payment, coordination of benefits, customer service, SPEDIS reporting, data quality investigation, and quality improvement of administrative services.
- Utilization management activities for the purpose of assessing the appropriateness and efficiency of the services provided to a consumer member or group of consumer members, and for determining the contributing causes underlying certain financial results.

- Service coordination activities, including identification of members with a specific type or extent of health problems and provision of service coordination interventions.
- Grants.

Examples of inappropriate use of consumer identifiable information:

- Mass mailing fund raising solicitations to consumers with specific conditions, without the express approval of the consumer or guardian.
- Use of personal medical information in making employment decisions.
- Use of employee's personal medical information to see if the employee was really out sick, had a doctor's appointment, had a worker's compensation injury, etc.

Information Management Legally Restricted Information

Definition: Legally Restricted Information - individually identifiable information whose disclosure is specifically subject to additional legal requirements imposed by statute or administrative rule.

Examples of legally restricted information are:

- substance abuse treatment records
- sexual abuse treatment records
- mental health treatment records,
- certain diagnostic categories such as HIV/AIDS
- adolescent health information related to pregnancy, birth control, and/or sexually transmitted diseases.

NOTICE OF PRIVACY PRACTICES FOR INDIVIDUALS WE SERVE

This Notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

I. Introduction.

This Notice of Privacy Practices describes how we may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected health information" is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services.

II. Your Health Information Rights.

While the actual records that we maintain about you belong to us, the information contained in our records belongs to you. Under the federal Privacy Rules (42 CFR Part 160 and Part 164) you have the right to:

- Request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522. Note, however, that we are not required to agree to a restriction that you may request. If we believe it is in your best interest to permit use and disclosure of your health information, we will notify you that your request for restriction will not be honored. If we agree to the requested restriction, we may not use or disclose your health information in violation of that restriction unless it is needed to provide emergency treatment.
- Obtain a paper copy of this Notice of Privacy Practices upon request
- Inspect and obtain a copy of your health record

- Amend your health record
- Obtain an accounting of certain disclosures of your health information
- Receive confidential communications of your health information by alternative means or at alternative locations
- revoke your authorization to use or disclose health information except to the extent that action has already been taken

III. Our Responsibilities. This organization is required to:

- maintain the privacy of your health information
- provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- abide by the terms of this notice
- notify you if we are unable to agree to a requested restriction
- accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to the address you've supplied us.

This notice was published on April 1, 2003 and becomes effective on April 14, 2003.

We will not use or disclose your health information without your authorization, except as described in this notice.

IV. Examples of How We Will Use or Disclose Your Protected Health Information.

Your protected health information may be used and disclosed by members of our staff and others outside of our office that are involved in your care and treatment for the purpose of providing services to you. Your protected health information may also be used and disclosed to enable us to be paid for the services we render to you.

Following are examples of the types of uses and disclosures of your protected health care information that we are permitted to make. These examples are not meant to be exhaustive, but to describe the types of uses and disclosures that may be made by our office.

Treatment:

We will use and disclose your protected health information to provide, coordinate, or manage your care, including your health care and any related services. This includes the coordination or management of your health care with a third party that has already obtained your permission to have access to your protected health information. For example, we would disclose your protected health information, as necessary, to service providers such as providers of early supports and services, or residential/day services, or physicians who may be treating you. Also, for example, we may use or disclose your protected health information, as necessary, to facilitate appointment or change of a guardian or other legal representative.

Payment:

Your protected health information will be used, as needed, to obtain payment for services that we provide to you. This may include certain activities that your health plan may undertake before it approves or pays for the services we recommend for you. For example, some health plans must make a determination that you are eligible for reimbursement for particular services before we can provide them to you and we must provide them with protected health information to enable them to make such a determination.

Healthcare Operations:

We may use or disclose, as-needed, your protected health information in order to support our own business activities. These activities include, but are not limited to, quality assessment activities, training and supervision of staff members, licensing, certification and conducting or arranging for other business activities. We may also disclose your protected health information to the NH Department of Health and Human Services or other agencies of the State of New Hampshire to comply with our contract with the State of New Hampshire and, if applicable, to determine your eligibility for publicly funded services.

We will share your protected health information with third party “business associates” that perform various activities that are essential to the operations of our organization. Whenever we have an arrangement between our organization and a business associate, we will limit the amount of protected health information that we provide to the minimum necessary to accomplish the particular task and we will have a written contract that contains terms that will protect the privacy of your protected health information.

We may use or disclose your protected health information, as necessary, to provide you with appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

We may also use your health information to contact you in connection with limited marketing or fundraising communications for our agency that are permitted under the federal privacy rules. Any fundraising communication addressed to you will contain instructions describing how you may opt out of receiving such communications in the future.

V. Uses and Disclosures That We May Make Unless You Object.

In the following situations, we may disclose your protected health information if you do not object.

Notification.

We may use or disclose information to notify or assist in notifying a family member, or friend of your location and general condition.

Communications.

Staff members may disclose to a family member, other relative, or close personal friend health information relevant to that person’s involvement in your care or payment related to your care.

If you are present for, or otherwise available prior to, a notification or communication with family or another caregiver, and you have the capacity to make health care decisions, we may make the disclosure if you agree; or if we provide you with the opportunity to object and you do not object; or we reasonably infer from the circumstances that you do not object. If you are not present for the notification or disclosure, or the opportunity to agree or object cannot be provided because of your incapacity or an emergency circumstance, we may determine whether the disclosure is in your best interest and, if so, we may disclose to the designated person only that information that is directly relevant to the person’s involvement with your health care.

VI. Uses and Disclosures Not Requiring Your Authorization.

The federal privacy rules provide that we may use or disclose your protected health information without your authorization in the following circumstances:

Food and Drug Administration (FDA):

We may disclose to the FDA health information relative to adverse events with respect to food, supplements, product and product defects, or post marketing surveillance information to enable product recalls, repairs, or replacement.

Workers Compensation:

We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers compensation or other similar programs established by law.

Public Health:

As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Correctional Institution:

Should you be an inmate of a correctional institution or a resident of another form of court-ordered placement (for example, if you are involuntarily committed to the developmentally disabled system), we may disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals.

Law Enforcement:

We may disclose health information for law enforcement purposes as required by law or in response to a valid search warrant or court order.

Criminal Activity:

We may disclose your protected health information if we believe that it constitutes evidence of criminal conduct that occurred on our premises. We may also disclose your protected health information if we are required by applicable state law to report suspected child abuse or neglect or abuse of incapacitated adults or an injury that we believe may have been the result of an illegal act. We may also disclose protected health information if it is necessary for law enforcement authorities to identify or apprehend an individual.

Legal Proceedings:

We may disclose protected health information in the course of any judicial or administrative proceeding, in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized), and, in certain situations, in response to a subpoena, discovery request or other lawful process.

Relating to Decedents:

We may disclose protected health information regarding an individual's death to coroners, medical examiners or funeral directors consistent with applicable law.

As Required By Law:

We may use or disclose your protected health information to the extent that the use or disclosure is required by state or federal law. The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law. For example, we must make disclosures when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of the federal Privacy Rules.

VII. Uses and Disclosures of Protected Health Information Based upon Your Written Authorization
Other uses and disclosures of your protected health information will be made only with your written authorization, unless otherwise permitted or required by law as described in this Notice. You may revoke this authorization, at any time, in writing, except to the extent that we have already relied upon your authorization in making a disclosure.

VIII. HIPAA Safeguards and Mitigation of Harm

We use appropriate safeguards to prevent the use or disclosure of PHI. We have implemented administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that we create, receive, maintain, or transmit on behalf of a Covered Entity. Such safeguards include:

- Maintaining appropriate clearance procedures and providing supervision to assure that our workforce follows appropriate security procedures;
- Providing appropriate training for our staff to assure that our staff complies with our security policies;
- Making use of appropriate encryption when transmitting PHI over the Internet;
- Utilizing appropriate storage, backup, disposal and reuse procedures to protect PHI;
- Utilizing appropriate authentication and access controls to safeguard PHI;
- Utilizing appropriate security incident procedures and providing training to our staff sufficient to detect and analyze security incidents; and
- Maintaining a current contingency plan and emergency access plan in case of an emergency to assure that the PHI we hold on behalf of a Covered Entity is available when needed.

In the event of a use or disclosure of PHI that is in violation of the requirements of the HIPAA Compliance, we will mitigate, to the extent practicable, any harmful effect resulting from the violation. Such mitigation will include:

- Reporting any use or disclosure of PHI and any security incident of which we become aware as the Covered Entity; and
- Documenting such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request for an accounting of disclosure of PHI in accordance with HIPAA.

IX. Potential Impact of State Law

The HIPAA Privacy Regulations, generally do not “preempt” (or take precedence over) state privacy or other applicable laws that provide individuals greater privacy protections. As a result, to the extent state law applies, the privacy laws of a particular state, or other federal laws, rather than the HIPAA Privacy Regulations, might impose a privacy standard under which we will be required to operate. For example, where such laws have been enacted, we will follow more stringent state privacy laws that relate to uses and disclosures of protected health information concerning HIV, AIDS, mental health, substance abuse/chemical dependency, genetic testing, reproductive rights, etc.

X. For More Information or to Report Complaints

If you wish to exercise any of the rights listed in Section II of this Notice, or if you have questions and would like additional information you may contact our [Privacy Officer](#) either in writing or by phone:

Senior Human Resources Director
Gateways Community Services
144 Canal Street Nashua NH 03064
(603) 459-2717

If you believe that your privacy rights have been violated, you may file a complaint with our Privacy Officer or with the Secretary of the United States Department of Health and Human Services. We will not retaliate against you for filing a complaint.

The Health Insurance Portability & Accountability Act (HIPAA)

Most of us feel that our health information is private and should be protected. That is why there is a federal law that sets rules for health care providers and health insurance companies about who can look at and receive our health information. This law, called the Health Insurance Portability and Accountability Act of 1996 (HIPAA), gives you rights over your health information, including the right to get a copy of your information, make sure it is correct, and know who has seen it.

Our Expectation for Privacy

We recognize that privacy of your personal information is very important. Gateways Community Services is responsible for maintaining standards of compliance within the context of the Health Insurance Portability & Accountability Act (HIPAA).

Availability of Notice of Privacy Practices

A copy of our current complete Notice of Privacy Practices will be posted on our website; www.gatewayscs.org. At any time, you may obtain a copy of the current Notice of Privacy Practices by contacting our Privacy Officer or any of our staff.

Our Mission

Gateways Community Services believes that all people are of great value and strives to be innovative when providing quality supports needed for individuals to lead meaningful lives in their community. The people we serve: Infants with Developmental Delays, Children and Adults with Disabilities, and Seniors in Need of Care.

Questions and Information

If you have any questions or want more information concerning the Notice of Privacy Practices, please contact the Gateways Community Services' Privacy Officer:

Jennifer Driscoll; Privacy Officer
GATEWAYS COMMUNITY SERVICES
144 Canal Street
Nashua, NH 03064
Main Phone: 603 882 6333
Confidential Fax: 603 459 2726
www.gatewayscs.org



144 Canal Street, Nashua, NH 03064
866 682 6333 | 603 882 6333 | www.gatewayscs.org



*Caring for our Community.
All Day. Every Day. For a Lifetime.*

Our Obligation to Protect Your Privacy

The Health Insurance
Portability & Accountability Act

HIPAA

Summary
Notice of Privacy Practices

What information does HIPAA protect?

The HIPAA regulations safeguard Protected Health Information (PHI). Protected Health Information (PHI) includes an individual's:

- Health (Diagnosis)
- Provisions of care (Services received)
- Payment of services (How payment will be made)
- Information which identifies the individual (Name, address, social security, etc.)

Gateways may use and disclose personal/service information about you:

We use and disclose personal/service information about you for a number of different purposes.

- For service delivery
- For quality assistance
- For payment and funding management
- For administrative operations

When sharing information for Treatment, Payment and Operations, how much information may be shared?

For the purposes of payment and operations the minimum information necessary should be shared. For purposes of treatment the concept of minimum necessary should not impede the free flow of information necessary to ensure comprehensive treatment.

When does Gateways Community Services need special consent to share PHI?

Under most other circumstances, it would be necessary to get the consent of the consumer or his/her representative to release their PHI. (For example: marketing, publicity, referrals to non-treatment programs such as recreation, etc.)

Your Rights With Respect to Information About You

You have the following rights with respect to personal/service information that we maintain about you.

Right to Receive Confidential Communications:

You have the right to request that we communicate personal/service information about you to you in a certain way or at a certain location. For example, you can ask that we only contact you by mail or at work. We will not require you to tell us why you are asking for the confidential communication.

Right to Inspect and Copy:

With a few very limited exceptions, such as psychotherapy notes, you have the right to inspect and obtain a copy of personal/service information about you.

Right to an Accounting of Disclosures:

You have the right to receive an accounting of disclosures of personal/service information about you. The accounting may be for up to six (6) years prior to the date on which you request the accounting.

Right to Amend:

You have the right to ask us to amend personal/service information about you. You have this right for so long as the information is maintained by us.

To exercise any of your rights above, you must submit your request in writing to the Gateways Community Services' Privacy Officer. We will act on your request within sixty (60) calendar days after we receive your request.

Complaints

You may complain to Gateways Community Services and to the United States Secretary of Health and Human Services if you believe your privacy rights have been violated by us.

To file a complaint with Gateways Community Services, contact our Privacy Officer. All complaints should be submitted in writing.

Privacy Officer

Area Agency of Greater Nashua, Inc. dba
GATEWAYS COMMUNITY SERVICES
144 Canal Street
Nashua, NH 03064
Main Phone: 603 882 6333
Confidential Fax: 603 459 2726
www.gatewayscs.org

To file a complaint with the United States Secretary of Health and Human Services, send your complaint to in care of: Office for Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue SW, Washington, D.C. 20201.

For general HIPAA related questions:
Office of Civil Rights
1-800-368-1019
<http://www.hhs.gov/ocr/privacy>

You will not be retaliated against for filing a complaint.



FIELD EMPLOYEES - POLICIES AND PROCEDURES

- ✓ INTERNET POSTINGS/SOCIAL MEDIA COMPUTING POLICY
- ✓ DRUG AND ALCOHOL-FREE WORKPLACE POLICY
- ✓ FITNESS FOR DUTY
- ✓ SEXUAL & OTHER UNLAWFUL HARASSMENT & DISCRIMINATION POLICY
- ✓ DISCIPLINARY ACTION
- ✓ EMPLOYEE WORK CONDUCT AND RULES
- ✓ ETHICS AND CODE OF CONDUCT
- ✓ NON-DISCRIMINATION AND EQUAL OPPORTUNITY POLICY
- ✓ CULTURAL COMPETENCY STATEMENT
- ✓ GRIEVANCE PROCEDURES
- ✓ EMPLOYMENT CLASSIFICATIONS
 - BENEFIT ELIGIBILITY
 - HOLIDAYS & EARNED TIME
 - FAMILY MEDICAL LEAVE ACT

✓ **Internet Postings/Social Media Computing Policy**

Purpose and Scope

Whether or not an employee/ally chooses to create or participate in a blog, wiki, online social network, or any other form of online publishing or discussion is his or her decision. However, emerging online collaboration platforms are fundamentally changing the way we work and engage with each other, consumers, and partners.

Gateways Community Services (and affiliate organizations The PLUS Company) is increasingly exploring how online discourse through social media computing can empower us as professionals, innovators, and members of our community. These individual interactions represent a new model: not traditional agency communications, not mass communications, but masses of communicators.

By speaking directly to the world, without benefit of management approval, we are accepting higher risks in the interest of higher rewards. We do not want to micro-manage, but do see value in general guidelines.

It is in Gateways Community Services along with affiliate organizations The PLUS Company and interest—and in each employee's own interest—to be aware of and participate in this sphere of information, interaction, and idea exchange cautiously as follows:

To learn: As innovation-based organizations, we believe in the importance of open exchange and learning between Gateways/PLUS and its consumers, as well as the many constituents of our social services network and societal system. The rapidly growing phenomenon of user-generated web content—blogging, social web-applications, discussion forum, and other technologies—are emerging venues for that kind of engagement and learning.

To contribute: Gateways/PLUS, as non-profit enterprises, make important contributions to our communities, and to public dialog, on a broad range of societal issues impacting those with developmental disabilities, families coping with autism, and elders in need of care. As our business activities increasingly focus on the provision of transformational insight and innovation -- whether to consumers or the general public, education, policy, or health sectors -- it becomes increasingly important for Gateways/PLUS to share with the world the exciting things we're learning and doing, and to learn from others.

Focus Area:

With the rise of new media and next generation communications tools, the way in which employees can communicate internally and externally continues to evolve. While this creates new opportunities for communication and collaboration, it also creates new responsibilities for employees.

Gateways Community Services along with affiliate organizations The PLUS Company support open dialog and the exchange of ideas. Our organization regards blogs and other forms of online discourse as primarily a form of communication and relationship building among **individuals** and not as a form of traditional **agency** communications

It is important that those who choose to participate and/or initiate online communications understand what is recommended, expected, and required when they discuss company related topics, whether at work or on their own time.

Policy

This Internet Postings/Social Media Computing Policy applies to employees who use any Social Media.

Policy Responsibility & Violation

You agree that Gateways/PLUS shall not be liable, under any circumstances, for any errors, omissions, loss, or damages claimed or incurred due to any of your Internet Postings.

Gateways/PLUS/ reserve the right to suspend, modify, or withdraw this Internet Postings Policy, and you are responsible for regularly reviewing the terms of this Internet Postings Policy.

Please be aware that violation of this policy may result in disciplinary action up to and including termination.

Policy Summary

1. Know and follow the general established policies and practices of Gateways Community Services/The PLUS Company.
2. **You** are personally responsible for the content **you** publish on blogs, wikis, or any other form of **user-generated** media. Be mindful that what you publish will be public for a long time—protect your privacy.
3. Identify yourself—name and, when relevant, role at Gateways/PLUS—when you discuss business related matters on non-affiliated sites. And write in the first person. You must make it clear that you are speaking for yourself and not on behalf of Gateways/PLUS

4. If you publish individual content to any website outside of Gateways/PLUS and it has something to do with work you do or subjects associated with work, use a disclaimer such as this:

"The postings on this site are my own and don't necessarily represent Gateways/PLUS positions, strategies or opinions."

5. Respect copyright, fair use, HIPAA, client confidentiality, and financial disclosure laws.
6. **Never** provide Gateways/PLUS proprietary information/intellectual property or consumer confidential information. **Never** publish or report on conversations that are meant to be private or internal to Gateways/PLUS, consumers, or vendors.
7. Don't cite or reference consumers, partners, or suppliers without their written approval/marketing communications release form. When you do make a reference, where possible link back to the source. Ask permission before posting someone's picture in a social network or publishing in a blog a conversation that may be considered to be private.
8. Respect your audience. Don't use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the Gateways/PLUS workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory—such as politics and religion.
9. If you identify yourself, on a social network, as an employee of our organization(s), ensure your profile and related content is consistent with how you wish to present yourself with colleagues and consumers.
10. Don't pick fights, be the first to correct your own mistakes, and do not alter previous posts without indicating that you have done so. It is fine for people to disagree, but do not use a blog or other online social media to air your differences in an inappropriate manner.
11. Try to add value. Provide worthwhile information and perspective. Gateways/PLUS brand is best represented by its people and what you publish may reflect on our image.
12. You must not comment on confidential financial data such as future business performance, business plans, and/or consumer budgets.
13. Partners or suppliers should not be cited or obviously referenced without their approval.
14. A blog or online social network is not the place to conduct confidential business with a consumer.
15. Contact the Communications Department if you get media inquiries through online postings. Remember that blog info, just like email, can be used as a quotable source by media.
16. Don't forget your day job. You should make sure that your online activities do not interfere with your job or most importantly, commitments to consumers.

Ensure that your blogging activity does not interfere with your work product or delivery.

17. You may be subject to liability if your posts are found defamatory, harassing, or in violation of any other applicable law. You may also be liable if you make postings which include confidential or copyrighted information (music, videos, text, etc.) belonging to third parties. All the above-mentioned postings are prohibited under this policy.
18. Gateways reserves the right to limit or stop any employee blogging activity at any time.

Common sense is the best guide if you decide to post information in any way relating to our agency, clients, and/or partners. If you are unsure about any particular posting, please contact your manager or the Communications Department. For instance, if you are writing about a program or service where you have responsibility, you may wish to make sure your manager is comfortable with you taking that action.

In-House Approved Social Media Applications

Blogs/discussion forums located on www.gatewayscs.org, and/or www.pluscompany.org require approval through the IT Committee and Communications Department along with President/CEO and will conform to the approved, sustainable technology platform.

The creation of any third-party social media/blog/internet site(s) i.e. Facebook; created to spark public dialogue and awareness that **will serve as approved representation** of Gateways/PLUS' endorsed/affiliated program requires approval through the IT Committee and Communications Department along with President/CEO. It will be at the discretion of the President/CEO, IT Committee and Communications Department to platform will be adopted, maintained, shutdown or migrated into other platforms. A **Practice Statement specific** to the Gateways/PLUS' endorsed/affiliated program must be drafted and approved by IT Committee and President/CEO and will serve as an attachment to this policy.

Only in-house approved, company blogs may include the company's logo. All blogs must include a legal disclaimer stating that all posts by a guest author and visitors reflect personal thoughts and opinions which are not necessarily those of the company. In-house blogs will be moderated by a designated member of staff and a designated back-up staff to ensure constant up-time and observation.

When our company (ies) wishes to communicate publicly -- whether to our consumers or the general public -- it has well established practices through traditional communications tools like press releases, annual reports, newsletters, etc. **Only those officially designated by Gateways/PLUS as "spokespersons" have the authorization to speak on behalf of the company.** When senior management and Communications Department personnel engage in advocacy for the company (ies), and choose to participate in social media, they should clearly identify themselves as such in a non-traditional format – like a blog.

Gateways/PLUS may request that in-house bloggers avoid certain subjects or withdraw certain posts from a blog if it believes that doing so will help ensure compliance with applicable laws. Our agency reserves the right to remove any posted comment on in-house blog sites that is not appropriate for the topic discussed or uses inappropriate language.

Internet postings, on an in-house blog, should not violate any other applicable policy of Gateways/PLUS, including those set forth in the Employee Handbook.

Approved by: Sandra Pelletier 4/12/2017
President/CEO
Gateways Community Services



In-House Internet Postings Code of Ethics

1. I will tell the truth.
2. I will write deliberately and with accuracy.
3. I will acknowledge and correct mistakes promptly.
4. I will preserve the original post, using notations to show where I have made changes so as to maintain the integrity of my publishing.
5. I will never delete a post.
6. I will not delete comments unless they are spam or off-topic.
7. I will reply to emails and comments when appropriate, and do so promptly.
8. I will strive for high quality with every post – including basic spellchecking.
9. I will stay on topic.
10. I will disagree with other opinions respectfully.
11. I will link to online references and original source materials directly.
12. I will disclose conflicts of interest.
13. I will keep private issues and topics private, since discussing private issues would jeopardize my personal and work relationships.

✓ **DRUG AND ALCOHOL-FREE WORKPLACE POLICY**

Policy Name:	Drug and Alcohol-Free Workplace		Policy Review Frequency:	Annually	
Category:	Human Resources (HR)	Date Adopted:	10/9/19		
Approval Authority:	Sr. Management Team	Date Last Reviewed:	9/19/19		
Title of Person Responsible:	Senior Director, Human Resources	Regulation Reference (if applicable):		Version Number:	2

POLICY DETAILS

Policy Statement:	This Policy applies to all employees and has been adopted as part of our commitment to maintaining a safe environment for our employees and the individuals we support, and to comply with the Drug-Free Workplace Act.
Reason For Policy:	To maintain a safe work environment free of alcohol and drugs.
Who Should Read This Policy:	<i>Please choose ONE employee type listed below:</i> All employees of Gateways (including field employees)

The Policy:

Drug- and Alcohol-Free Workplace Policy

Overview: This Policy applies to all employees and has been adopted as part of our commitment to maintaining a safe environment for our employees and the individuals we support, and to comply with the Drug-Free Workplace Act.

Prohibited Activities: Employees may not possess, use, be under the influence of (or have ingested/used any amount), manufacture, distribute, dispense, or sell drugs or alcohol at any time in the workplace or in any location where they are working or otherwise representing Gateways, or at any Gateways events or activities. For purposes of this Policy, working time includes breaks.

For purposes of this Policy, “drugs” includes any drug that is illegal under state or federal law. This includes prescription drugs that are used by in a manner (or by any person) other than as prescribed.

Employees are reminded that marijuana remains an illegal drug under federal law, even when used for medical purposes. Employees may not possess, use, be under the influence of (or have ingested/used any amount), manufacture, distribute, dispense, or sell marijuana in the workplace, or in any location where they are working (including during breaks) or otherwise representing Gateways, or at any Gateways events or activities.

This Policy does not prohibit the moderate consumption of alcohol at after-hours business networking events or social events hosted by Gateways where Gateways chooses to serve (or provide access to) alcohol, provided employees maintain a professional demeanor and do not act in a manner that is a negative reflection on Gateways.

Prescription and Over-the-Counter Medication: Gateways does not prohibit the use of legally prescribed medication and over-the-counter drugs where the employee is the person for whom the drug was prescribed and the employee is using the medication in accordance with the related prescription and/or directions. Any prescription or over-the-counter medications brought into the workplace must be kept in the employee’s personal belongings (such as in a purse, backpack, lunch box, etc.), stored in a locked/secure location and not left out in the open or in other areas easily accessible by others.

Any employee taking prescribed or over-the-counter medications is responsible for consulting with their healthcare provider to learn whether the medication may interfere with safe and/or effective job performance, including safe driving if driving is part of the employee’s job responsibilities. If the medication could compromise safety, it is the employee’s responsibility to use appropriate personnel procedures (such as calling out sick, requesting a leave of absence, or notifying his/her manager/supervisor or the Human Resources Department) to avoid unsafe work practices.

Reporting Requirements: Any employee convicted of any drug-related crime or violation, whether or not the incident occurred in the workplace, must notify Gateways’ Human Resources Department in writing within 5 calendar days of the conviction. Gateways will

take the personnel action with respect to the employee that it deems appropriate, which may include termination of employment. Please also refer to the Consequences of Violating this Policy section of this Policy.

In accordance with the Drug-Free Workplace Act, Gateways must notify certain state and/or federal grant providers (funders) of the conviction within 10 calendar days of receiving notice.

In addition, every employee is responsible for reporting to a manager/supervisor or the Human Resources Department any behavior or other observations, or information learned, that suggests another employee may be under the influence of drugs or alcohol or otherwise in violation of this Policy. If a manager/supervisor receives a report or otherwise believes that an employee may be under the influence or otherwise in violation of this Policy, the manager/supervisor must immediately contact the Human Resources Department.

Drug and Alcohol Awareness Programs: Gateways (or vendors selected by Gateways) periodically provide drug and alcohol awareness information and/or programs to educate employees about:

- The dangers of drug and alcohol abuse;
- The requirements of this Policy;
- Resources to assist employees with drug and alcohol dependency issues; and
- The penalties that may be imposed for violations of this Policy.

Voluntary Assistance for Drug and Alcohol Dependency: Gateways encourages employees to voluntarily seek assistance for the early resolution of drug and alcohol problems. Employees are welcome to contact the Human Resources Department for information about substance abuse treatment options in the community, and for information about the application of health insurance benefits to these programs. Employees may also seek assistance through Gateways' confidential Employee Assistance Program (EAP). Employees who are granted leaves of absence to seek treatment may be required to agree to periodic and/or random testing upon their return to work.

Employees will not be disciplined or terminated for voluntarily seeking assistance for drug or alcohol problems. Employees who undergo voluntary counseling or treatment and who continue to work must meet all established standards of conduct and job performance. The fact that an employee is in treatment for alcohol or drug abuse does not preclude Gateways from taking disciplinary action for violation of its policies or standards of conduct. Likewise, an employee who has violated this policy cannot avoid disciplinary action, including termination, by voluntarily requesting treatment for alcohol or drug abuse.

Drug and Alcohol Testing: All employees are subject to reasonable suspicion drug and/or alcohol testing. This means that if Gateways has a reasonable suspicion that an employee may be under the influence of drugs and/or alcohol, Gateways may

require the employee to submit to drug and/or alcohol testing. Factors that may be considered in determining whether an employee may be under the influence of drugs and/or alcohol include, but are not limited to: the employee's behavior, evidence of impairment, evidence of repeated errors on the job, policy violation, or unsatisfactory attendance patterns if coupled with conduct that indicates possible impairment by reason of drug or alcohol use.

Management Approval for Testing: Reasonable suspicion testing will not be performed without prior notice to and approval from the Human Resources Department.

Consent to Testing: Any employee required by Gateways to submit to a drug and/or alcohol test must consent as a condition of employment. An employee who fails or refuses to submit to a required test will be subject to disciplinary action, up to and including termination of employment.

Cooperation with Testing: Employees subject to testing may not try to subvert the test by using an adulterated or substituted specimen, or by doing anything to dilute the result or otherwise tamper or interfere with the test or test result. Failing to provide a specimen in a timely manner or otherwise tampering (or attempting to tamper) with the process will lead to disciplinary action, up to and including termination of employment.

Testing Site: Drug and alcohol tests will be performed by a qualified laboratory, hospital, or other health center designated by Gateways. Gateways will provide transportation to and from the testing site for reasonable suspicion testing. Drug test results will be reviewed by a Medical Review Officer if the test result might be other than non-dilute negative.

Any employee with a drug test result of other than non-dilute negative will have the opportunity to rebut or explain the test results. Employees should be aware this opportunity is most often provided by the Medical Review Officer (or other staff connected with the testing facility) before the results are reported to Gateways, in which case the employee will not be afforded a second opportunity once the results are received by Gateways.

Confidentiality: Test results and any related medical information will be maintained as confidential and shared only on a "need to know" basis unless otherwise permitted or required by law. Test results may also be disclosed to a substance abuse program or counselor for the purpose of evaluating or treating the employee. An employee may request a copy of his/her own test results.

Administrative Leave Pending Drug Test Results: If drug test results for an employee are not immediately available, the employee may be placed on administrative leave pending Gateways' receipt of the drug test results. If the drug test result is non-dilute negative, then the employee will be paid for the time spent on administrative

	<p>leave. If the drug test result is anything other than non-dilute negative, then time spent on administrative leave will be unpaid (except, with regard to salaried employees, if applicable wage and hour laws requirement payment regardless).</p> <p><i>Consequences of a Positive Result:</i> If a test reveals that an employee has a blood/breath alcohol level of 0.02 or greater or a positive drug test result, the employee will be subject to disciplinary action, up to and including termination from employment. A “positive dilute” drug test result is the same as a positive drug test result. If a drug test result is “negative dilute,” Gateways reserves the right to require retesting.</p> <p>Note also that if applicable law requires different treatment of an employee who is a legally authorized medical marijuana user who tests positive for marijuana, Gateways will follow applicable law. See below for more information regarding consequences.</p> <p>Investigations and Searches: To enforce this Policy, and when consistent with applicable law, employees’ vehicles, lockers or other storage areas, bags, desks, cabinets, work areas, and any other place they have access to on Gateways’ property may be searched by Gateways and/or by law enforcement personnel. Failure to submit to any such search is considered a violation of this Policy.</p> <p>Consequences for Violating this Policy: As a condition of employment, all employees must abide by this Policy. Violations of this policy, and conviction of any drug-related crime or violation, whether or not the incident occurred in the workplace, will lead to disciplinary action, which often will be termination of employment.</p> <p>In its sole discretion, Gateways may choose not to terminate an employee and to instead refer the employee to a substance abuse professional for assessment and/or to a drug and/or alcohol treatment program, requiring satisfactory completion as a condition of continued employment. The cost of the assessment, any follow up, and any treatment programs are the responsibility of the employee to the extent they are not covered by medical insurance in which the employee is enrolled (if any).</p> <p>Within its discretion, Gateways may suspend the employee while he or she participates in the treatment program. Employees who refuse to participate in such assessments and follow up and/or with treatment programs, or who fail to successfully complete them are subject to immediate termination.</p>
<p>Resources:</p>	<p>Drug and/or alcohol testing consent and release form; Fitness for Duty Policy</p>

✓ **FITNESS FOR DUTY POLICY**

Policy Name:	Fitness for Duty		Policy Review Frequency:	Annually	
Category:	Human Resources (HR)	Date Adopted:	10/9/19		
Approval Authority:	Sr. Management Team	Date Last Reviewed:	9/19/19		
Title of Person Responsible:	Senior Director of Human Resources	Regulation Reference (if applicable):		Version Number:	1

POLICY DETAILS	
Policy Statement:	This Policy applies to all employees and has been adopted as part of our commitment to maintaining a safe environment for our employees and the individuals we support. To achieve this goal, employees must report to work, and work at all times, in a condition that is fit for duty.
Reason For Policy:	For employees to understand the importance of the need for them to perform their work safely, properly and perform job functions without impairment.
Who Should Read This Policy:	<i>Please choose ONE employee type listed below:</i> All employees of Gateways (including field employees)

The Policy:

Fitness for Duty: "Fitness for duty" means the ability to work safely, properly, and perform job functions without impairment. An impairment rendering an employee unfit for duty may be physical, mental, or substance-related, such as the use of alcohol or drugs, including the use of medication that impairs the employee's fitness for duty.

Any employee taking prescribed or over-the-counter medications is responsible for consulting with their healthcare provider to learn whether the medication may interfere with safe and/or effective job performance, including safe driving if driving is part of the employee's job responsibilities. If the medication could compromise safety, it is the employee's responsibility to use appropriate personnel procedures (such as calling out sick, requesting a leave of absence, or notifying his/her manager/supervisor or the Human Resources Department) to avoid unsafe work practices.

Potential indications of a lack of fitness for duty include, but are not limited to:

- Inability to conduct oneself in a professional manner;
- Inability to safely and effectively perform job functions;
- Excessive anger, aggressive behavior, inappropriate language, or other inappropriate conduct;
- Being under the influence of drugs or alcohol;
- Appearing to be hung over;
- Smelling of alcohol or drugs;
- Excessive or unexcused absence or tardiness;
- Carelessness or negligence;
- Violation or neglect of safety regulations, policies, or standards; and
- Violation of other commonly accepted standards of conduct or policies.

Reporting: Any employee who feels for any reason that he or she is not fit for duty should immediately disclose this to his or her manager/supervisor or to the Human Resources Department.

In addition, to maintain a safe work environment, all employees must report to their managers/supervisors or the Human Resources Department any employee observed who may be unfit for duty. Reports will be kept confidential to the extent possible and will be made available only to those individuals with a "need-to-know," unless required by law.

If a manager/supervisor receives a report or otherwise believes that an employee may not be fit for duty, the manager/supervisor must immediately contact the Human Resources Department.

Fitness for Duty Exams: The Human Resources Department or designated senior manager will make a determination, within his or her discretion, whether it is appropriate to require the employee to go for a fitness for duty

examination. A fitness for duty examination is an announced or unannounced medical examination and/or a drug and/or alcohol test.

Employees who are required to report for a fitness for duty examination must report for and consent to the examination as a condition for continued employment. While the examination will not be conducted without the employee's consent, refusal to submit to the fitness for duty examination may lead to disciplinary action up to including termination of employment. If the fitness for duty exam includes a drug and/or alcohol test, the procedures and other information in the Drug and Alcohol Testing section of our Drug- and Alcohol-Free Workplace Policy will apply.

If fitness for duty exam results for an employee are not immediately available, the employee may be placed on administrative leave pending Gateways' receipt of the results. The administrative leave may be paid or unpaid, in Gateways' discretion.

Confidentiality: All information regarding fitness for duty referrals and examinations will be kept as confidential and disclosed only a "need to know" basis unless otherwise required by law, regulation, or contract requirements. Records will be maintained in a separate confidential medical file, apart from the employee's personnel file.

✓ **SEXUAL AND OTHER UNLAWFUL HARASSMENT & DISCRIMINATION POLICY**

It is the policy of **Gateways Community Services** to provide all its employees with a work environment that is free as possible from all forms of illegal discrimination & conduct that can be considered harassing, coercive or disruptive, including, but not limited to, sexual harassment. We seek to maintain a cordial professional workplace where the dignity and respect of individuals is promoted and protected.

Gateways Community Services will not tolerate sexual and other unlawful harassment or any form of illegal discrimination of or by an employee, client, vendor, or any personnel dealing with Gateways Community Services.

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of that person's race, skin color, religion, gender, national origin, age, or disability. Harassment can also occur if conduct is directed toward a person's relatives, friends, or associates. Harassment does one or more of the following:

- has the purpose or effect of creating an intimidating, hostile, or offensive work environment
- has the purpose or effect of unreasonably interfering with an individual's work performance
- otherwise adversely affects an individual's employment opportunities

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

Sexual Harassment is also defined as unwelcome sexual advances (either verbal or physical), requests for sexual favors or other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
2. Submission or rejection of the conduct is used as a basis for making employment decisions; or
3. The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile or offensive work environment

Harassing conduct includes but is not limited to:

- ⇒ Epithets, slurs, negative stereotyping or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, national origin, age, or disability (including jokes or pranks that are hostile or demeaning with regard to race, color, religion, gender national origin, age, or disability) and
- ⇒ written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, national origin, age, or disability and that is displayed on walls, bulletin boards, or other locations or circulated in the workplace.

REPORTING HARASSMENT/DISCRIMINATION

In order to take appropriate action, Area Agency's management must be aware of any form harassment or illegal discrimination. Therefore, anyone who believes that s/he has experienced or witnessed harassment or discrimination should promptly report such behavior to 1) an Immediate Supervisor; 2) Human Resource Director or 3) President/CEO. **Gateways Community Services** will actively investigate all allegations of harassment and other forms of illegal discrimination.

Any supervisor who experiences, witnesses or receives a written or oral report or complaint of harassment or illegal discrimination shall promptly report it to the Human Resources Director and/or President/CEO.

The goal is to provide all employees confidential and reliable procedures for reporting all incidents of harassment or illegal discrimination

At anytime, if an individual does not feel that their report or complaint of harassment or illegal discrimination was address properly, a complaint may be filed with the NH Commission for Human Rights, 2 Channel Drive, Concord, NH 03301 (603) 271-2767

RETALIATION PROHIBITED

Community Services prohibits retaliation against anyone who has reported or assisted in the investigation of a complaint of harassment or any other form of illegal discrimination.

Retaliation, in and of itself, is a form of illegal discrimination.

Consistent with the need to conduct a prompt investigation, **Gateways Community Services** will try to keep complaints, the terms of their resolution and information obtained during the course of its investigation confidential. Employees accused of harassment or other illegal discrimination shall be given sufficient information about the allegations to provide them a reasonable opportunity to respond before any corrective action or discipline is imposed. Witnesses may also need to be informed of all allegations. All employees are expected to be truthful, cooperative and forthcoming in connection with a complaint investigation.

There are absolutely no exceptions to **Gateways Community Services'** policy governing the prohibition of any harassment and illegal discrimination. If it is determined that harassment or unlawful discrimination has occurred, **Gateways Community Services** will take prompt and appropriate disciplinary action(s), which may include the termination of employment of all wrongdoers.

NOTE:

It should be noted because of the nature of Gateways Community Services and the individuals we serve, that there is a unique nature to our workplace. With that in mind, it is important for you to recognize that Gateways Community Services provides services to individuals whose conduct and/or behavior may at times be inappropriate, including sexually inappropriate. It is generally our expectation that such conduct will be addressed through the individual's service agreement and through oral or written communication. However, if you are uncomfortable with the behaviors of the individuals we serve, we encourage you to discuss your concerns with your Supervisor and Program Director. Gateways Community Services will make all reasonable efforts to respond to your concerns. However, we recognize that there will be occasions when program guidelines and the needs of the individuals we serve will require a different level of tolerance for inappropriate behavior that would not otherwise be tolerated under this policy. If you feel that the conditions are intolerable for you, we encourage you to contact the Human Resource Manger or President/CEO to explore the possibility of reassignment or other opportunities within Gateways Community Services.

✓ **DISCIPLINARY ACTION**

Warnings are issued to bring a problem situation to your attention; to allow you the opportunity to give your view of the situation; to discuss a method of solving the problem and explain what future behaviors are expected.

Discipline will take place in private and will be appropriate to the seriousness of the infraction. The normal course of action will be as follows:

- Verbal warning
- Written warning
- Discharge

Warnings will be placed in your personnel file. You are encouraged to add a written statement you feel pertinent to the situation.

Gateways COMMUNITY SERVICES reserves the right to terminate an employee when it deems necessary without following the above procedures. In cases of gross misconduct, discharge may be immediate. In cases of immediate discharge, wages will terminate on the date of dismissal and all wages owed, including unused earn time, will be paid within 72 hours.

Gross Misconduct includes, but is not limited to:

- Any form of willful destruction or theft of property or that of another employee or consumer
- Blatant insubordination
- Being convicted of a felony
- Use or possession of alcohol or illegal drugs during working hours
- Blatant breach of confidentiality
- Blatant refusal to comply with policies and procedures after warning
- Falsifying information to obtain employment or misrepresenting employment or medical records
- Bringing weapons of any type into the workplace
- Any other form of misconduct which would require immediate dismissal in order to protect the consumers and employees and the effective operation and integrity of the services provided by Gateways Community Services.

✓ **EMPLOYEE WORK CONDUCT AND RULES**

In addition to expecting employees to perform their job competently and reliably, Gateways Community Services expects employees to conduct themselves in a professional, ethical and responsible manner that reflects well upon Gateways Community Services that promotes a spirit of cooperation and teamwork among employees and that is respectful of clients, volunteers and members of the public with whom we interact.

Employee responsibilities also include:

- Knowing and upholding the rights of clients at any and all levels and not interfering with their religious, political or ethnic views and customs
- Being punctual, dependable and faithful in attendance as scheduled unless illness or urgent personal problems prevent such attendance and your supervisor is properly notified.
- Advising the office staff of your whereabouts during the workday.
- Prudent use of Gateways Community Service equipment and supplies
- Treating co-workers, clients and their families, and other professionals with dignity and respect at all times.

✓ **ETHICS AND CODE OF CONDUCT**

Purpose and Scope:

Employees are expected to use good judgment, adhere to high ethical standards, and avoid situations that create an actual or perceived conflict between their personal interests and those of the organization. Employee transactions should be ethical and within the law, both in letter and in spirit.

No comprehensive, detailed set of rules can be developed to cover every business situation. This policy outlines some basic guidelines for ethical behavior. Whenever employees are in doubt, they should consult Human Resources.

Gateways Community Services is committed to and widely known for providing high quality services and supports to members of our community so that they can lead meaningful lives in their community. People in our community and our funders expect and deserve this continued high quality from us.

Employees are the face of the organization. Employee behavior reflects upon Gateways Community Services as an organization.

This Employee Code of Conduct and the related policies and practices outline the expectations for workplace behavior, whether in the office, in a consumer's home, or in the community. This applies to all employees of Gateways Community Services, whether full-time or part-time.

Policy:

Created & Approved 5/2010

Everyone deserves to work in an environment where they are treated with dignity and respect. Gateways Community Services is committed to creating respectful workplaces. It brings out the full potential in each of us,

which, in turn, helps us provide quality supports and services and achieve our missions. All talents are important—no one's talents should go to waste.

Gateways Community Services is an equal employment/affirmative action employer. They are committed to providing a workplace that is free from discrimination and free from all types from abusive, offensive, or harassing behavior. Any employee who feels harassed or discriminated against should report the incident to his or her manager or to Human Resources.

All Gateways Community Services employees are expected to perform their jobs competently and reliably. Employees should conduct themselves in a professional, ethical, and responsible manner at all times. We expect cooperation and teamwork among employees that is respectful of consumers, families, co-workers, volunteers, and members of the public. An employee's behavior should reflect the high quality standards of Gateways Community Services.

All employees of Gateways Community Services are expected to know, understand, and follow the Code of Conduct and policies.

- Consumer's rights shall be honored at all times including not interfering with the consumer's religious, political, or ethnic views and customs.
- Harassment, for any reason, will not be tolerated, including harassment related to sex, color, race, religion, national origin, age, disability, sexual orientation, or gender identity. Gateways Community Services is an equal employment/affirmative action employer. Please refer to the organizations' Sexual and Other Harassment Policy.
- Financial misconduct involving the consumer's money, property, or benefits, will not be tolerated. Misconduct includes, but is not limited to: financial exploitation, borrowing money from the consumer, taking the consumer's property or money, having the consumer purchase items for the employee, forging the consumer's signature, falsifying payment record, claiming payment for hours not worked, or similar acts that are intentionally committed by the employee for his/her financial gain.
- Employees should be at work on time according to the work schedule unless illness or an urgent personal problem prevents the person from being at work. If an employee is unable to be at work, their manager must be properly notified according to Gateways Community Services policies.
- Services and supports should be provided according to the consumer's service plan. Employees should be flexible as a consumer's/family's needs change.
- Differences of opinion, whether with a co-worker, consumer, or family member should be handled in professional manner. (See section on communication and working collaboratively later in this policy.)
- Office staff should be notified about your whereabouts during the workday, including being in the community with a consumer.
- Employees shall maintain a presentable appearance at all times while working for Gateways Community Services. Clothing appropriate to an employee's duties should be worn. Attention to good grooming and neatness is mandatory.
- Employees shall not use Gateways Community Services or consumer/family equipment and supplies for personal reasons. All property of the organization, consumer, and family should be treated with respect.

- Employees should submit required information and paperwork in a timely manner, according to policy and practices. No employee shall knowingly submit untruthful or inaccurate information.
- Employees shall not reveal confidential information about consumers, families, Gateways Community Services to unauthorized individuals.
- Employees may not solicit tips, personal gratuities, or gifts from consumers, families, or vendors. Employees may accept gifts of a nominal value (not to exceed \$25.00) such as cookies, flowers, gift cards, or candy if the gift would not influence or reasonably appear to others to be capable of influencing the employee's judgment or provision of services and supports. If the value of the gift is substantial or the employee has questions about acceptance of the gift, they should discuss it with their manager or Human Resources.
- Reporting to work under the influence of alcohol or drugs or the unauthorized introduction, possession, or use of alcohol or drugs while at work is prohibited.
- Violence, fighting, horseplay, verbal threats, violating personal space (for example, "in your face" actions, standing too close, etc.) and other inappropriate conduct are prohibited.
- No employee shall possess firearms (licensed or unlicensed) or other weapons, including knives, while at work.
- Employees are to notify Human Resources within 24 hours of any arrest. Details will be provided in writing to arrest and charge.
- Smoking policies for Gateways Community Services and all community and government buildings shall be observed.
- Every employee shall comply with safety policies and practices.
- Neglect of duty and insubordination shall not be tolerated.
- Conduct either within or outside of work which reflects poorly on the organization.

Violations of this Code of Conduct and the associated policies and practices may result in disciplinary action. The level of discipline will correspond to the gravity of the offense based on the potential effects it would have on Gateways Community Services, consumers, and families.

✓ DRESS CODE

Policy Name:	Dress Code Policy		Policy Review Frequency:	Annually	
Category:	Human Resources (HR)	Date Adopted:	8/14/19		
Approval Authority:	Sr. Management Team	Date Last Reviewed:	8/14/19		
Title of Person Responsible:	Senior HR Director	Regulation Reference <i>(if applicable):</i>		Version Number:	1

POLICY DETAILS

Policy Statement:	To define standards of dress and appearance for Gateways Community Services employees.
Reason For Policy:	Because the nature of Gateways' services vary so greatly, separate guidelines for employees who provide direct care services, and those who do not, have been established. All guidelines have been established with an emphasis on both professionalism and safety.
Who Should Read This Policy:	<i>Please choose ONE employee type listed below:</i> All employees of Gateways (including field employees)

The Policy:	<p>Gateways Community Services employees, whether in the office, in the community with clients, or performing other Agency related business, are a reflection of our Agency. The personal appearance of our employees affects the clients as well as the community's impression of Gateways and its commitment to professionalism and character. All employees' dress should reflect the important nature of the work that we do. Therefore, the Agency expects that all employees will be neat, clean, well-groomed and dressed in a professional manner appropriate for their positions.</p> <p>Managers are responsible for monitoring and addressing issues related to employees' attire. Anyone whose attire is not appropriate may be asked to change and any lost time incurred as a result of this may be at the expense of the employee. There may be situations in which personal choices, such as body piercing and unconventional hair styles, become an issue for the client or family we are serving, or are outside the boundaries of what is conventionally considered professional. Managers will address these issues on a case-by-case basis. If employees have any questions about appropriate dress, they should speak with their manager or Human Resources.</p> <p>Guidelines for Employees Providing Direct Care Services</p> <p>Direct Care Employees include those working directly with Clients on a daily basis in the following programs: Early Supports and Services, Family Managed Employees in Consumer Directed Services and In-Home Supports, Veterans and Caregivers, Gateways for Seniors, Gateways Autism Center, and the Adult Day Program.</p> <p>Because direct care duties require work in a variety of settings, such as the community, work sites, and client homes, the above list is meant to provide overall guidance. When accompanying a client to meetings, job interviews, etc., professional clothing that is appropriate for the setting is required. Likewise, when accompanying a client to a worksite, it is expected employees will adhere to the worksite's dress code policy.</p>
--------------------	---

Category	Non-Direct Care Employees	Direct Care Employees
Fit	Clothing should fit well, not too snugly or too loosely. At no time should undergarments be seen.	
Headwear/Hair	Head must be free of all types of hats/visors/head covers while inside any of the Gateways' buildings unless for medical, cultural or religious purposes.	Head must be free of all types of hats/visors/head covers while inside any of Gateways' buildings unless for medical, cultural or religious purposes. Baseball caps are only allowed when required by a client's behavior plan. Long hair must be pulled back or restrained.
Jewelry		Hanging jewelry, included, but not limited to necklaces, earrings, and facial jewelry, is not permitted if it is a safety hazard.
Sleeves	Long sleeve, short sleeve and sleeveless shirts/tank tops with at least 2-inch thick straps are permitted; tube tops and spaghetti straps of any kind are not permitted.	
Skirts/Shorts	Skirts must be longer than 2 inches above the top of the knee. Capri length pants and Bermuda	Skirts and professional shorts must be no more than 2 inches above the top of the knee. Casual shorts are not permitted.

	length shorts (ending just above the knee) are allowed.	
Form-fitting pants	Spandex, sweatpants, exercise pants or other form-fitting clothes normally reserved for exercise purposes are not permitted. Leggings are permitted when paired with a tunic length top that covers the hip and pelvic region.	Spandex, sweatpants, exercise pants or other form-fitting clothes normally reserved for exercise purposes are not permitted unless engaging in a workout activity with a client. Yoga pants and leggings are permitted when paired with a tunic length top that covers the hip and pelvic region.
Denim	Professional looking jeans are allowed. Jeans must be free of tears and fraying and should fit appropriately.	Pants, including denim, free of holes/tears/stains can be worn. Pants must sit at the waist and be secured with a belt if need be.
Shoes	Shoes should be appropriate to the employee's position with a focus on safety (for example, consider wearing boots in the winter and changing into shoes after entering the building). Open-toed shoes/Sandals are permitted but MUST have a back strap. Mules and flip flops are to be worn at your own risk as we have a new Workers Comp carrier who may not cover an injury if it occurs while employees are wearing these items.	All shoes must be closed at both the toe and the heel. Sneakers or other closed shoes with a sturdy sole are highly recommended. Open-toed shoes/flip flops/heels/open-backed shoes are not permitted at any time. Rubber soled shoes are required for Autism Center employees. When working in family's homes, we want to be respectful of various cultures and traditions and honor requests to remove our shoes.
Provocative Clothing/Undergarments	Sexually provocative clothing is not permitted (clothing that may be considered too revealing, too tight or exposes midriff). There should be no observable lack of undergarment or exposed undergarments, even while reaching overhead.	
Logos/Images/Text	Clothing should be free of images or language that might be considered offensive or vulgar, including pictures of music bands or persons whose public image might be considered offensive or vulgar. In addition, clothing may not include any references to smoking, weapons, drugs, alcohol, sex or politics (including candidates for political office).	
Tattoos	Tattoos that may be considered offensive must be covered while at work.	

✓ ETHICS & CODE OF CONDUCT

Employees are expected to use good judgment, adhere to high ethical standards and avoid situations that create an actual or perceived conflict between their personal interests and those of the organization. Employee transactions should be ethical and within the law, both in letter and in spirit.

No comprehensive, detailed set of rules can be developed to cover every business situation. This policy outlines some basic guidelines for ethical behavior. Whenever employees are in doubt, they should consult Human Resources.

Gateways Community Services and The PLUS Company are committed to and widely known for providing high quality services and supports to members of our community so that they can lead meaningful lives in their community. People in our community and our funders expect and deserve this continued high quality from us.

Employees are the face of the organization. Employee behavior reflects upon Gateways Community Services and The PLUS Company as organizations.

This Employee Code of Conduct and the related policies and practices outline the expectations for workplace behavior, whether in the office, in a consumer's home, or in the community. This applies to all employees of Gateways Community Services and The PLUS Company, whether full-time or part-time.

Policy

Everyone deserves to work in an environment where they are treated with dignity and respect. Gateways Community Services and The PLUS Company are committed to creating respectful workplaces. It brings out the full potential in each of us, which, in turn, helps us provide quality supports and services and achieve our missions. All talents are important—no one's talents should go to waste.

Gateways Community Services and The PLUS Company are equal employment/affirmative action employers. They are committed to providing a workplace that is free from discrimination and free from all types from abusive, offensive or harassing behavior. Any employee who feels harassed or discriminated against should report the incident to his or her manager or to Human Resources.

All Gateways Community Services and The PLUS Company employees are expected to perform their jobs competently and reliably. Employees should conduct themselves in a professional, ethical, and responsible manner at all times. We expect cooperation and teamwork among employees that is respectful of consumers, families, co-workers, volunteers, and members of the public. An employee's behavior should reflect the high-quality standards of Gateways Community Services and The PLUS Company.

All employees of Gateways Community Services and The PLUS Company are expected to know, understand, and follow the Code of Conduct and policies.

- Consumer's rights shall be honored at all times including not interfering with the consumer's religious, political, or ethnic views and customs.
- Harassment, for any reason, will not be tolerated, including harassment related to sex, color, race, religion, national origin, age, disability, sexual orientation, or gender identity. Gateways Community Services and The PLUS Company are equal employment/affirmative action employers. Please refer to the organizations' Sexual and Other Harassment Policy.
- Financial misconduct involving the consumer's money, property, or benefits, will not be tolerated. Misconduct includes, but is not limited to: financial exploitation, borrowing money from the

consumer, taking the consumer's property or money, having the consumer purchase items for the employee, forging the consumer's signature, falsifying payment record, claiming payment for hours not worked, or similar acts that are intentionally committed by the employee for his/her financial gain.

- Employees should be at work on time according to the work schedule unless illness or an urgent personal problem prevents the person from being at work. If an employee is unable to be at work, their manager must be properly notified according to Gateways Community Services or The PLUS Company' policies.
- Services and supports should be provided according to the consumer's service plan. Employees should be flexible as a consumer's/family's needs change.
- Differences of opinion, whether with a co-worker, consumer, or family member should be handled in professional manner. (See section on communication and working collaboratively later in this policy.)
- Office staff should be notified about your whereabouts during the workday, including being in the community with a consumer.
- Employees shall maintain a presentable appearance at all times while working for Gateways Community Services or The PLUS Company. Clothing appropriate to an employee's duties should be worn. Attention to good grooming and neatness is mandatory.
- Employees shall not use Gateways Community Services, The PLUS Company or consumer/family equipment and supplies for personal reasons. All property of the organization, consumer, and family should be treated with respect.
- Employees should submit required information and paperwork in a timely manner, according to policy and practices. No employee shall knowingly submit untruthful or inaccurate information.
- Employees shall not reveal confidential information about consumers, families, Gateways Community Services, or The PLUS Company to unauthorized individuals.
- Employees may not solicit tips, personal gratuities or gifts from consumers, families, or vendors. Employees may accept gifts of a nominal value (not to exceed \$25.00) such as cookies, flowers, gift cards or candy if the gift would not influence or reasonably appear to others to be capable of influencing the employee's judgment or provision of services and supports. If the value of the gift is substantial or the employee has questions about acceptance of the gift, they should discuss it with their manager or Human Resources.
- Reporting to work under the influence of alcohol or drugs or the unauthorized introduction, possession, or use of alcohol or drugs while at work is prohibited.
- Violence, fighting, horseplay, verbal threats, violating personal space (for example, "in your face" actions, standing too close, etc.) and other inappropriate conduct are prohibited.
- No employee shall possess firearms (licensed or unlicensed) or other weapons, including knives, while at work.
- Employees are to notify Human Resources within 24 hours of any arrest. Details will be provided in writing to arrest and charge.

- Smoking policies for all community and government buildings, Gateways Community Services, and The PLUS Company shall be observed.
- Every employee shall comply with safety policies and practices.
- Neglect of duty and insubordination shall not be tolerated.
- Conduct either within or outside of work which reflects poorly on the organization.

Violations of this Code of Conduct and the associated policies and practices may result in disciplinary action. The level of discipline will correspond to the gravity of the offense based on the potential effects it would have on Gateways Community Services, The PLUS Company, consumers, and families.

✓ **NON-DISCRIMINATION AND EQUAL OPPORTUNITY EMPLOYER POLICY**

Policy Name:	Non-Discrimination and Equal Employment Opportunity Policy		Policy Review Frequency:	Choose an item.	
Category:	Human Resources (HR)	Date Adopted:	10/9/19		
Approval Authority:	Sr. Management Team	Date Last Reviewed:	9/19/19		
Title of Person Responsible:	Senior Director of Human Resources	Regulation Reference (if applicable):	Title VII Civil Rights Act of 1964; US Equal Employment Opportunity Commission	Version Number:	1

POLICY DETAILS	
Policy Statement:	Overview: This Policy serves to notify all employees that Gateways will not engage in or tolerate any discrimination against applicants or employees on any of the following bases: Age, Race, Color, Citizenship, National Origin, Religion, Physical or mental disability, Genetic information, Military/Veteran status, Sex, Marital/Familial Status, Sexual Orientation, Gender identity, Pregnancy/childbirth, Status as a victim of domestic violence, harassment, sexual assault or stalking or any other characteristic protected by applicable law.
Who Should Read This Policy:	<i>Please choose ONE employee type listed below:</i> All employees of Gateways (including field employees)

<p>The Policy:</p>	<p>This Policy applies to all aspects of the employment relationship including, but not limited to: recruitment, wages/compensation, benefits, promotion, demotion, training, working conditions, application of policies, corrective/disciplinary action, and termination.</p> <p>Reasonable Accommodation: In support of our commitment, Gateways reasonably accommodates employees' sincerely held religious beliefs, provides accommodation for individuals with disabilities and for pregnancy, and provides other accommodations as required. Employees requiring accommodation are encouraged to contact the Human Resources Department.</p> <p>Reporting Procedure: If an employee believes he or she has experienced discrimination in violation of this Policy, the employee must report the matter to the Human Resources Department. We require reporting of any concerns of this nature so that they may be addressed promptly and appropriately.</p> <p>Retaliation Prohibited: Gateways will not tolerate retaliation against any employee who makes a good faith report of discrimination or who participates in good faith in an investigation of alleged discrimination. Any employee with any concerns regarding retaliation should report the matter to the Human Resources Department. Employees may raise concerns and present reports without fear of reprisal.</p> <p>Consequences for Violating this Policy: Any employee who has engaged in any discrimination or retaliation in violation of this Policy will be subject to disciplinary action, up to and including termination of employment.</p>
<p>Resources:</p>	<p>https://www.eeoc.gov/employers/smallbusiness/resources.cfm</p>

✓ **CULTURAL COMPETENCY STATEMENT**

Gateways Community Services, values diversity and believes that cultural competency is critical to effectively and successfully deliver services in cross-cultural situations. Through cultural competency training, our staff and volunteers will be more capable of meeting the diverse needs of the changing population in our community. We understand that this is a journey by which must commit itself to an on-going process of continuous improvement.

We embrace the following essential elements of Cultural Competency and promote them throughout organization's services, policies and practices.

- Purposeful elimination of barriers to service
- Provision of services that are sensitive to cultural differences in decision making and life events
- Awareness of the dynamics inherent when cultures interact
- Delivery of services in a manner relevant, meaningful and consistent with consumers language, culture and/or religious belief
- Delivery of services by a cultural diverse staff who are culturally competent
- Adaptations of service delivery to reflect an understanding of cultural divers

✓ **GRIEVANCE PROCEDURES**

It is the policy of Gateways Community Services to provide effective and acceptable means to employees to bring problems and complaints concerning their well-being at work to the attention of their supervisors.

Resolution of issues should first be attempted by the complainant and his or her immediate supervisor. Resolution should be documented in the complainant's personnel file and that of the supervisor.

If resolution cannot be reached at this level, a statement of the situation should be prepared by the complainant and the supervisor, either together or separately, and the President/CEO of the will be requested to resolve the situation. Resolution will be documented.

If resolution cannot be reached at this level, the President/CEO will submit the case in writing to Gateways Community Services Board President. Within 10 days of notification of the issue, Gateways Community Services Board President will convene a Grievance Committee of the Board and request they meet to resolve the grievance. The Grievance Committee will meet within 10 days and prepare a written statement of their resolution.

✓ EMPLOYMENT CLASSIFICATIONS

Regular Full Time employees: those employed to work on a regular basis for **35* hours or more per week**. They are eligible for all benefits described in the Employee Handbook, so long as they meet the applicable requirements.

Regular Part Time employees: those employed to work on a regular basis for **at least 20 hours per week but less than 35 hours per week**. They are eligible for only those benefits that are stated in this Employee Handbook to be available to part-time employees.

Part Time employees: those employed to work on a regular basis for **less than 20 hours per week**. This employment status is eligible for discounts and EAP benefits but not entitled to any earned time, insurance or holiday pay benefits.

Per Diem employees: those employees to work on an as need basis. Per diem employees will not be entitled to any earned time benefits, insurance or holiday pay benefits. Per diem staff who do not work for a period of six (6) months will be removed from Gateways Community Services payroll.

Temporary employees: those hired with the understanding that their employment will be of duration of less than six (6) months. Temporary employees will not be entitled to any earned time benefits, insurance benefits or holiday pay.

Family Managed Employee (FME): those employees hired full or part-time in a co-employment situation in Consumer Directed Services where Gateways Community Services serves as the Employer of Record. Individual is identified and supervised for employment by the consumer/participant/family/guardian/representative to provide services and pay rates, hours, schedule and provision of care are negotiated between Family Managed Employee and Consumer/Participant/Family/Guardian/Representative. Employee benefits follow rules for Regular full time, regular part time, part time, per diem, seasonal and temporary employees with the exception of paid holidays. Employees in this classification are eligible for six paid holidays.

Payroll Service employee: those employees to work on an as needed basis to meet the needs of a **fiscal management** (employer of record – Veterans and Transitions in Caregiving employees) service offered to a participant and/or caregiver; to provide family defined services and/or supports. Payroll service employee will not be entitled to any earned time, bereavement, jury duty, insurance, holiday pay benefits or other paid benefits.

Companions: Companions include a classification of employee under the Federal Fair Labor Standard Act (FLSA) that is exempt from minimum wage and overtime requirements. Unless otherwise specified in the Companionship Agreement, a companion employed by Gateways Community Services is entitled to a specified stipend or compensation, workers' compensation, unemployment compensation and FICA (employer's share). Companions are not entitled to any other benefits or protections otherwise available to other employee classifications.

Employment is at will, for no specified duration and may be terminated by either Gateways Community Services or the employee at any time, with or without cause or notice.

✓ **BENEFITS ELIGIBILITY**

Health Insurance benefits will be available the first of the month following 60 days; all other benefits may begin coverage the first of the month following ninety (90) days from date of hire unless noted eligible upon hire. In April 2015, Per ACA compliance employee that are scheduled 30 hours/week or meet the qualifications of 30 hours in a 12-month look-back period will be eligible for health insurance enrollment.

If during the course of employment with Gateways Community Services, an employee changes status from Part-time to Full-time employee, if initial eligibility has been met, the employee will become eligible for Full-time benefits the first of the month following thirty (30) days from the status change and achieving full-time worked hours.

Full-Time Eligible Benefits

Group Health Insurance
Wellness Incentive Program
Dental Insurance
Life & AD&D Insurance
STD/LTD
Flexible Spending Accounts
 -Medical & Dependent Care
Supplemental Life Insurance
Bereavement Time*
 -prorated on hours worked
Voluntary Auto & Home Insurance
Voluntary Pet Insurance (Gateways)
Earned Time
Holiday Pay*
Tuition Reimbursement (Gateways/BDS)
403(b) Retirement Savings*
 -Company match after 1-year

*Eligibility upon hire

Regular Part-Time Eligible Benefits

403(b) Retirement Savings*
 - Company match after 1-year
Voluntary Auto & Home Insurance
 Voluntary Pet Insurance (Gateways)
Earned Time
 -prorated on hours worked
Holiday Pay*
 -prorated on hours worked
Bereavement Time*
 -prorated on hours worked

All Employee Benefits

403(b) Retirement Savings Enrollment*
Employee Assistance Program* (EAP)
Franklin Pierce University – Tuition Discount
Discounts*
E-Learning/On-line Learning*
CA- College of America enrollment
Direct Deposit*

For details regarding benefits – please reference Benefits at a Glance

✓ **BEREAVEMENT TIME**

Employees who wish to take time off due to the death of family member should notify their supervisor immediately.

GATEWAYS COMMUNITY SERVICES – POLICY



Policy Name:	Bereavement Time		Policy Review Frequency:	Every 2 years	
Category:	Human Resources (HR)	Date Adopted:	5/17/21		
Approval Authority:	Board of Directors	Date Last Reviewed:	5/6/21		
Title of Person Responsible:	Senior Director, HR	Regulation Reference (if applicable):		Version Number:	3

POLICY DETAILS	
Policy Statement:	Gateways Community Services offers time off to employees for bereavement for the death of a family member.
Who Should Read This Policy:	All employees of Gateways (including field employees)
The Policy:	<p>Because we understand the definition of family is different for everyone, our bereavement policy is flexible. If you find yourself in the unfortunate situation where an immediate family member passes away, you can take bereavement time to attend services at a maximum of 5 days.</p> <ul style="list-style-type: none"> • Up to five days of paid bereavement time will be provided to employees for immediate family members. Immediate family is defined as: employee's spouse, civil union partner/domestic partner, child, mother, father, step-parents, siblings. <p>For someone who is not an immediate family member, you can take a maximum of 3 days. Just talk with your manager to explain your case and the loss of your family member to obtain approval and submit the time on your timecard.</p> <ul style="list-style-type: none"> • Up to three days of bereavement time will be provided for other family members. Other family members are defined as, but not limited to: grandparents, mother-in-law, father-in-law, grandchild, aunt, uncle, cousin. <p>Paid time off under this policy is given over and above any time allowable under our Earned Time policy and is not considered time worked for the purpose of computing overtime.</p> <p>Paid time off may be used for bereavement leave not included above. Gateways reserves the right to request a copy of appropriate documentation.</p> <p>Employees should make their supervisor aware of their situation. In turn, the supervisor should notify Human Resources of the reason and length of the employee's absence. Proof of death and relationship to the deceased may be required.</p> <p>Bereavement time will be prorated based on the employee's base hours. Bereavement pay is calculated based on the base rate at the time of absence and will not include any special forms of compensation, such as incentives or shift differentials.</p> <p>Supervisors must ensure that bereavement time is noted on the employee's time sheet.</p>

✓ HOLIDAYS & EARNED LEAVE TIME

HOLIDAYS - Eligible for employees scheduled to work 20 hours or more in Full Time Part Time Regular or FME classification.

The actual dates and observance of the holidays may vary from year to year. Specific information is released near the beginning of each calendar year.

New employees must be employed one full week (5 work days) prior to the week in which the holiday falls in order to be paid for the holiday. There will be no holiday pay for holidays which occur during periods of unpaid leave or disability leave.

In order to receive holiday pay, employees must work their scheduled hours prior to and after the holiday unless the employee is on a properly approved earned leave time. Holidays are pro-rated on an employee's budgeted number of weekly hours. For example, a 40 hour a week employee will receive 8 hours of holiday pay. A 32 hour a week employee will receive 6.4 hours of holiday pay.

Temporary employees, payroll service and part time employees who work less than 20 hours per week are not eligible for holiday pay.

EARNED LEAVE TIME - Eligible for employees scheduled to work 20 hours or more in Full Time or Part Time Regular classification.

Earned time is leave time that is accrued per pay period and based on the amount of time employed and the number of work hours budgeted per week. Usage of Earned time hours cannot exceed weekly budgeted hours. If employees have not satisfied their weekly budgeted hours with hours worked then we ask that they supplement their time card with earned time hours (if available) to satisfy their weekly budgeted hours as numerous benefits are based off these budgeted hours. Earned time may be used for vacation, personal business or illness.

Earned time hours can only be used after the initial ninety-day introductory-review period has been completed.

Part time employees working 20 hours or more per week, accrue earned time on a pro-rated basis. The percentage of earned time shall be calculated by dividing the hours worked per week by 40.

Accrual of earned time is based on a calendar year, January 1 through December 31. The maximum amount of earned time hours allowed to carry over from one calendar year to the next for a full-time employee, who works 40 hours per week, is 20 days (160 hours). For eligible employees working less than 40 hours per week, the allowed carry over amount of earned time hours will be pro-rated based on their percentage of earn time accrual rate.

All earned time must be approved in advance, whenever possible, by the employee's contact at Gateways Community Services.

Employees **do not** accrue earned leave time while out on an approved leave of absence or out on disability.

Employees who **voluntarily resign** and provide at least two weeks' notice of resignation from employment with Gateways Community Services or employees who are **involuntarily discharged** from employment with Gateways Community Services will be paid for unused earn time.

Individuals previously employed by Gateways and seeking re-employment will be considered as a new hire if termination of previous employment exceeds more than 1 year (12 months). The re-hire date will be the date that earned time accrual is based upon.

Effective 7/1/18, If during the course of employment with Gateways Community Services, an employee changes status from Per Diem/Part-time to Full-time employee, or from Per Diem/Part-time to Part-time Regular so that they are newly eligible to accrue Earned time, the employees Full-time or Part-time Regular date of hire will be used for purposes of earned time accrual.

The chart below indicates the rate at which a full time, 40 hour/week employee will accrue earned time. For purpose of this chart, the anniversary is measured from the original hire date of the employee.

**EARNED TIME ACCRUAL CHART
EFFECTIVE 07/01/2000**

	EARNED TIME ACCRUAL		
	ANNUAL		BI-WEEKLY
	DAYS	HOURS	HOURS
During 1st Year	15	120	4.62
After 1st Anniversary	15	120	4.62
After 2nd Anniversary	15	120	4.62
After 3rd Anniversary	20	160	6.15
After 4th Anniversary	20	160	6.15
After 5th Anniversary	22	176	6.77
After 6th Anniversary	22	176	6.77
After 7th Anniversary	22	176	6.77
After 8th Anniversary	22	176	6.77
After 9th Anniversary	22	176	6.77
After 10th Anniversary	25	200	7.69
After 15th Anniversary	30	240	9.23

✓ FAMILY MEDICAL LEAVE ACT

Gateways Community Services in accordance with the Family and Medical Leave Act of August 1993 have established the following guidelines for eligible employees requesting FMLA time away from work.

The purpose of this policy is to outline the conditions under which an employee may request time off without pay for a limited period with job protection and no loss of accumulated service provided the employee returns to work.

A family and/or medical leave of absence shall be defined as an approved absence available to eligible employees for up to twelve weeks of unpaid leave per year under particular circumstances that are critical to the life of a family. Gateways Community Services uses a "rolling" twelve-month period method. Leave may be taken upon the birth of the employee's child, upon the placement of a child with the employee for adoption or foster care, when the employee is needed to care for a child, spouse, or parent who has a serious health condition, or when the employee is unable to perform the functions of their position because of a serious health condition.

The provisions of this policy shall apply to all family and medical leaves of absence except to the extent that such leaves are covered under other paid employment benefit plans or policies for any part of the twelve weeks of leave to which the employee may be entitled under this policy. In other words, if an employee is entitled to paid leave under another benefit plan or policy, the employee must take the paid leave first. Furthermore, FMLA will run concurrent with any short-term disability benefit

To be eligible for this leave under this policy, an employee must be **employed for at least 12 months in total**, and must have worked **at least 1250 hours** during the twelve-month period preceding the commencement of the leave.

Gateways Community Services requires medical certification to support a claim for leave for an employee's own serious illness or to care for a seriously ill child, spouse or parent. For the employee's own medical leave, the certification must include a statement that the employee is unable to perform the functions of his or her position. For leave to care for a seriously ill child, spouse, or parent, the certification must include an estimate of the amount of time the employee is needed to provide care. At its discretion, Gateways Community Services reserves the right to require a second medical opinion and periodic recertification at our expense. If the first and second opinions differ, Gateways Community Services, at our expense, may require the binding opinion of a third health care provider, approved jointly by the company and the employee.

If medically necessary for a serious health condition of the employee or his or her spouse, child or parent, leave may be taken on an intermittent or reduced leave schedule. If leave is requested on this basis, however the company may require the employee to transfer temporarily to an alternative position which better accommodates recurring periods of absence or a part-time schedule, provided that the position has equivalent pay and benefits.

When the need for leave is foreseeable, such as the birth or adoption of a child, or planned medical treatment, the employee must provide reasonable prior notice, and make efforts to schedule leave so as not to disrupt company operations. In cases of illness, the employee will be required to report periodically on their leave status and intention to return to work.

To request a Family and Medical Leave of Absence, the employee must contact Human Resources to advise them of the circumstances and time being requested.

✓ FAMILY MEDICAL LEAVE ACT CONTINUED

MILITARY FAMILY LEAVE ENTITLEMENTS

Military Caregiver Leave: Gateways Community Services must grant an eligible employee who is a spouse, son, daughter, parent, or next of kin of a covered service member with a serious injury or illness up to a total of 26 workweeks of unpaid leave during a “single 12-month period” to care for the service member. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness. A serious injury or illness is one that was incurred by a service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank, or rating. The “single 12-month period” for leave to care for a covered service member with a serious injury or illness begins on the first day the employee takes leave for this reason and ends 12 months later, regardless of the 12-month period established by the employer for other types of FMLA leave. An eligible employee is limited to a combined total of 26 workweeks of leave for any FMLA-qualifying reason during the “single 12-month period.” (Only 12 of the 26 weeks total may be for a FMLA-qualifying reason other than to care for a covered service member.)

Qualifying Exigency Leave: Gateways Community Services must grant an eligible employee up to a total of 12 workweeks of unpaid leave during the normal 12-month period established by the employer for FMLA leave for qualifying exigencies arising out of the fact that the employee’s spouse, son, daughter, or parent is on active duty, or has been notified of an impending call or order to active duty, in support of a contingency operation. Under the terms of the statute, qualifying exigency leave is available to a family member of a military member in the National Guard or Reserves; it does not extend to family members of military members in the Regular Armed Forces.

Qualifying exigencies include:

- Issue arising from a covered military member’s short notice deployment (i.e., deployment on seven or less days of notice) for a period of seven days from the date of notification;
- Military events and related activities, such as official ceremonies, programs, or events sponsored by the military or family support or assistance programs and informational briefings sponsored or promoted by the military, military service organizations, or the American Red Cross that are related to the active duty or call to active duty status of a covered military member;
- Certain childcare and related activities arising from the active duty or call to active duty status of a covered military member, such as arranging for alternative childcare, providing childcare on a non-routine, urgent, immediate need basis, enrolling or transferring a child in a new school or day care facility, and attending certain meetings at a school or a day care facility if they are necessary due to circumstances arising from the active duty or call to active duty of the covered military member;
- Making or updating financial and legal arrangements to address a covered military member’s absence;
- Attending counseling provided by someone other than a health care provider for oneself, the covered military member, or the child of the covered military member, the need for which arises from the active duty or call to active duty status of the covered military member;
- Taking up to five days of leave to spend time with a covered military member who is on short-term temporary, rest and recuperation leave during deployment;
- Attending to certain post-deployment activities, including attending arrival ceremonies, reintegration briefings and events, and other official ceremonies or programs sponsored by the military for a period of 90 days following the termination of the covered military member’s active duty status, and addressing issues arising from the death of a covered military member;
- Any other event that the employee and employer agree is a qualifying exigency.

✓ **FAMILY MEDICAL LEAVE ACT CONTINUED**

Spouses employed by the same employer are limited to a combined total of 26 workweeks in a “single 12-month period” if the leave is to care for a covered service member with a serious injury or illness, and for the birth and care of a newborn child, for placement of a child for adoption or foster care, or to care for a parent who has a serious health condition.

FMLA leave may be taken intermittently whenever medically necessary to care for a covered service member with a serious injury or illness. FMLA leave also may be taken intermittently for a qualifying exigency arising out of the active duty status or call to active duty of a covered military member. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer’s operation. Under certain conditions, employees or employers may choose to “substitute” (run concurrently) accrued paid leave (such as sick or vacation leave) to cover some or all of the FMLA leave. An employee’s ability to substitute accrued paid leave is determined by the terms and conditions of the employer’s normal leave policy.

NOTICE REQUIREMENTS

Employee Notice

Employees seeking to use military caregiver leave must provide 30 days advance notice of the need to take FMLA leave for planned medical treatment for a serious injury or illness of a covered service member. If leave is foreseeable but 30 days advance notice is not practicable, the employee must provide notice as soon as practicable – generally, either the same or next business day. An employee must provide notice of the need for foreseeable leave due to a qualifying exigency as soon as practicable.

When an employee seeks leave due to a FMLA-qualifying reason for which the employer has previously provided the employee FMLA-protected leave, the employee must specifically reference either the qualifying reason for leave or the need for FMLA leave.

Employer Notice

When an employee requests FMLA leave or the employer acquires knowledge that leave may be for a FMLA purpose, the employer must notify the employee of his or her eligibility to take leave, including a reason for non-eligibility if the employee is determined not to be eligible. Such eligibility notice may be oral or written and should, generally, be given within five business days of the request for FMLA leave.

Subsequent eligibility notice in the same 12-month leave period may be required when an employee’s eligibility status changes. Gateways Community Services must inform employees of their rights and responsibilities under the FMLA, including giving specific written information on what is required of the employee.

CERTIFICATION REQUIREMENTS

Gateways Community Services will require that an employee’s request for military family leave be supported by an appropriate certification. Gateways Community Services requires that:

- Leave for a qualifying exigency be supported by a copy of the covered military member’s active duty orders and certification providing the appropriate facts related to the particular qualifying exigency for which leave is sought, including contact information if the leave involves meeting with a third party;
- Leave to care for a covered service member with a serious injury or illness be supported by a certification completed by an authorized health care provider or by a copy of an Invitational Travel Order (ITO) or Invitational Travel Authorization (ITA) issued to any member of the covered service member’s family.

Gateways Resources for Employees



You are a **valued member** of the Gateways Community Services' team.

As you provide exceptional services and supports to the members of our community, we hope to provide you with an array of resources to keep you fresh, energized, and well-informed.

We encourage you to review and take advantage of the resources described in the next few pages, including:

- ⇒ Scholarship Opportunities & Educational Opportunities
- ⇒ Training & Employee Skill Development
- ⇒ Gateways' Training Blast Newsletter and Training Calendar
- ⇒ Relias™ Learning Management System (excluding Payroll Service Employees)
- ⇒ Health & Wellness Information
- ⇒ Employee Assistance Program (EAP)
- ⇒ Discounts





Educational Opportunities

Are you interested in solidifying your career in Human Services?

Flexible and Affordable - Associate's Degree Program or Bachelor's Degree Program

Through a partnership with Southern NH University- we offer



College for America makes reaching your educational goals possible.

College for America offers the opportunity to obtain an **Associate's Degree in General Business Studies** or a **Bachelor's Degree in Human Services** through on-line programs with SNHU.

What you can expect from the College for America program:

- ❖ Affordable Tuition: only \$3,000 per year, all-inclusive. This program is also eligible for Financial Aid.
- ❖ Flexibility: all classes are online and self-paced; you set the pace of the program so it fits into your schedule.
- ❖ No grades: all courses are designed for you to master skills and competencies rather than being tested and graded on the material.
- ❖ A fully-accredited and transferable degree from Southern New Hampshire University.

Employees and their family members are eligible to enroll in the College for America program through its partnership with Gateways Community Services.

Flexible and Affordable - Bachelor's Degree Program or Master's Degree Program

Through a partnership with Franklin Pierce University - we offer

FRANKLIN PIERCE UNIVERSITY is proud to offer **Gateways Community Services** employees 20% off tuition towards a degree or certificate. Your professional training can be converted into college credits that apply to either an associate or bachelor degree, while our Prior Learning Assessment program grants up to 45 transfer credits based upon professional development. These credits not only reduce the time needed to complete a degree, but also can save on tuition costs.

Graduate

Master of Education
MBA in Energy and Sustainability Studies
MBA in Health Administration
MBA in Human Resource Management
MBA in Information Technology
MBA in Leadership
MBA in Sports Management
Master of Science in Accounting
Master of Science in Nursing
MSN & MBA Dual Degree
Master of Physician Assistant Studies
RN to MSN

Undergraduate

Accounting - Finance
Criminal Justice
Emergency Medical Services
Healthcare Administration
Human Services
Integrated Studies
Management
Marketing
R.N. to B.S. - Nursing

Associate of Arts

Business
Criminal Justice
General Studies
Human Services

Graduate Certificates

Emerging Network Technology
Energy and Sustainability Studies
Health Administration
Human Resource Management
Nursing Education
Sports Management

FranklinPierce
UNIVERSITY

COURSES ARE OFFERED 100% ONLINE

Check out Franklin Pierce's programs at: franklinpierce.edu/academics

Training & Employee Development

Gateways Community Services encourages all employees to continue developing your skill sets in order to enhance the quality of care given to individuals and families, in addition to boosting your confidence in the very important work that you do. Trainings are offered continuously at Gateways and within the local community that are geared to prepare you with the essential skills and knowledge to make a great care giver.

A standard list of trainings includes:

- ❖ **Introduction to New Hampshire Human Services** – provides an overview of Developmental Disabilities and an Introduction to Client Rights. This four-hour training is held monthly at Gateways.
- ❖ **American Heart Association First Aid and CPR classes** - these trainings are held on the first two Wednesdays of the month from 6:00-9:00pm. Classes may be taken individually or as a set. Successful completion leads to two year certification.
- ❖ **Lost in Laconia** – this two-hour documentary examines the social values and cultural ideals of the twentieth century relative to individuals with developmental disabilities and provides a history of the New Hampshire DD system. Discussion to follow the video presentation. Video showing and presentation are held quarterly at Gateways.
- ❖ **Lift & Transfer** – teaches you how to maintain proper body mechanics so you are keeping yourself and the client you support at optimal health and safety standards. Learn how to successfully transfer from a bed to a wheelchair and vice versa. If needed, bring your specific questions to class for personalized training! Training offered quarterly at Gateways.
- ❖ **Respectful Workplace** – maintaining a respectful workplace is everyone's responsibility. Learn what a respectful workplace is and your rights and responsibilities. Training offered annually at Gateways.



Look for the Gateways Training Blast!

The Training Blast is a newsletter highlighting online and local trainings at Gateways, in our region, and throughout the state. Training topics vary, but all are relative and useful to workers in the human services field. The Training Blast also contains a link to the **Gateways Training Calendar** which encompasses a broader spectrum of trainings offered throughout the state. The e-mail address you gave upon hire will be to the distribution list.

Please notify us of any changes to your e-mail address so that we can deliver you the most up-to-date information.

For further information or questions regarding Gateways education and training resources, please contact:

Denise Bird
Staff Development Coordinator

dbird@gatewayscs.org
144 Canal St. Nashua, NH 03064

603-459-2774

Relias Learning Management System

Gateways Community Services offers enrollment through required or optional training with The **Relias Learning™-RMLS**. This web-based (internet) learning tool provides high quality, pertinent information which is timely, innovative, engaging and useful to Direct Support Professionals (DSPs) and other engaged in the human services work. Once enrolled, you can track what training requirements you have completed as well as access a diverse on-line e-learning library of courses containing a variety of topics at any time.

Gateways Community Services offers a **Training Lab** at 144 Canal Street, Nashua location to accommodate your e-learning needs. You are welcomed to utilize the Training Lab during normal business hours, no appointment or reservation required.

By engaging in a variety of e-learning and other trainings can open doors to new opportunities; by furthering your education and field experience, you will have access to a number of career possibilities.

On the login page of Relias, you will enter your login information. You can also retrieve your username or password if you forget. Also, you can look up the “system requirements” to see if Relias will be compatible with your computer settings!

Title	Due Date	Completed
CSNI-DD Client Rights Online 1.5 hrs	6/28/2014	
In-Home Orientation Checklist - FME 0.5 hrs	8/28/2014	
Acquired Brain Disorder Overview 1 hrs	8/27/2014	
Establishing and Maintaining Boundaries 1 hrs	8/27/2014	
Principles and Practices of Effective Direct Supports 3 hrs	8/27/2014	

Title	Due Date	Completed
Password & Use Protocol 0 hrs	6/17/2014	
Welcome to the Relias Learning Management System (RLMS) 0 hrs	6/17/2014	

On the homepage of your unique Relias account, you will always be able to see what trainings you have coming due. Coming due trainings will be highlighted in yellow, and overdue trainings will be highlighted in red. You can organize your trainings by title or due date, so you never miss a beat! Relias has a library of over 300 courses that are all relevant to the important work that you do. You are welcomed to explore this training site to find the topics that interest you the most. To do so, click on “Add a Course”. You can also search for keywords depending on the subject you are interested in learning about!

Health & Wellness Information

Your Health Matters

We understand that Direct Care, with its many rewards and accomplishments, can be a challenging field. Your health and wellness matter to Gateways Community Services, and we would like you to know that we offer support and resources to help improve your overall wellbeing.

What does Gateways do to promote health?

- ❖ Attend a **Lunch & Learn!** Gateways' hosts one-hour trainings during lunch hours on topics relating to wellness, nutrition, personal development, and more! Lunch & Learns are open to all staff at no cost.
- ❖ Gateways can provide you with links to **Health Risk Assessment** and **Self-Awareness Quizzes**. These resources are free to you to learn more about your health habits, strengths, and risks. These links also connect you with local supports, if you decide you would like to find out additional information.
- ❖ For those employees enrolled on our Health insurance and participating in our Wellness Portal www.myachievement.com you can participate in group challenges, track your fitness activity and goals, share success stories with others, access fun resources and engage with members for a greater sense of community wellness.



Gateways Wellness Mascot, Wally

We want you to **Be Your Best!**

Contact our Staff Development Coordinator to learn more

Employee Assistance Program (EAP)



Available 24/7 800-648-9557 info@kgreer.com



Website: kgreer.com
Company Code: GATEWAYS

EMPLOYEE ASSISTANCE AND WORK-LIFE PROGRAM

A free, confidential program for employees and household members. Here's how we can help:

EMOTIONAL HEALTH	PARENTING	ELDERCARE	LEGAL
<p>Counseling, Consultations & Referrals:</p> <ul style="list-style-type: none"> Alcohol & Drug Concerns Anxiety Chronic Illness Depression Eating Disorders Family & Relationship Concerns Gambling Meditation Mindfulness Partner Violence Smoking Cessation Sleep Issues Stress Management 	<p>Childcare Consultation & Referrals:</p> <ul style="list-style-type: none"> Back-up Care Before/After School Childcare Centers Family Day Care Nannies & In-home Care Summer Camps <p>Information & Support:</p> <ul style="list-style-type: none"> Adolescence Adoption Child Development College Planning New Parents and Pregnancy Special Needs 	<p>Consultation & Referrals:</p> <ul style="list-style-type: none"> Assisted Living Facilities Caregiver Support Community Services Home Health Care Hospice Medicare/Medicaid Nursing Homes Respite Care Social Security Transportation 	<p>Consultation & Referrals:</p> <ul style="list-style-type: none"> Bankruptcy Child Custody & Support Consumer Issues Elder Law Estate Planning Immigration Landlord Tenant Disputes Real Estate Concerns Restraining Orders Separation & Divorce Wills & Trusts <p>*See back for legal disclaimer</p>
FINANCIAL	WORK	CONVENIENCE SERVICES	NUTRITION
<p>Consultation & Referrals:</p> <ul style="list-style-type: none"> Budgeting Credit Problems Debt Management Financial Wellbeing Homebuying Information Insurance Planning Retirement Planning Tax Resources 	<p>Consultation & Referrals:</p> <ul style="list-style-type: none"> Career Exploration Interest Testing Job Performance Concerns Job Search Strategies Resume Review Time Management Work-life Integration Work Stress 	<p>Information & Referrals:</p> <ul style="list-style-type: none"> Community Education Classes Fitness Programs & Trainers Home Cleaning Home Repair Services Moving Services Organizer Services Pet Care Relocation Information Yoga Classes 	<p>Consultation & Information:</p> <ul style="list-style-type: none"> Child Friendly Meals Diabetes Food Allergies Gastrointestinal Problems Healthy Eating High Blood Pressure High Cholesterol Lactation Weight Management

Are you looking for additional hours?

Would you like to be connected with a family who is looking for your unique skillset?

Reach out to Denise Bird, Staff Development Coordinator (email: dbird@gatewayscs.org or phone: 603-459-2774) as she is involved with recruitment efforts for Direct Support Professionals and may be able to match with a family in need.



FREE Access to Discounts & Other Savings:

Gateways Community Services offers Working Advantage to provide employees with discounts and savings: *(At no cost to you!)*



www.workingadvantage.com

Gateways Community Services Member ID: 706888456
Customer Service Phone Number: 1-800-565-3712



Go to

Check out discounts all across New Hampshire

[Nashua Eye Associates](#) offers employees up to **20% discount** for services.

Just present a current paystub from Gateways for the discount.

[Advantage Insurance](#)

www.abinh.com

Non-Profit Employee Discounts available for quality and reliable auto, home or renters' insurance. Call for a free, no obligation quote. 603.262.3300 800.698-2750

[CommonKindness – Coupons and more](#)

www.commonkindness.com

Find and link to "Area Agency of Greater Nashua"; as you use coupons off this site, Gateways has an opportunity to earn a donation. Also check out Common Kindness on Facebook and Twitter

Seasonal Discounts

[Canobie Lake](#) Discount Admission Tickets

[Water Country](#) Discount Admission Tickets visit www.watercountry.com/GATEWAYS

More information available in Human Resources



TIMEKEEPING & PAY DAY

All employees in the exempt, non-exempt, full-time, part-time and temporary classifications are responsible for completing a time sheet.

If you are unaware of the procedures to do so, please contact either your Gateways Community Services contact or the HR/Payroll department.

PAYDAY IS BI-WEEKLY ON FRIDAY

- ⇒ **Pay Period:** Shall be defined as two weeks of work, beginning on a Saturday at 12:01 A.M. and running until the second following Friday at midnight. Our pay period is a 14-day period.
- ⇒ After timesheets are processed, “live” paychecks are mailed to your home for Friday delivery (pay day) unless you arrange with Payroll to pick up your paycheck at our main office located at 144 Canal Street, Nashua, NH 03064.
- ⇒ Direct Deposits are available on Friday (pay day). We encourage our employees to sign up for Direct Deposit as we have no control over U.S. Mail delivery.
- ⇒ Paystubs will now be available electronically in the Employee Self Service part of the Paycom system.

TIME SHEETS NOW AVAILABLE ONLINE

Additional paper timesheets are available at
Gateways Community Services' front desk
or @ Gateways Community Services website

www.gatewayscs.org

Under Forms and Resources



****Timesheets are due at Gateways Community Services before 9:00 am on the Monday following the end of each two-week pay period****

All CDS and Staff Employees: Electronic Timesheets must be submitted through the Paycom time and attendance system before 9am on the Monday following the end of the pay period: Seniors, Caregiving and Veteran's Program employees, timesheets must be:

1. Dropped off at the front desk during regular Gateways business hours (8:30 am-4:30 pm, Monday–Friday);
2. Dropped off **after business hours** in the red drop box located on the building with the ramp entrance;
 - Available 24/7
3. By fax to **603-459-2726**
4. Scanned, signed* and emailed to:
 - For Gateways for Seniors G4Stimesheet@gatewayscs.org
 - For transitioning in Caregiving and/or Veteran's fmimesheet@gatewayscs.org
 - For other employees to your Gateways contact email
5. Mailed in an envelope to:

Attn: [Insert Program Code],
Gateways Community Services,
144 Canal Street, Nashua, NH 03064



***ALL TIMESHEETS MUST BE SIGNED BY EMPLOYEE AND SUPERVISOR**

Completing the Timesheets

- Please reference the Gateways Payroll schedule which shows pay periods and due dates on the back of the timesheet or on our website.
- For CDS and Respite employees, you will use one electronic timesheet for all your hours worked.
- For Gateways for Seniors employees, you will use one timesheet per participant.
- Enter the **Date** for each day worked in each Date column (MM/DD/YY).
Enter Program Code: _____
- Record both the **Time In** and the **Time Out** as actual time. Select/Circle **AM** or **PM** in each instance.
- For paper timesheets -Under regular hours column round **total time worked** to the nearest quarter hour.
Example: 8:14 PM – 11:00 PM = 2.75 hours
8:29 PM – 11:00 PM = 2.5 hours
- Paper Timesheets must reflect partial **Hours** in decimals:
 $\frac{1}{4}$ hour = .25
 $\frac{1}{2}$ hour = .5
 $\frac{3}{4}$ hour = .75
 Example: 7:29 PM – 11:45 PM = 4.25 hours
 Record 4.25 hours in the **Regular Hours** column:
 See the chart below for reference.
- In the last column, please enter the Client Code (Job Code) of the individual you assist. You will be provided with the appropriate code.
- Separately total the number of hours worked each week and then add these hours together and record in the **Totals for Both Weeks**.
- At the top of the timesheets, **Print** and **Sign your Name** and enter:
Period Ending Date – The last day of the payroll period (always a Friday)
 Have your **Supervisor** verify your hours and then **Sign** the timesheet.

Round Total Hours for Each Row to the Nearest quarter hour:
Closest to hour = .00 1 to 7 minutes= .00
15 mins= .25 8 to 22 minutes= .25
30 mins= .50 23 to 37 minutes= .5
45 mins= .75 38 to 52 minutes= .75
1 hour 53 to 60 minutes= 1.00

Scheduled (Default) Hours

Scheduled (Default) hours are the total amount of hours an employee is scheduled or budgeted to work in one single pay period. It is calculated by taking the assigned amount of hours per week and multiplying them by 2 (two weeks in one pay period). *Example: Jane Smith works 35 hours a week. Her scheduled(default) hours equal 70.*

Employees must meet their scheduled (default) hours every pay period if they are full time* employees. **If a full time employee does not meet their scheduled/default hours in any given pay period, earn time will be used to meet scheduled/default hours.**

Full Time 35 hours or more per week

Full time classified employees is an employee that is scheduled and works 35 – 40 hours per week. Scheduled (Default) hours range between 70 – 80 hours biweekly.

Any employee can be assigned to two or more cost centers/clients to reach any given employment status.

<i>Paid Time Off Benefit Eligibility</i>			
<i>Weekly Hours</i>	<i>Biweekly Hours</i>	<i>Status</i>	<i>Paid Time off Benefits</i>
0-19	0-38	Per Diem/PT	None
20-34	40-68	Part Time Regular	Pro-rated** Holiday & Earned Time Accrual
35+	70-80	Full Time	Pro-rated** Holiday & Earned Time Accrual

Part Time Regular 20-34 hours per week

A part time regular employee works 20 – 34 hours a week. The scheduled (default) hours range between 40 – 68 hours biweekly.

Pro-Rated** hours calculation is taking scheduled/default hours calculated by dividing the hours worked per week by 40 as a percentage of an (8) eight hour work day

- i.e. An employee is scheduled to work 28 hours a week; Eligible pro-rated holiday/scheduled(default) daily hours would be determined taking 28 hours divided by 40 hours = 70% 70% x 8 hours= 5.6 hours

Part Time / Per Diem up to 19 hours

Part time or per diem employees work 0-19 hours a week. Scheduled (default) hours range between 0-38 hours biweekly. Under this classification, there are no paid time off benefits. **If you have any questions regarding benefit eligibility, please contact Human Resources.**

Earned Time

If an employee works their regularly scheduled (default) hours, they cannot request to use earned time. Earned time is only used to make up hours not worked. **Once an employee's scheduled (default) hours are met during any given pay period, earned time will not be paid out.** (*This could be a combination of hours worked & holiday pay*)

In the circumstance employees' scheduled (default) hours are reduced, the employee may use their earned time to maintain current default hours for **one pay period only**. After the employee uses earned time to maintain their scheduled(default) hours for one payroll cycle, the employees' scheduled(default) hours will be reevaluated and the new scheduled (default) hours will be effective. If the employees scheduled(default) hours are below 40 biweekly (20 hours per week) they will no longer accrue earned time. The employee still has the option to use their available balance of earned time during any given pay period if the earned time does not exceed their scheduled(default) hours.

Holiday Pay

Gateways Community Services offers field employees based on Part-Time Regular and Full Time classification, a six(6) paid holiday benefit for a field employee who works before and after the holiday. Employees will get paid for hours worked on reported and the recognized holiday based on pro-rated hours eligibility. Holiday hours are an additional benefit; the holiday hours will not be considered into an overtime calculation. Only regular hours worked over 40 in each week of the pay period qualify as overtime. *(Prior to overtime being worked, an employee MUST contact Gateways)*

Holidays are pro-rated** on an employee’s scheduled amount of weekly hours.

i.e. An employee is scheduled to work 28 hours a week; Eligible pro-rated holiday hours would be determined taking 28 hours divided by 40 hours = 70% 70% x 8 hours= 5.6 hours

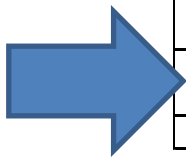
A 40 hour a week employee will receive 8 hours holiday



Documenting Earned Time and Holiday Hours

If you are eligible for Holiday Hours or entering Earned Time on your timesheet, DO NOT fill in time in and time out. Only fill in the date and how many Holiday/Earned Time Hours you qualify for, as shown in the example. Any date with time in and time out recorded will be paid as actual hours worked in addition to holiday pay.

DAY	DATE	TIME IN Hours	AM PM (circle)	TIME OUT Hours	AM PM (circle)	REGULAR HOURS	OT HOURS	EARNED TIME	HOLIDAY HOURS	CLIENT CODE
Tue	07/01/14	9:00	AM PM	3:30	AM PM	6.5				ABC123
			AM PM		AM PM					
Wed	07/02/14	9:00	AM PM	3:30	AM PM	6.5				ABC123
			AM PM		AM PM					
Thu	07/03/14	9:00	AM PM	3:00	AM PM	6				ABC123
			AM PM		AM PM					
Fri	07/04/14		AM PM		AM PM				6.4	ABC123
			AM PM		AM PM					
SECOND WEEK TOTALS:						19	.	.	6.4	ABC123



Questions? Call: 603-459-1781 or Email: payroll@gatewayscs.org

Tips on Successful PAPER Timesheets

Timesheets are **legal documents** to report time; take the time to complete them truly and accurately!

- ✓ Confirm the dates match the payroll period;
- ✓ Double check for week 1 and week 2;
- ✓ Be sure both the employee and supervisor's signatures are completed before submitting;
- ✓ Report actual time worked—round to nearest 15 minutes under Regular hours
- ✓ Be sure to note your Program/Client Code;
- ✓ If you make a mistake, or cross-out information; you, the employee, need to initial the correction. Do not use white-out.
- ✓ Submit timesheets by 9am the Monday following a period ending date to Gateways Community Services
- ✓ Reference *Sample Timesheet*



**** Timesheets are due at Gateways Community Services
Before 9:00 am on the Monday
following the end of each two-week pay period****

Thanks for your cooperation!



Biweekly Timesheet

Payroll Period Ending Date: **1/11/2019**
PP 2

Client Code: _____

Provider Name: (please print) _____

Provider Signature: _____

Supervisor Name: (please print) _____

Supervisor Signature: _____

Date Received Stamp

Dept Approval:

PAYROLL OFFICE USE ONLY

DAY	Date MM/DD/YY	TIME IN	AM PM (2:00)	TIME OUT	AM PM (2:00)	REG Work Hours	HH Aide	Travel Time	ET	HOL	OT	Please check to indicate services provided			
												Personal Care	Meals	Cooking	
SAT	12/29		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
SUN	12/30		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
MON	12/31		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
TUE	1/1		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
WED	1/2		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
THU	1/3		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
FR	1/4		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
First Week Total:															
This is a legal document. Initial any changes or corrections. DO NOT USE white out or pencil.															
SAT	1/5		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
SUN	1/6		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
MON	1/7		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
TUE	1/8		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
WED	1/9		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
THU	1/10		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
FR	1/11		AM PM		AM PM								Personal Care	Meals	Cooking
			AM PM		AM PM								Homemaker	Errands	HH Aide
Second Week Total:															
TOTAL HOURS WORKED FOR BOTH WEEKS:						REG	HH Aide	Travel	ET	HOL	OT	*Round totals to the nearest quarter hours*			
												15 mins = .25 30mins = .50 45 mins = .75			

Timesheets are DUE by Monday at 9am following the Period Ending date

How to Submit Timesheets

Fax to (603) 459-2726

Scan and Email to: G4STimesheet@gatewaysforseniors.org

Drop off/Mail

Front Desk 8:30-4:30 M-F or Red Lock Box 24/7
 144 Canal Street, Nashua, NH 03064



Travel Time for Personal Care Workers

Effective February 28, 2015

Gateways for Seniors, in compliance with the Home Care worker Travel Pay requirements; under the FLSA- Fair Labor Standards Act; Regulation 29 CFR 785.33 will be begin on February 28, 2015 to pay for travel time between clients.

A worker who travels from home to work and returns to his or her home at the end of the workday is engaged in ordinary **home-to-work travel** which is a normal occurrence of employment. Normal travel from home to work and return at the end of the workday is not work time and is **unpaid**.

If a worker travels between the homes of more than one client during the day that travel is considered all in a day’s work and must be paid. Travel Pay will be paid at the Z60 CFI rate for all workers.

Travel Pay is when you are scheduled assignments from one client to another; such time travel time/break must be documented as “travel time” on your timesheet and **will be paid** as consecutive hours worked.

Example:

You start your day at Client A – time from home to work is unpaid

You work 8am-10am with Client A, then drive to Client B; it takes you 15 minutes to arrive at Client B;

you start work at 10:15am with Client B to 12noon

You would record 8am-10am as 2 hours worked
 15 mins (or .25 hours) as travel time;
 10:15am - 12noon as 1.75 hours worked

If a worker is scheduled with two (2) or more clients during the day and there is a gap of reporting time with the client; the worker should report reasonable travel time from Client A to Client B if within the same date.

Example:

You start your day at Client A – time from home to work is unpaid

You work 8am-10am with Client A, then do not need to report to Client B till 2pm

You are free to spend your time from 10am to 2pm as you wish;

Travel time will be recorded as the *reasonable time* from Client A to Client B(no matter where you start your travel from during this gap of time) The reasonable time from Client A to Client B is 10 minutes.

You arrive at Client B at 2pm and work till 4pm

You would record 8am – 10am as 2.00 hours worked
 10 minutes (or. 25 hours) as travel time; (reasonable time between Client A&B)
 2pm – 4pm as 2 hours worked



FAQs - Frequently Asked Questions Travel Pay

I work with two(2) clients in the same building. Is there travel pay between these two clients?

Travel pay is time to travel from one client to another. Within the same building a "reasonable time" might be only 5 minutes.

My first client is scheduled from 8am-10am and my second client is scheduled at 10:30am in the same building. Would my travel time be 30 mins?

No - it would still be the reasonable time between Client A and Client B (maximum 5 mins). This is the gap that can occur between clients, and only reasonable travel time can be recorded.

How do I record Travel Time?

On the revised timesheet, list travel time on the 2nd client's (or following client's) timesheet (where you traveled to) as follows;

Example:

Client A 8am to 10am 2 hours under hours worked

Travel from Client A to Client B is 15 mins

Note 10am to 10:15am on the timesheet (as time in/out) on Client B's timesheet;

mins ↓ under Travel Time column record .25 =15

Round Total Hours for Each Row to the Nearest quarter hour:
Closest to hour = .00 1 to 7 minutes= .00
15 mins= .25 8 to 22 minutes= .25
30 mins= .50 23 to 37 minutes= .5
45 mins= .75 38 to 52 minutes= .75
1 hour 53 to 60 minutes= 1.00

DAY	Date MM/DD/YYYY	TIME IN	AM PM (Circle)	TIME OUT	AM PM (Circle)	REG Work Hours	HH/Aide Hours	Travel Time	Earned Time	Holiday Hours	OT Hour s	✓ Please check to indicate services provided		
SAT			AM PM		AM PM							Personal Care	Meals	Cueing
			AM PM		AM PM							Homemaker	Errands	HH Aide
SUN			AM PM		AM PM							Personal Care	Meals	Cueing
			AM PM		AM PM							Homemaker	Errands	HH Aide

Reference Timesheet Example



FAQs - Frequently Asked Questions

Should I list Travel Time as *time in and time out* or just the total time?

It would depend. If travel time results in continuous work, yes. List time in and time out on the timesheet. i.e. Client A worked from 8am-10am, then travel 15 mins to Client B; start with Client B at 10:15am – this example you would record Travel time as time in and time out.

If Travel Time is not continuous—gap in time between clients, you would list only the summary in Travel Time column. i.e. Client A worked from 8am-10am; Client B is scheduled for 3pm; reasonable travel time is 15 mins. – List .25=15mins in the Travel Time column only on Client B's timesheets.

Will Travel Time put me into Overtime?

Travel Time is hours worked, so it could be subject to Overtime pay. HOWEVER, this is where planning must be key. Under Gateways for Seniors Policy, overtime (hours over 40 hours in a single week) must be approved prior to being worked. We will be working with each staff member to avoid going into overtime due to travel time.

Will Travel Time increase my scheduled hours for benefit eligibility?

Benefit eligibility will be based on scheduled hours worked with clients. Travel time is a variable that will not be included in the scheduled hours – for benefit eligibility on a weekly/bi-weekly basis.

0-19 hours Part Time or Per diem

20-34 hours Part Time Regular (eligible for pro-rated holiday and earn time benefits)
30 hours scheduled in April 2015 will be eligible for health insurance benefit

35-40 hours Full Time (eligible for full time benefits and must maintain scheduled hours)

Travel Time cannot be used to reach your “scheduled hours” with clients for benefit eligibility.

I do not drive myself, but have reliable transportation by rides or public transportation. Do I still qualify for travel time?

We request that you provide reliable transportation for your work assignments. Yes, travel time is time spent between clients. If a worker travels between the homes of more than one client during the day that travel time is considered all in a day's work and must be paid. The “reasonable time” between locations will be paid.

If a spouse or friend is considered your regular means of transportation, Gateways may request proof of car insurance.

FAQs - Frequently Asked Questions Travel Pay



How do I report my mileage with my Travel Time?

Mileage is not typically paid.

Under the regulations of the CFI(Choices for Independence) - Personal Care Services Program mileage must be approved by BEAS (Bureau of Elderly and Adult Services)and recorded according to CFI regulations; unauthorized transportation cannot be reimbursed. Your Gateways' supervisor will inform you if this applies to the client(s) you are assigned.

For Private Pay clients, you may submit for Mileage reimbursement when transporting the client during your shift.

Example: Travel Time/Mileage

Client A/CFI Client: you report to work for 10am and worked till 11:30am

Travel time from Client A to Client B is 15 mins

Client B/Private Pay: you work from 11:45am to 1pm – on this day you take the client grocery shopping

Reasonable travel time to Client C is 15 mins. There is a gap and you report to work at 5pm

Client C/CFI Client: you work from 5pm to 6pm doing meal preparation.

- You would record
- List time in as 10am and time out as 11:30 am and note 1.50 under hours worked
 - List 15 minutes (or. 25 hours) as travel time; (listed on client B's timesheet)
as Time in 11:30am Time Out 11:45am under Travel Time .25 hours
 - List Time in as 11:45am and Time out as 1:00pm as 1.25 hrs work on Client B's timesheet
 - On client C's timesheet note Reasonable Travel Time of 15 mins as .25 hrs without time in/ time out – just as summary under Travel Time
 - On Client C's timesheet, report 5pm as time in and 6pm as time out as hours worked.
- Submit mileage reimbursement for Client B transportation for grocery Shopping.

What if I forget to list my Travel Time? Will I still get paid Travel Time?

Like all timekeeping, each employee is responsible for accurate and timely reporting of all hours worked.

In most case, I will not be reporting Travel Time. Do I have to start using the new timesheets?

Yes, all Gateways for Seniors workers will start using the new timesheet effective February 28, 2015 for the pay period of 2/28/2015 to 3/16/2015 and on-going.



Sleeping Time/Overnight Care

On duty for less than 24 hours
On duty for more than 24 hours

Policy

Under certain conditions an employee is considered to be working even though some of his time is spent in sleeping. Gateways Community Services follows the guidelines under Title 29 Section 785 US Department of Labor.

Less than 24-hour duty (Section § 785.21)

An **employee** who is required to be on duty for less than 24 hours is working even though he is permitted to sleep or engage in other personal activities when not busy.

If you are required to be on duty for **fewer than 24 hours**, all of the duty time is probably hours worked, even though he or she is permitted to sleep or engage in other personal activities when not busy.

For example:

A college student is employed to work in a nursing home from 6 p.m. to 8 a.m. He or she must help the clients to bed and help them get up in the morning. Between the hours of 9 p.m. and 6 a.m. the employee is allowed to study, watch television, sleep, etc. but must be available to handle emergencies or help the clients when they need to get up during the night. **All of the time is hours worked**

Duty of 24 hours or more (Section § 785.22)

Where an employee is required to be on duty for 24 hours or more, Gateways Community Services will exclude bona fide meal periods and a bona fide regularly scheduled sleeping period of not more than 8 hours from hours worked, provided adequate sleeping facilities and the employee can usually enjoy an uninterrupted night's sleep. If sleeping period is of more than 8 hours, only 8 hours will be credited.

Interruptions of sleep

If the sleeping period is interrupted by a call to duty, the interruption must be counted as hours worked. If the period is interrupted to such an extent that the employee cannot get a reasonable night's sleep, the entire period must be counted. If the sleeping period is interrupted to such an extent that the employee does not get at least five hours of sleep, and these need not be consecutive, the employee will be compensated for the entire eight hour sleep period at the regular rate of pay.

Adopted from Title 29
Part 785 Code of Federal Regulations
U.S. Department of Labor
Employment Standards Administration
Wage and Hour Division

USE OF PERSONAL VEHICLE POLICY AND PRACTICE STATEMENT REGARDING MILEAGE REIMBURSEMENT

Purpose and Scope

Reimbursement for mileage requires updated driver's license and vehicle insurance on file

Focus Area: Employees eligible for mileage reimbursement

Employees who utilize their vehicle as part of their job are required to possess a valid driver's license and carry adequate auto bodily injury and property damage insurance coverage. An employee will not be allowed to use their personal vehicle to transport consumers or travel for company business if they do not have vehicle insurance. All employees are responsible for reporting to Human Resources any accident or occurrence, loss of their driving license or discontinuation of vehicle insurance.

Gateways Community Services provides mileage reimbursement for **pre-approved** job-related travel/transportation. The purpose of providing mileage reimbursement for job-related travel/transportation is to help offset the costs that are associated with gas, vehicle insurance, wear-and-tear & automobile maintenance.

Effective March 1, 2012 Gateways Community Services will pay mileage reimbursement as follows:

Client travel/transportation: \$.45 per mile

Mileage Reimbursement sheets are to be completed each payroll ending date. Mileage reimbursement sheets are to be signed by Family Managed Supervisor and then submitted to your Gateways contact for payment.

Employees must maintain accurate documentation of any business-related expenses incurred on behalf of Gateways Community Services that need to be reimbursed. Receipts and detailed explanations of expenses must accompany all reimbursement requests. Mileage and Expense reimbursement request may be submitted weekly, bi-weekly or monthly. Request should be submitted **no later than 45 days after occurrence**. If not submitted within 45 days after occurrence, mileage reimbursement will be forfeited.

It is strongly recommended for an employee that uses a personal vehicle for Gateways Community Services business to contact their individual insurance agency to review the vehicle policy by asking the following questions:

- ✓ Does my current policy cover use of incidental business purposes?
(i.e. travel to meetings a few times per month)
- ✓ Does my current policy cover extensive use for business purposes?
(i.e. your vehicle is used for agency work as much as or more than for personal purposes)
- ✓ Does my current policy cover an accident if I am transporting a consumer(s)?
(i.e. to doctor appointment)

If the insurance agent's response is "no" to any or all of these questions, then you will need to ask your insurance what would be needed to be properly covered for these work travel situations.

The Gateways Community Services insurance broker, USI, has advised the following:

- "Standard insurance policies" often include "use for business purposes," however, if there is an expectation a staff person's vehicle will be used extensively for travel to programs, meetings,

and/or transporting consumers, then staff should check with their individual insurance agencies to determine if they have proper coverage on their vehicle.

- The Gateways Community Services' general liability or property insurance policies do not cover staff personal vehicles.
- There is no insurance company known that will pick up the physical damage to a vehicle that is not owned and registered to Gateways Community Services. Likewise, personal liability for another vehicle owner cannot be covered by a policy issued in the name of Gateways Community Services.

Mileage Forms are available online @
www.gatewayscs.org
Under Forms and Resources

Practice Statement regarding Mileage Reimbursement

It is the responsibility of each employee to update their personal information with Gateways Community Services Human Resources. If an employee fails to provide proof of current valid driver's license and current vehicle insurance, any mileage reimbursement request for payment will be suspended until such documentation is received by Human Resources. Once current records are verified, approved mileage reimbursements will be processed.

Note:

Pre-Approved Expenses are also captured on the reimbursement form. Please reference attached sample for proper completion of the form.

Direct Deposit



“Why would I want Direct Deposit ?”

It’s faster. Instead of a paper check being printed, your paycheck is immediately deposited into your bank account. There is no paper check to collect. You don’t have to wait by the mailbox for your check to arrive. There’s no need for you to stand in line at the bank to cash or deposit your check. On payday, your paycheck is in your bank account, earning interest, not in your hand, waiting to get deposited.

It’s more secure. No paper check means any possibility of the check getting ‘lost in the mail.’ Robbery, merely unlikely with a paper check, is not possible with Direct Deposit. Direct Deposit is also more accurate; there is no chance for teller error when depositing your check (such as an incorrect account number or dollar amount).

It’s cheaper. Not only does your employer save from electronic transfers, so do you! Many banks offer a free checking account if you have Direct Deposit. Those that don’t will often offer a discount on the normal monthly fee. Check with your bank for specific details.

**The appropriate forms are in your employee handbook to sign up for direct deposit.
The form marked “Payroll” is for Payroll direct deposit.
The form marked “Mileage and Expense Reimbursement” is for Mileage.**

Remember: Direct Deposit saves you time and gas money.



No more running off to the bank to cash or deposit your Gateways payroll or mileage check!

No more waiting in line at the bank!

No more chance of checks getting lost in the mail and no more chance of teller error.

**Don’t have a bank account because you’re worried about bank fees?
Many banks waive bank fees if you direct deposit your paycheck**



AGREEMENT TO ABIDE BY GATEWAYS COMMUNITY SERVICES POLICIES AND PROCEDURES

I understand that employment is at will, for no specified duration and may be terminated by either Gateways Community Services or myself at any time, with or without cause or notice.

I have received and understand it is my responsibility **to read and comply** with the policies & procedures of Gateways Community Services which include but are not limited to:

- **Personal Care Services Key Concepts**
 - Gateways for Seniors Client Team
 - Best Practices
- **Human Rights**
 - Home Care- Patient Bill of Rights RSA 151:2
 - Protective Service to Adults; RSA 161-F; & Child Protection Act; RSA 169-C
- **Health & Safety**
 - Incident and Accident Reporting; Workers' Compensation
 - In Home Care Services Emergency/Fire
 - Personal Vehicles/Driving Safety
 - TB –Tuberculosis General Facts
 - Universal Precautions – Bloodborne Pathogens
 - Body Mechanics Techniques - Lifting Basics & Stretches
 - Managing Food borne Illness
 - Infection Control – Handwashing
- **HIPAA Compliance & Confidentiality**
 - HIPAA Basics Use of Email - Password Protecting a Document
- **Policies and Procedures**
 - Internet Postings/Social Media Computing Policy
 - Drug Free Workplace Policy
 - Sexual & Other Unlawful Harassment & Discrimination Policy
 - Disciplinary Action
 - Employee Work Conduct and Rules/Personal Appearance
 - Non-Discrimination and Equal Opportunity Employer
 - Cultural Competency Statement
 - Grievance Procedures
 - Employment Classifications
 - Benefit Eligibility
 - Holidays & Earn Time
 - Family Medical Leave Act
- **Gateways Resources for Employees**
 - Educational Opportunities
 - Training & Employee Development / Training Blast
 - E-Learning –Relias™
 - Health & Wellness – Be Your Best!
 - Employee Assistance Program
- **Timekeeping**
 - Travel Time for PCSP Worker / Sleep Time/Overnight Care
 - Mileage and Expense Reimbursement
 - Direct Deposit

I understand that failure to comply with the policies and procedures could result in disciplinary action up to and including termination of employment.