



NATIONAL
CHILDREN'S
ALLIANCE™

Supporting Documents

Standard 9

Organizational Capacity

Criteria

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LaGrange, Georgia

2018

Children's Advocacy Center of Troup County

A program of Twin Cedars Youth and Family Services, Inc.



- 1. Job Descriptions**
- 2. Personnel Policies**
- 3. Financial Management Policies**
- 4. Document Retention and Destruction Policies**
- 5. Safety and Security Policies**

1. Job Descriptions

Program Coordinator
Child Advocacy Center
Job Description

Qualifications

Masters degree in social services or related field preferred.
Five years supervisory experience in human service delivery.
Ability to work effectively with multiple disciplines in human service delivery.
Paralegal training and strong knowledge of court system a plus.
The ability to handle highly sensitive issues a must.

Organizational Relationships

Reports to Community Services Manager.
Supervises Volunteer Coordinator.
Interacts with entire TCYS staff.

Description of Key Responsibilities

Serves as countywide child abuse protocol coordinator.

- Serves as interagency intermediary to ensure compliance with child abuse protocol.
- Chairs annual Child Abuse Protocol meeting between service agencies.
- Prepares and updates annual child abuse protocol and ensures signing by appropriate parties.

Serves as panel chair of Troup County Child Fatality Review Panel.

- Coordinates and facilitates review for each child fatality in Troup County.
- Reports findings and recommendations to State of Georgia Child Fatality Review Panel.

Serves as co-chair of multidisciplinary team that reviews all child abuse complaints.

- Schedules and notifies all involved parties of monthly reviews.
- Ensures that every referral has thorough investigation and follow through.
- Maintains positive relationship and open communication with Assistant District Attorney (co-chair).

Serves as Coordinator of Child CAC where child victims of abuse are interviewed.

- Serves as certified forensic interviewer for child abuse victims.
- Remains current on all trainings and certifications.
- Oversees operations of child interview room, includes scheduling interviews with appropriate parties.
- Serves as records custodian.

Serves as Coordinator of the Family Visitation Center.

- Oversees volunteer recruitment, training and supervision efforts of Volunteer Coordinator.
- Maintains records of visitations.
- Serves as liaison between DFCS/Juvenile Court
- Ensures contractual compliance of grants.

Supervises staff at the CAC and Family Visitation Center.

- Ensures adequately and sufficiently trained staff coverage is reflected in work schedule.
- Ensures incident and accident reports are accurate and submitted promptly.
- Conducts PAI's on time.
- Balances disciplinary action with positive reinforcement to ensure quality services are provided to all clients.
- Holds staff accountable, including training requirements.
- Ensures receipts are submitted promptly to Financial Resources Assistant.
- Ensures new staff is fully oriented to agency/program and its policies and procedures; ensures new staff obtains critical training in a timely manner.

Conducts community awareness presentations as needed.

- Informs related agencies of services provided by CAC and Family Visitation Center.
- Presents to community organizations that have a vested interest in CAC and Family Visitation Center.

Monitors budget for CAC and Family Visitation Center.

- Remains within budget guidelines.
- Assists Community Services Manager with budget development.

Responsible for physical upkeep of center.

- Maintenance requests submitted within 24 hours of observation.
- Evidence of "home like" atmosphere of center (external and internal).
- Weekly center inspections indicate areas of concern are addressed.

Child Advocacy Center
Assistant Coordinator
Job Description

Qualifications:

- Bachelor's degree in Social Services or related field preferred.
- Experience in volunteer recruitment and prior case management and/or marketing experience a plus.
- The ability to handle highly sensitive issues a must.
- Certification in Forensic Interviewing a plus but is a requisite once employed.

Organizational Relationships and General Description:

- Reports to Program Coordinator
- Interfaces with human service delivery providers
- Conducts Forensic Interviews on child victims of suspected sexual abuse.

Description of Key Responsibilities:

- **Responsible for coordination and implementation of volunteer efforts**
 - Assists PC in monitoring case management to ensure best practice standards.
- **Community Presentations**
 - Conducts United Way campaign presentations.
 - Conducts community presentations which showcase CAC.
- **Schedules use of facility.**
 - Coordinates DFCS/law enforcement referrals.
- **Formal Reports**
 - Coordinates all programmatic reports and data submission.
 - Ensures that programmatic reports are filed in a timely manner.
- **Forensic Interviews**
 - Conducts forensic interviews on child victims of suspected sexual abuse.
 - Works closely with law enforcement and DFCS in scheduling interviews.
 - Participates in MDT(s) as needed.
 - Will testify in any court proceedings as subpoenaed.
 - Dubs child interview tapes and adheres to evidentiary chain of custody.
 - Researches appropriate equipment when necessary.
 - Makes recommendations regarding necessary recording equipment.
- **Grant Writing**
 - Will actively seek grants which are tailored for CAC.
 - Will assist in grant-writing as asked by Program Coordinator.
- **Fiscal**
 - Proposes necessary changes in expenses and revenues as needed.
 - Completes monthly variance report.
- **Monthly Board Reports**
 - Coordinates/prepares monthly and annual board reports for CAC.
 - Tracks data and prepares reports and graphs as asked.
- **Management of NCA Association / Accreditation**
 - Reviews and makes recommendations regarding possible NCA grant opportunities.



**Job Description
Forensic Services Specialist**

Updated:

Incumbent:	Adritta Grayson	Date Received by Incumbent:	
Signature of Incumbent:	<i>Adritta Grayson</i>		
Supervisor:	Kim Adams		

I. Qualifications

- Bachelor's degree in Human Services Delivery or related field preferred.
- Successful completion of CAC endorsed forensic interview training a plus but is a requisite once employed.
- Proficiency in computer programs (Word, Excel and web based databases, etc.) a must.
- Ability to interface with key community stakeholders a must.
- The ability to handle highly sensitive issues and confidentiality a must.

II. Organizational Relationships and General Description

- Reports to Assistant Program Coordinator (APC).
- Supervisory duty for billing and administrative support staff.
- Interfaces with Human Service delivery providers within judicial circuit.
- Interacts with all Twin Cedars Youth Services (TCYS) staff.

III. Description of Key Responsibilities

1. Coordinates forensic services for child victims and/or non-offending caregivers (including, but not limited to: scheduling forensic interviews, forensic medical examinations, follow-up appointments, etc.) and maintaining proper documentation.
2. Conducts forensic interviews:
 - a. Conducts forensic interviews on children of all ages.
 - b. Stays current on interviewing techniques.
 - c. Interfaces with DFCS and law enforcement.
 - d. Interactive member on Team Case Review.
3. Responsible for coordination and supervision of all volunteer efforts:
 - a. Ensures background screens are conducted on all prospective volunteers.
 - b. Develops volunteer schedules.
 - c. Monitors volunteer relationships with clients.
 - d. Tracks volunteer hours for programmatic reporting.

4. Responsible for coordination and supervision of staff submitting Georgia Crime Victim Compensation Program billing requirements and maintains thorough record keeping of billing and remittance.
5. Serves on respective CAC multi-disciplinary teams during case review process.
6. Formal Reports
 - a. Responsible for ensuring staff enter appropriate and accurate case tracking data.
 - b. Works with Assistant Program Coordinator in preparing VOCA and quarterly reporting.
 - c. Grant Writing assistance and development of quarterly reports.
7. Responsible for physical upkeep of center.
 - a. Maintenance requests submitted within 24 hours of observation.
 - b. Evidence of "home like" atmosphere of center (external and internal).
 - c. Weekly center inspections indicate areas of concern are addressed.



Twin Cedars

YOUTH AND FAMILY SERVICES, INC.

Director of Advocacy

Created: September 10, 2016

Incumbent:	<i>Rose Ind Alston</i>	Date Received by Incumbent:	
Signature of Incumbent:			
Supervisor:	Mike Angstadt, Executive Director		

I. Qualifications

Master's degree in social service field preferred.
 Minimum of five years' increasingly responsible experience in human services.
 Advocacy experience preferred.
 At least three of these five years should be in administrative and/or supervisory capacity.

II. Organizational Relationships and General Description

Reports to the Executive Director.

III. Description of Key Responsibilities

1. Responsible for managing all facets of the Agency's Advocacy Program by providing direct supervision of Advocacy Center Coordinators in Georgia & Alabama, CASA Coordinators in Georgia & Alabama, Education, Mentoring, Connecting program and Darkness to Light program staff. Key player in the recruitment, training and development of program staff.
 - a. Recruits program staff
 - b. Trains/Orients new staff
 - c. Develops team

2. Develop programmatic goals and objectives consistent with the Agency's Strategic Plan.
 - a. Grows program annually
 - b. Markets program to stakeholders

3. Manages all facets of advocacy services to ensure smooth operation of the program and conformity with COA, national and state standards, licensing requirements, contractual agreements and the organization's mission, policies, procedures and guidelines.
 - a. NCA, ANCAC, GACAC reviews and investigative reviews show compliance.
 - b. National and State CASA
 - c. Any corrective action plans are completed timely and approved
 - d. COA scores of 1 or 2 for relevant standards

4. Manages administrative functions related to advocacy program, including budgetary, evaluative, planning, personnel functions, and reporting.
 - a. Sets annual short term PQI goals based on analysis of programmatic data
 - b. Timely submittal of required written board reports
 - c. Reviews and approves any corrective action plans prepared by the department
 - d. Monitors/audits documentation for compliance with regulatory and accrediting bodies
 - e. Provides monthly staff meetings with minutes distributed

5. Network with public and private agencies to ensure advocacy programs are the standard for other agencies to emulate.
 - a. Ensure program is operating with best practices.
 - b. Participates in professional organizations as both a member and presenter.
 - c. Promotes interagency collaboration.
 - d. Represents Twin Cedars at relevant meetings
 - e. Serves on relevant boards

6. Maintain a flexible and structurally sound program to allow for the Agency to introduce advocacy programs where requested and needed, as well as cooperative efforts with private agencies to strengthen the quality, diversity and responsiveness of advocacy programs.

7. Works with advocacy program supervisors regarding physical upkeep of facilities and vehicles.
 - a. Ensures monthly inspections of facilities occur and maintenance requests are submitted as necessary.
 - b. Ensures vehicles have preventive maintenance.

8. Completes relevant policies and procedures required for COA.
 - a. Works with PQI Director and Committees throughout COA process.
 - b. All programs will receive 1s and 2s from COA on first and second order standards.

9. Maintains and assists in preparation of budget. Budgets for all areas under Director's direct or indirect supervision will remain in the black.
 - a. Zero deficit spending.

10. As a member of the Leadership Team, provides strategic leadership of the organization.
 - a. Participates in Leadership Team decisions.
 - b. Leadership Team decisions reflect the vision and mission of the organization.
 - c. Works closely with the PQI Director to improve quality of programs under her supervision.
 - d. Attends Board and Executive/Finance committee meetings as requested.

2. Personnel Policies

Personnel policies for Twin Cedars, our umbrella agency, are numerous.

Following is a list of all of Twin Cedars personnel policies.

All are available on site or if necessary may be sent as a separate compressed file.

PERSONNEL MANUAL POLICIES & PROCEDURES TABLE OF CONTENTS

Introduction - General Direction

- A1 Personnel Manual
- A2 Vision/Mission/Values/Beliefs
- A3 Organizational Chart
- A4 Employment at Will
- A5 Code of Employer-Employee Relations
- A6 Code of Ethics
- A7 Confidentiality
- A8 Cultural Competency and Diversity
- A9 Human Resources Committee

Employment

- B1 Personnel Planning
- B2 Requisition and Recruitment
- B3 Job Posting - Internal Promotions/Transfers
- B4 Interviewing and Selection
- B5 Employment of Relatives
- B6 Employment of Former Employees
- B7 Disability Accommodations
- B8 Immigration and Employment
- B9 Reference Requests
- B10 Minimum Age Requirement
- B11 Background Check - Fingerprint Scan
- B12 Pre-Employment Drug Screening
- B13 Pre –Employment Medical Examination
- B14 Employment and Education Certification
- B15 Motor Vehicle Record Check
- B16 Introductory Period
- B17 Personnel Records
- B18 Confidentiality/Access to Personnel Files
- B19 Outside Employment
- B20 Lay-offs and Recalls
- B21 Notice of Resignation
- B22 Exit Interviews
- B23 Interns/Practicum Students
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- B25 Contractor/Vendor Expectations

Personal Conduct

- C1 Equal Employment Opportunity
- C2 Productive Work Environment
- C3 Employee Appearance
- C4 Conflict of Interest
- C5 Solicitations and Distribution of Literature
- C6 Political Activity
- C7 Agency Property
- C8 Falsification of Records and Reports
- C9 Insubordination
- C10 Firearms/Weapons
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- C12 Personal Use of Telephones
- C13 Use of Tobacco
- C14 Substance Abuse
- C15 Duty to Cooperate
- C16 Computers
- C17 Work Conduct
- C18 Progressive Discipline
- C19 Problem Solving Procedures
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Employee Financials

- D1 Fair Labor Standards Act
- D2 Job Classifications
- D3 Overtime Pay
- D4 Payroll Records
- D5 Established FLSA Workweek
- D6 Work Schedule
- D7 Time Reporting
- D8 Sleeping Time
- D9 Employee Status Change
- D10 Salary Administration Program
- D11 Payroll
- D12 Garnishments
- D13 Travel Reimbursement
- D14 Professional Organization Involvement

- D15 Petty Cash
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- D17 On-Call Compensation
- D18 Loans and Pay Advances

Employee Benefits

- E1 Benefits Overview and Disclaimer
- E2 Group Insurance
- E3 Flexible Spending Account
- E4 Continuation of Health Insurance Coverage (COBRA)
- E5 Workers' Compensation
- E6 403(b) Retirement Plan
- E7 Meal Purchases
- E8 Service Award Program
- E9 Flowers/Gifts
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- F1 Family and Medical Leave
- F2 Holidays
- F3 Vacation Leave
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Safety and Security

- G1 Health and Safety
- G2 Communicable Diseases
- G3 Contagious Temporary Illnesses
- G4 Cleaning Blood/Body Fluid Spills
- G5 Tuberculosis (TB) Testing
- G6 Hepatitis B Vaccination Program
- G7 Medical Records
- G8 Hair Nets/Gloves/Hand Washing for Food Service Workers
- G9 Employee Assistance Program

- G10 Former Employee on Agency Property
- G11 Workplace Violence
- G12 Personal Property
- G13 Workplace Searches
- G14 Employee Identification
- G15 Key Control
- G16 Employee Parking
- G17 Employees Children at Work
- G18 Use of Agency Property
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Personnel Information

- H1 Personnel Manual
- H2 Job Descriptions
- H3 Performance Appraisal System

Training

- I1 Intent, Structure and Responsibilities
- I2 Requirements – Annual
- I3 Orientation of New Hires
- I4 Development Plans
- I5 Training Calendar
- I6 Training Assessment
- I7 Supervisory Training
- I8 Training Records

3. Financial Management Policies

2. Personnel Policies

Personnel policies for Twin Cedars, our umbrella agency, are numerous.


Following is a list of all of Twin Cedars personnel policies.

All are available on site or if necessary may be sent as a separate compressed file.

Personnel policies specific to the Child Advocacy Center follow.

Title Description FINANCIAL SERVICES INDEX	Effective Date 10/17/96	Chapter FS
	Revised Date 12/14/10, 10/10/14	Page
Unit/Department Financial Services	Authorized	


- FS.01 Accounting Practices
- FS.02 Accounts Payable Procedures
- FS.03 Accounts Receivable Invoicing
- FS.04 Annual Audit
- FS.05 Annual Budget
- FS.06 Check Signing Machine Procedure
- FS.07 Fiscal Year
- FS.08 Petty Cash
- FS.09 Purchasing Procedures
- FS.10 Travel Reimbursement
- FS.11 Securing Financial Information

Title Description ACCOUNTING PRACTICES	Effective Date 10/17/96	Chapter FS.01
	Revised Date 12/14/10, 10/12/14	Page 1 of 1
Unit/Department Financial Services	Authorized 	

POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc. to establish accounting practices in accordance with the Generally Accepted Accounting Principles as established by the American Institute of Certified Public Accountants.

PROCEDURES: Twin Cedars Youth and Family Services, Inc. shall contract with an accountant and/or accounting firm to provide financial consultation.

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Director of Financial Services.

Title Description ACCOUNTS PAYABLE PROCEDURES	Effective Date 10/17/96	Chapter FS.02
	Revised Date 12/14/10, 10/12/14	Page 1 of 2
Unit/Department Financial Services	Authorized 	

POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc. to pay vendors accurately and on a timely basis.

PROCEDURES:


1. All payables shall be turned in to Accounts Payable with appropriate supervisory approval (Program Director) at least three (3) working days before the 15th and 30th.
2. Accounts Payable checks will be written and disbursed twice a month, on the 15th and 30th/31st. On an exception basis Accounts Payable checks may be written in case of an emergency and with the approval of the Director of Financial Services.
3. Payables being turned in from out-lying campuses/locations shall be coded by the Financial Resource Assistant for that location; approved (signed) by the Program Director; and turned in to Accounts Payable on a weekly basis.
4. Requests for activity monies for residents for spring and summer breaks, Christmas, special holidays and events, etc. should be turned in to Accounts Payable two (2) weeks in advance.
5. Personal reimbursements for business purchases shall be turned in to Accounts Payable at least three (3) working days before the 15th or 30th.
 - a. Fill out Personal Expense Reimbursement Form; attach receipts, and have appropriate supervisory approval (Program Director); before sending to Accounts Payable; Reimbursements will not be made without signature of Program Director.
 - b. All receipts must have detailed explanation (i.e. who, what, when, where, and why) about purchase. Reimbursements will not be made without this information.
 - c. Receipts less than \$25 may at the discretion of the Accounts Payable Coordinator be reimbursed out of petty cash.
6. Bank Card statements are received on the 20th of each month. All employees who have bank cards shall be sure all their receipts are turned in to Accounts Payable this date. Receipts must have detailed explanation (i.e. who, what, when, where, and why); and appropriate supervisory approval. The bank card statement will not be paid without receipts and explanations, which could result in cancellation.



Policies and Procedures

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Director of Financial Services.

ATTACHMENTS: Business Expense Reimbursement Form

Title Description ACCOUNTS RECEIVABLE INVOICING	Effective Date 10/17/96	Chapter FS.03
	Revised Date 12/14/10, 10/12/14	Page 1 of 1
Unit/Department Financial Services	Authorized 	


POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc. to prepare accurate and timely monthly invoices for our customers.

PROCEDURES:

1. The invoicing will be completed and mailed by the 10th of each month for the previous month.
2. It is the responsibility of the Program Directors to ensure amounts spent on incidentals does not exceed budgeted amount per resident.
3. It is the responsibility of the Program Directors to ensure the Financial Department is notified of dismissals within 24 hours, using the Resident Change Sheet.
4. It is the responsibility of the Program Directors to ensure the Financial Department is notified of new admissions within 24 hours, using the Financial Fact Sheet and Resident Change Sheet. A copy of the placement agreement and Medicaid Card must be attached to the Financial Fact Sheet, Approval Letter or Placement Agreement.
5. It is the responsibility of the Case Manager or other program designee to ensure Financial Department receives an approval letter from the custody holder(s) for an incidental purchase that is reimbursable. Without this letter, no receipt will be submitted for payment.

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Director of Financial Services.

ATTACHMENTS: Monthly Sheet for Incidentals
Resident Change Sheet
Financial Fact Sheet


Title Description ANNUAL AUDIT	Effective Date 10/17/96	Chapter FS.04
	Revised Date 12/14/10, 10/10/14	Page 1 of 1
Unit/Department Financial Services	Authorized 	

POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc. (the “Agency”) to have a committee of the Board of Directors (the “Board”) to be known as the Finance Committee (the “Committee”) to assist the Board in fulfilling its responsibilities to provide oversight with respect to financial statements, reports and other disclosures provided to stakeholders, the system of internal controls and the audit process through the application of sound financial management practices that accord with legal and regulatory requirements. It is the policy of the Agency to to contract annually with an accounting firm to conduct a certified audit meeting the State of Georgia, Department of Human Services, and Office of Planning and Budget regulations.

PROCEDURE:

1. Annually the Director of Financial Services shall recommend to the Committee an independent Certified Public Accounting Firm to conduct the annual audit.
2. The Committee shall appoint by approval the Firm, the engagement and fees to be paid.
3. The Director of Financial Services with approval from the committee will coordinate all pertinent information with the accounting firm and ensure the completion of the audit.
4. Upon completion of the engagement, the Committee or designate shall meet with the Firm and review the Independent Audit Report and any recommendation by the Firm for improvements in internal controls or reporting.
5. The Committee may request the Firm to present the Independent Auditors Report to the Board of Directors for approval.
6. In addition to the annual audit, the Board of Directors may request an audit at any time.

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Director of Financial Services.


Title Description ANNUAL BUDGET	Effective Date 10/17/96	Chapter FS.05
Unit/Department Financial Services	Revised Date 12/14/10, 10/10/14	
	Page 1 of 1	
	Authorized 	

POLICY: It is the policy of Twin Cedars Youth Services, Inc to operate with a detailed, defined, approved annual budget.

PROCEDURE:

1. All employees (thru organizational structure) shall have input in the budgeting process. Program Directors shall work directly with the Director of Financial Services and Executive Director to ensure a balanced budget.
2. The Director of Financial Services is responsible for preparation and, along with the Executive Director, presentation to the Financial and Executive Committee, prior to July 1.
3. Reviewed budget will be presented to the Board of Directors for adoption at the August Annual Board meeting.
4. After adoption of the budget, the Board of Directors shall proceed to secure the funding necessary to meet the approved budget.

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Director of Financial Services.


<p>Title Description</p> <p>CHECK SIGNING MACHINE PROCEDURE</p>	<p>Effective Date</p> <p>10/17/96</p>	<p>Chapter</p> <p>FS.06</p>
<p>Unit/Department</p> <p>Financial Services</p>	<p>Revised Date</p> <p>12/14/10, 10/10/14</p> <p>Page</p> <p>1 of 1</p> <p>Authorized</p> 	

POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc. to present properly signed checks to vendors, employees, and associates for payment of supplies/services. Checks are signed by a check signing machine with proper plates and security controls.


PROCEDURE:

1. The Director of Financial Services shall create and maintain security codes, and monitor check log.
2. Accounts Payable Coordinator processes checks thru check signing machine using assigned security code; records number of checks signed and machine control number on check log; and records range of check numbers used. This process is physically monitored by one (1) of the following: Director of Financial Services or Executive Director. The check signer requires two keys to operate. The keys will be held separately by Coordinators in the Financial Services Department.
3. The Accounts Payable Coordinator shall provide a register of checks to the Accounting Coordinator for bank balancing purpose and availability for the Director of Financial Services and Executive Director.

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Director of Financial Services.

<p>Title Description</p> <p>FISCAL YEAR</p>	<p>Effective Date</p> <p>10/17/96</p>	<p>Chapter</p> <p>FS.07</p>
<p>Unit/Department</p> <p>Financial Services</p>	<p>Revised Date</p> <p>12/14/10, 10/10/14</p> <p>Page</p> <p>1 of 1</p> <p>Authorized</p> 	

POLICY: The fiscal year for Twin Cedars Youth and Family Services, Inc. shall be from July 1 thru June 30.

Title Description PETTY CASH	Effective Date 10/17/96	Chapter FS.08
	Revised Date 12/14/10, 10/10/14	Page 1 of 1
Unit/Department Financial Services	Authorized 	


POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc. to maintain a specified amount in petty cash for the purchase of items which are not otherwise suited for the purchase order system.

PROCEDURE:

1. All requests for Petty Cash shall be submitted on a Request Form with appropriate supervisory approval (Program Director).
2. Employee signing for petty cash is responsible for securing receipts and returning to the Accounts Payable Coordinator within two 2) working days. Receipts written by the employee for petty cash expenditures are not acceptable. Every effort must be made to obtain a receipt from the vendor. If a receipt can not be obtained, a statement of explanation from the employee with his/her supervisor's and Program Director's signature must be submitted to the Accounts Payable Coordinator within the established timeframe.
3. Only approved budget items will be approved for petty cash.
4. Petty cash form shall be signed by employees receiving money and maintained in the petty cash box until receipts are returned and balanced. Failure to submit receipts in a timely manner may result in the delay of future petty cash issuance.

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Director of Financial Services.

ATTACHMENT: Request for Funds/Purchase Order

Title Description PURCHASING PROCEDURES	Effective Date 10/17/96	Chapter FS.9
	Revised Date 12/14/10, 10/10/14	Page 1 of 2
Unit/Department Financial Resources	Authorized 	

POLICY: It is the policy of Twin Cedars Youth Services, Inc. to utilize systematic and accountable purchasing procedures.

PROCEDURE:

A. PURCHASE ORDERS FOR PURCHASES OTHER THAN OFFICE SUPPLIES AND OFFICE EQUIPMENT.

1. All requests for purchase orders shall be accompanied by a signed and approved Request for Purchase Order Form. Purchase orders will not be granted without this form.
2. Employee signing for a purchase order is responsible for returning all receipts to Accounts Payable within two (2) working days. The white copy of the purchase order will be given to the employee to present to vendor. The Request for Purchase Order Form shall be attached to the yellow copy of the purchase order and given to Accounts Payable. The pink copy of the purchase order is maintained in numerical order for auditing purposes.
3. Supervisors shall approve only approved budget items.
4. Request for Purchase Orders in amounts exceeding \$250.00 requires the signature of either the Director of Financial Services, The Program Director or the Executive Director.
5. The same procedure shall be followed for placing phone orders to vendors. The approved Request Order Form along with catalog or other purchase information shall be turned in to Purchasing Assistant so he/she can place the order.
6. If any part of an order is missing, damaged, or an item was received in error, please inform Purchasing Assistant as soon as possible to ensure proper arrangements for replacement, returns, etc.

B. OFFICE SUPPLY PURCHASES

1. Office Supply Order Forms are to be completed, approved, and submitted to the Administrative Secretary/Receptionist by Wednesday a.m. of each week. Orders

are placed each Wednesday, orders received after Wednesday a.m. will be placed the following week.


2. Any item priced over \$500.00 must be approved by the Financial Director before it is ordered. It is our practice to get the best dollar value on all office supplies, so in most instances name brand items are generally substituted for private label products (i.e., Quill), if you do not want a substitution please make notation on order form.
3. If there are not enough items on combined office supply forms to warrant free delivery, the order will be placed on hold and combined with the next week's order.

C. OFFICE EQUIPMENT PURCHASES

1. All requests for office equipment shall be placed with their supervisor, who will discuss with the Director of Financial Services.
2. The Director of Financial Services will determine if it is a capital or expense items, if item was budgeted, and if appropriate funding is available. Items not budgeted will be referred to Executive Director and Senior Management for discussion.

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted to the Director of Financial Services.

FORMS: Request for Funds/Purchase Order
Office Supply Order Form

Title Description TRAVEL REIMBURSEMENT	Effective Date 10/17/96	Chapter FS.10
	Revised Date 12/14/10, 10/10/14	Page 1 of 2
Unit/Department Financial Services	Authorized 	

POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc. to reimburse employees for the expense of travel including the cost of transportation, meals, and lodging, provided such travel is approved and performed in the course of conducting Twin Cedars Youth and Family Services, Inc. business. It is also the policy that employees utilize the lowest economy/coach class fares reasonably available when traveling.


PROCEDURE:

1. Activities, which normally justify the reimbursement of travel expenses, include resident related travel, recruiting, attendance at business meetings, conventions, and seminars or other selected educational functions related to the employee's job. All employees must obtain approval from their department head before embarking on such travel.
2. Airline, trains, or buses shall be utilized for trips of three hundred (300) miles or more, provided suitable scheduling is available. Employees are expected to exercise prudence in their selection of local transportation at their destination. For trips involving shorter distances, employees are to use Twin Cedars Youth Services, Inc. vans or their own car. (See Automobile Usage). If employees wish to use their own cars for a trip of two hundred (200) miles or more, the amount reimbursed is not to exceed the amount the trip would cost if air transportation were used.
3. All employees normally are expected to travel coach or economy class and to stay and eat in moderately priced establishments while traveling on Twin Cedars Youth and Family Services, Inc. business.
4. Under normal circumstances, all travel arrangements for transportation and lodging should be made through the Executive Assistant. All mileage or usage credits awarded by credit card and travel service companies are to be assigned to Twin Cedars Youth and Family Services, Inc.
5. A cash advance for expenses of approved travel may be obtained by submitting a written request to the Finance Department. Upon completion of travel, the employee must fill out an Expense Report and attach the necessary supporting receipts. The amounts claimed. Less the cash advance, if any, must be approved by the department head before submitting the Expense Report to the Accounts Payable Coordinator for payment.

6. Meals are reimbursed at a per diem of \$28 for three meals; however, if travel is to Metro Atlanta, Augusta, Brunswick or Savannah, the reimbursement rate is \$36 for three meals. Any additional monies spent on meals are the responsibility of the employee.
7. Twin Cedars Youth and Family Services, Inc. may have selected credit cards issued to those employees who are required to travel extensively on business. These credit cards are to be used only for the payment of transportation, meals, lodging, gasoline and other legitimate business travel expenses. Before payment will be made, all charges must be accounted for on expense vouchers and approved by the employee's department head. The credit cards are the property of Twin Cedars Youth and Family Services, Inc. and may not be used for personal charges. Any improper personal charges are the employee's personal financial obligation and may subject the employee to discipline, up to and including termination. All cards must be returned upon an employee's termination of employment or upon a request by the management.
8. Employees will not be reimbursed for the travel expenses of their spouses unless the presence of the spouse on the trip is deemed by management to have a bona fide business purpose. Employees planning to seek reimbursement for their spouse's travels with an employee at the employee's expense, Twin Cedars Youth and Family Services, Inc. will pay the cost of hotels on a single occupancy basis.
9. Time spent by an employee in traveling away from home on Twin Cedars Youth and Family Services, Inc. business during normal working hours shall be considered hours worked for pay purposes.

ACCOUNTABILITY: Each Leadership Team Leader is responsible for ensuring these procedures are followed and maintained in his/her program, department or administrative support area. The Director of Financial Services has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted to the Director of Financial Services for consideration.

FORMS: Travel Coordination Sheet (TCYFS/FR/01)
Business Expense Reimbursement Form (TCYFS/FR/02)

<p>Title Description</p> <p>SECURING FINANCIAL INFORMATION</p>	<p>Effective Date</p> <p>11/01/01</p>	<p>Chapter</p> <p>FS.11</p>
<p>Unit/Department</p> <p>Financial Services</p>	<p>Revised Date</p> <p>12/14/10, 10/10/14</p> <p>Page</p> <p>1 of 2</p> <p>Authorized</p> 	

POLICY: Twin Cedars Youth and Family Services, Inc. requires sufficient information regarding resident's financial coverage in order to assist staff to provide consulting health care agencies with appropriate billing information. Twin Cedars Youth Services, Inc. staff utilizes the following procedure to streamline and organize the manner with which this information is obtained, shared and registered.

PROCEDURE:

Responsibility

Admission Coordinator/
Other Staff Assigned to
Admission Duties

Action

1. Will mail insurance information sheet to guardian/parent of potential applicant.
2. Will request that parent/guardian complete all pertinent information and submit completed form with other requirements in admissions packet.
3. Will verify accuracy and completeness of information with parent/guardian prior to admission and will verify accuracy of private insurance coverage by calling insurance company.
4. Will follow up to obtain any missing information by calling parent/guardian or insurance company/Medicaid within 10 working days of resident being admitted.
5. Will provide copies of financial information sheet to accounts receivable representative and other appropriate staff (campus nurse, clinical service worker).

Administrative and Admission
Staff/Child Medical Officer

1. Will utilize Admission Insurance Form to record additional information pertaining to financial agreements made with parent/guardian/referring agency.
2. Will note per diem rate and provide information regarding payment of costs for resident's care. Will provide specific instructions regarding the payment of usual healthcare services needed by residents including lab, vision, hearing tests, MD visits, medication. Will also identify payment information detailing coverage for special and acute hospital


Policies and Procedures

- care (special testing, speech therapy, E.R. and hospital admission, etc.).
3. Will send copies of financial information form to admissions coordinator who will distribute copies of the form to appropriate staff including accounts receivable representative, facility nurse, clinical service worker, and program director.

ACCOUNTABILITY: The Director of Financial Services is responsible for ensuring these procedures are followed and maintained. The Service Delivery Committee (Medical Sub-Committee) of Twin Cedars Youth Services, Inc. has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Chairman of the Service Delivery Committee.

FORMS: Admission Insurance Information

4. Document Retention and Destruction Policies

<p>Title Description</p> <p>RETENTION OF INACTIVE AND CLOSED RECORDS; DESTRUCTION OF EXPIRED RECORDS</p>	<p>Effective Date</p>	<p>Chapter TC.VII.06</p>
<p>Unit/Department Twin Cedars Youth and Family Services, Inc.</p>	<p>Revised Date 08/08/06; 3/1/11, 12/1/14</p> <p>Page 1 of 4</p> <p>Authorized </p>	

POLICY:

It is the policy of Twin Cedars Youth and Family Services, Inc. (TCYFS) to systematically close client records at termination of services and to follow established procedures for a) retaining and storing inactive and closed records; and b) for destroying expired records.

DEFINITIONS:

1. **Master File:** The *Master File* is the confidential interdisciplinary, multi-volume, current active chart opened for each client upon admission and maintained throughout services/treatment until discharge. The *Master File* contains all documentation relevant to admissions, placement, service delivery and discharge. If the client is receiving mental health services from TCYFS Core Provider, in addition to another TCYFS service, then a separate mental health *Master File* is opened.
2. **Class File:** The *Class File* is the documentation related to participants in classes taught through TCYFS community-based programs. The *Class File* can contain attendance logs, pre/post tests and program evaluation forms as well as information related to individual participants/families such as referral and demographic information, HIPAA forms, signed releases, signed client rights and code of conduct.
3. **Closed Record:** The *Master File* is closed at the time of client's discharge from services. The closed *Master File* is moved to the Records Storage Room. The Closed Record is retained intact for eight years after the client reaches the age of majority at which time it expires. The *Class File* is closed at the conclusion of the class. Closed *Class Files* are stored in the Records Storage Room. The Closed Record for classes is retained intact for eight years after the youngest participant in the class reaches the age of majority.
4. **Inactive Referrals:** Documentation gathered during the referral process for any youth who is referred to Twin Cedars Youth and Family Services, Inc. programs but is not accepted for services is filed under the applicant's name and stored as an *Inactive Referral* in the Admissions area at each program. These files expire six months after date of referral and are eligible for destruction the following June.
5. **Expired Records:** Records must be maintained for a specified period of time to meet legal and regulatory requirements. Twin Cedars Youth and Family Services, Inc. has defined the time period for which each of the above named records must be maintained. The record expires when the defined time period has lapsed. An expired record is destroyed according to procedures defined herein.

Adoption Records: Adoption records from the era when Elizabeth Shepherd Home was an orphanage must **never be destroyed**. These records are to be maintained intact in the Records Storage Room under a special “Adoption Records” section.

PROCEDURE:

I. CLOSING THE MASTER FILE

Responsibility

Action

- | | |
|--|--|
| <p><i>Residential:</i>
Human Services Professional
<i>Mental Health:</i> Clinical Director
<i>Community:</i> Coordinator
Lead Home Service Provider
Advocacy Staff</p> | <p>1. shall close the record at discharge. For residential, closing the record includes consolidating the Cottage, Medical and Education files into the client’s Master File.</p> |
| <p><i>Community:</i> Coordinator</p> | <p>2. shall assure that the following information appears on the spine of the Master File:
 a. Client’s Name
 b. Date of Birth (DOB)
 c. Date of Admission (DOA)
 d. Date of Discharge (DOD)
 e. Date of Record Expiration (DRE)
 which is date of client’s 26th birthday</p> |
| <p>Same as for #1 above</p> | <p>3. shall assure that the following information appears on cover of the Class File:
 a. Class Title
 b. Date Range (First and Last date of class)
 c. Date of Record Expiration (DRE)
 Which is date of youngest participant’s 26th birthday</p> |
| <p>Same as for #1 above</p> | <p>4. shall place the Closed File in secure storage.</p> |

***Confidentiality of information is protected in the same manner for inactive and closed records as for active records. NO information shall be released from an inactive record or closed record without the informed written consent of the legal custodian of a minor youth or the former client himself/herself who has reached the age of majority.**

VI. EXPIRATION OF CLOSED RECORD

The Closed Record shall be maintained as a Closed Record until the date of the former client’s twenty sixth birthday at which time it becomes an Expired Record and is eligible for destruction if there are no legal or other outstanding issues pending.

VII. EXPIRATION OF INACTIVE REFERRAL RECORD

Documentation gathered during the referral process for any youth referred to Twin Cedars Youth and Family Services, Inc. programs but not accepted for services is maintained in an Inactive Referral file in the Admissions area of each program. These records shall expire six months from the date of referral.

**VIII. DESTRUCTION OF EXPIRED CLOSED RECORDS/
INACTIVE REFERRAL RECORDS**

- | | |
|---|---|
| <p><i>Residential:</i>
Human Service Professional (HSP)
<i>Mental Health:</i> Clinical Director
<i>Community:</i> Coordinator
<i>Inactv.Referrals:</i> Admissions Staff</p> | <ol style="list-style-type: none"> 1. shall assure that Closed Records and Inactive Referral Records are reviewed during the first full week of May each year to determine which records have expired and meet the criteria for destruction. 2. by week's end, shall generate List of Expired Closed and/or Inactive Referral Records To Be Destroyed (Form - RBWO/090); and 3. shall forward Form (RBWO/090) to appropriate Director (see below, left side) for review and final written approval before destroying the records by May 10. 4. shall assure that all expired records meeting the criteria for destruction and approved by the Director are destroyed during the last full week of June each year. Records shall be destroyed by shredding or incineration. 5. shall document date of destruction on List of Expired Closed and/or Inactive Referral Records To Be Destroyed (Form - RBWO/090) and return form to appropriate Director to be maintained as permanent documentation of record destruction. |
| <p><i>Residential and Community:</i>
Program Director
<i>Mental Health:</i> Deputy Director
<i>Inactive Referrals:</i> Director of Admissions</p> | <ol style="list-style-type: none"> 1. shall review List of Expired Closed and/or Inactive Referral Records To Be Destroyed (Form - RBWO/090) and verify accuracy as a fail-safe prior to destruction of records. 2. shall provide written approval for destruction of expired records by signing the List and returning it to the HSP, Clinical Director, Admissions staff or Coordinator before May 20. 3. if questions arise concerning records to be destroyed, shall determine action and follow through. 4. after expired records are destroyed, shall maintain the List of Expired Closed and/or Inactive Referral Records To Be Destroyed with the date of record Destruction as permanent documentation that records were destroyed consistent with agency policy. 5. shall prepare reports based on this information for quality assurance as needed. |

ACCOUNTABILITY: Each Program Director is responsible for ensuring these procedures are followed.
S:/TC.VII.06-Retention of Inactive and Closed Records; Destruction of Expired Records




Policies and Procedures

followed and maintained in his/her program. The PQI Committee and Critical Incident Review Team of Twin Cedars Youth and Family Services, Inc. has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration to the Chairman of the PQI or CIRT Committee.


FORMS: RBWO/089 - Notification of Expired Inactive Record/Intent to Destroy
RBWO/090 - List of Expired Closed/Inactive Referral Records To Be Destroyed

5. Safety and Security Policies

Title Description Index – Safety and Security	Effective Date 09/30/10	Chapter G
	Revised Date 10/01/14	Page 1 of 1
Unit/Department Human Resources	Authorized 	

Safety and Security

- G1 Health and Safety
- G2 Communicable Diseases
- G3 Contagious Temporary Illnesses
- G4 Cleaning Blood/Body Fluid Spills
- G5 Tuberculosis (TB) Testing
- G6 Hepatitis B Vaccination Program
- G7 Medical Records
- G8 Hair Nets/Gloves/Hand Washing for Food Service Workers
- G9 Employee Assistance Program
- G10 Former Employee on Agency Property
- G11 Workplace Violence
- G12 Personal Property
- G13 Workplace Searches
- G14 Employee Identification
- G15 Key Control
- G16 Employee Parking
- G17 Employee's Children at Work
- G18 Use of Agency Property
- G19 Staff Safety In-Home Visits

Title Description	Effective Date	Chapter
Health and Safety	09/30/10	G1
	Revised Date	Page
	10/01/14	1 of 2
Unit/Department	Authorized	
Human Resources		

POLICY:

A safe work environment is a shared responsibility of Twin Cedars Youth and Family Services, Inc. and its workforce. TCYFS will take all reasonable steps to ensure compliance with federal, state and local safety regulations.

PROCEDURES:

It is important that staff (employees, interns, volunteers) be safety conscious and observe the following safety rules:

1. Exercise maximum care and good judgment at all times to prevent accidents and injuries.
2. Report all injuries, no matter how minor, to your supervisor.
3. Report unsafe working conditions, unsafe practices or unsafe equipment to your supervisor and/or Safety Officer.
4. Use equipment only as directed.
5. Observe all safety rules and regulations and ask about any safety rules and regulations you don't understand.
6. Notify your supervisor before beginning your work shift if you have any condition or circumstance that could prevent you from safely and effectively performing your work that day. This might include symptoms of a medical condition, side effects of any medication you are taking, emotional problems, injury or disability of any kind, or anything else that might cause you to endanger yourself, your coworkers, TCYFS clients or company property.

Horseplay, running or throwing objects will not be permitted. Please work to stop any conduct that jeopardizes the safety of staff and clients.

Any accident on company property or with company equipment may be subject to post accident substance testing.

To provide a safe and healthy work environment, TCYFS has established a workplace safety program (See Administrative Support Policies/Procedures). This program is a top priority for TCYFS. The Safety Officer (Director of Administrative Services) has the responsibility for implementing, administering, monitoring and evaluating the workplace safety program. Its success depends on your alertness and personal commitment.


Staff receive information about workplace safety and health issues through regular internal communication channels, supervisor-employee meetings, memos, bulletin board postings, etc..

Staff will receive periodic workplace safety training. The training covers potential health and safety hazards, safe work practices and procedures to minimize hazards.

Some of the best safety improvement ideas come from staff. As such, you are encouraged to raise any ideas you have for improved safety in the workplace with your supervisor, director or Safety Officer.

Reports about workplace safety issues may be made anonymously. All reports can be made without fear of reprisal.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Communicable Diseases	09/30/10	G2
	Revised Date	Page
	10/01/14	1 of 2
Unit/Department	Authorized	
Human Resources		

POLICY:

Twin Cedars Youth and Family Services, Inc. (TCYFS) decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee with a communicable disease.

PROCEDURES:

Communicable diseases include, but are not limited to: measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. TCYFS may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention.


TCYFS will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicant and employees shall not be denied access to the workplace solely on the grounds that they have a communicable disease.

TCYFS reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the Agency finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

TCYFS will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally

sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Contagious Temporary Illnesses	09/30/10	G3
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		

POLICY: Twin Cedars Youth and Family Services, Inc. (TCYFS) realizes that employees with contagious temporary illnesses, such as influenza, colds and other viruses, need to continue with normal life activities, including working.


PROCEDURES: In deciding whether an employee with an apparently short-term contagious illness may continue to work, TCYFS considers several factors.

- The employee must be able to perform normal job duties and meet regular performance standards.
- In the judgment of the Agency, the employee's continued presence must pose no risk to the health of the employee, other employees or clients.
- If an employee disputes the Agency's determination that such a risk exists, the employee must submit a statement from his/her attending health care provider that the employee's continued employment poses no significant risk to the employee, other employees or clients.

Supervisors are encouraged to remind employees that TCYFS provides paid sick leave to full-time employees to cover absences due to contagious temporary illnesses.

Employees are urged to contact Human Resources regarding any questions about the possible contagious nature of another employee's temporary illness.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Cleaning Blood/Body Fluid Spills	09/30/10	G4
	Revised Date	Page
	10/01/14	1 of 2
Unit/Department	Authorized	
Human Resources		

POLICY:

The following procedures will be followed by all staff in the event that cleanup of a blood and/or body fluid spill is required. The following are NOT first aid/emergency response procedures nor are they intended to override any directions found in Medical Services Policies/Procedures. They are specifically for the *cleanup* of these fluids.

PROCEDURES:

In the event of an injury resulting in the release of blood and/or other body fluids, the first response is to treat or ensure the treatment of the injured party.

The released fluids should be treated as if they contain pathogens, whether they do or not.

Spilled body fluids should not be cleaned up without the appropriate protective equipment and materials specifically designated for such cleanup. In the case where spilled body fluids need cleanup, the following must be accomplished:


1. Advise the supervisor on duty. The supervisor should be aware of the individual(s) doing the actual cleanup and the reason for the cleanup.
2. Clean up the spilled fluids as follows:
 - a. Put on protective gloves.
 - b. Spread the absorbent material (paper towels, etc.) on the spilled body fluids.
 - c. Neutralize the potential pathogens with a 10% bleach-with-water solution. Cover the spill for 15 minutes.
 - d. Use paper towels to pick up material to the extent possible. Place all potentially contaminated materials in a leak-proof plastic bag.

Policies and Procedures

- e. Sweep/mop-up any additional neutralized/absorbed fluids and place in the leak-proof bag.
- f. Clean sweep/mop materials with hot, soapy water. Remove gloves from inside-out and place in the bag.
- g. Secure the bag and discard it as other trash.
- h. Wash hands thoroughly in hot, soapy water.

After all activity is completed and checked by the supervisor; the supervisor should complete an accident/incident report, whichever is appropriate.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Tuberculosis (TB) Testing	04/28/97	G5
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		

POLICY: All Twin Cedars Youth and Family Services, Inc. employees are required to receive and pass a TB test upon initial hire. In addition, they are required to receive an annual TB test. Both tests are at the cost of the Agency. The annual test is normally performed in March/April each year.

PROCEDURES: Results of the TB test are disclosed to the employee and maintained in their medical file. Results are confidential and are treated accordingly.

TB skin tests are administered and read by competent medical authority. If the skin test is positive, the employee will be restricted from contact with clients and will undergo a chest x-ray.

If the chest x-ray is determined to be negative for TB, the employee will be allowed to return to work. If the chest x-ray is determined to be positive, the employee will be treated for possible TB by competent medical authority. A release is required for the employee to return to work.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.



Title Description	Effective Date	Chapter
Hepatitis B Vaccination Program	04/28/97	G6
	Revised Date	Page
	10/01/14	1 of 2
Unit/Department	Authorized	
Human Resources		

POLICY:

Twin Cedars Youth and Family Services, Inc. (TCYFS) will provide the opportunity for all employees who are at substantial risk of directly contacting body fluids to receive Hepatitis B vaccinations. This excludes employees who do not directly work with clients.

PROCEDURES:

Twice a year TCYFS offers the vaccination series. Employees will be notified in advance and have the choice to participate in this program.

The cost of the vaccinations and/or screenings will be paid by TCYFS. To control the cost of the vaccinations, TCYFS medical staff will normally accomplish the vaccinations.

Hepatitis B vaccinations are a series of three vaccinations. The second vaccination is given 30 days after the first and the final is given six months after the initial dose.


If a routine booster does is recommended by the U.S. Public Health Service at a future date, the booster dose will be made available by TCYFS.

TCYFS will give its employees who qualify the opportunity to receive the appropriate vaccinations at appropriate intervals. However, it is the responsibility of the employee to appear at the scheduled time and place to be vaccinated. An employee who fails to complete a series will not be allowed to begin the series again at a later date unless cleared by medical authority. An employee who fails to appear for the first vaccination of a series can start with the next scheduled series.

TCYFS reserves the right to cancel or change this program at any time. If the program is cancelled, employees in the series

will be given reasonable notice to make other arrangements for continuing the series.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Medical Records	04/28/97	G7
	Revised Date	Page
	10/01/14	1 of 2
Unit/Department	Authorized	
Human Resources		

POLICY: Twin Cedars Youth and Family Services, Inc. takes very seriously it's responsibility to safeguard confidential information. As such, access to employee's health records is restricted to individuals with a valid need to know.

PROCEDURES: Employees may review their own health records during normal business hours.

All external requests for employee medical records will be forwarded to the Director of Human Resources. In the event that a subpoena is served for medical records, the Director of Human Resources will confirm that the employee is aware of the request and has an opportunity to oppose the subpoena before providing the information.

Photocopies of medical records will be provided to employees upon request.

Medical records will be maintained in folders separate from personnel records.

This policy will be applied in accordance with the requirements of the Americans with Disabilities Act, Occupational Safety and Health Act and the state workers' compensation law.


This policy will be reviewed at least annually to ensure compliance with these laws and any other applicable laws.

If an employee believes that appropriate access to their medical records has been violated, he/she should contact the Director of Human Resources. If it is believed that the Director of Human Resources has violated this policy, the employee should contact the Executive Director.

Except when the medical records have been subpoenaed, an employee must complete a "Consent to Access Medical Records" form prior to Human Resources releasing medical records to external entities.

A "Notice of Subpoena" form will be sent to the employee for whom a subpoena for medical records has been issued prior to the release of the records.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Hair Nets/Gloves/Hand Washing for Food Service Workers	06/01/97	G8
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		

POLICY: Per public health federal, state and local laws, regulations and rules, Twin Cedars Youth and Family Services, Inc. food service workers will comply with the following procedures when preparing or serving food to Agency employees and/or clients.

PROCEDURES:

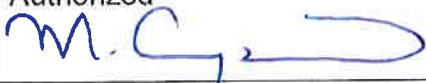
Food service workers must wear hair nets or other approved hair restraints when preparing and/or serving food.

Food service workers must wear plastic gloves when handling food either during meal preparation or when serving food.

Food service workers are not allowed to wear jewelry, with the exception of a wedding band, while accomplishing their assigned tasks/duties.

Food service workers must thoroughly wash their hands with soap prior to beginning food preparation. Any time the worker shifts from one food source to another during food preparation, they must wash their hands to stop cross contamination. Whenever the worker removes the plastic gloves, they must wash their hands before coming into contact with food during preparation. If there is question that the worker has contaminated the gloves they are wearing, the gloves will be discarded and the worker will use a new pair of gloves.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Employee Assistance Program	09/30/10	G9
	Revised Date	Page
	10/01/14	1 of 2
Unit/Department	Authorized	
Human Resources		

POLICY:

Twin Cedars Youth and Family Services, Inc. (TCYFS) will provide confidential and voluntary assistance to all employees and their immediate family members who may be faced with dynamic challenges of financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, etc. This assistance is available through the TCYFS Employee Assistance Program (EAP).

PROCEDURES:

The EAP is available to all employees and their immediate family members offering problem assessment, short-term counseling and referral to appropriate community and private services.

The EAP is strictly confidential and is designed to safeguard an employee's privacy and rights. Information given to the EAP counselor may be released only if requested by the employee in writing. All counselors are guided by a professional code of ethics.

Personal information concerning employee participation in the EAP is maintained in a confidential manner. No information related to an employee's participation in the program is entered into the employee's personnel file.


There is no cost for an employee to consult with an EAP counselor. If further counseling is necessary beyond the maximum number of free counseling sessions, the EAP counselor will outline community and private services available. The counselor will also let the employee know whether any costs associated with private services may be covered by the Agency's health insurance plan. Costs that are not covered are the responsibility of the employee.



Policies and Procedures

Minor concerns can become major problem if ignored. No issue is too small or too large and a professional counselor is available to help you when you need it. You may contact the EAP provider directly to schedule counseling or seek confidential assistance to set up counseling with the EAP provider through the Human Resources Department.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.


Title Description	Effective Date	Chapter
Former Employee on Agency Property	01/31/97	G10
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		

POLICY: Former employees, who have been terminated for cause, are not allowed on Twin Cedars property after their last day of employment.

PROCEDURE: Exceptions to this policy may be approved by the Executive Director, terminated employees former Director or the Director of Human Resources. Per this exception, the former employee will only be allowed to be on Agency property for a specific purpose, on a specific date, for a specific time.

Violators of this policy will be asked to vacate Agency property. If they fail to do so, the local police will be called to handle the situation.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Workplace Violence	09/30/10	G11
	Revised Date	Page
	10/01/14	1 of 3
Unit/Department	Authorized	
Human Resources		

POLICY:

Twin Cedars Youth and Family Services, Inc. (TCYFS) is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at TCYFS.

TCYFS is committed to providing a workplace that is free from acts of violence or threats of violence. In keeping with this commitment, the Agency has established a “zero tolerance” policy for any actual or threatened violence against co-workers, clients, visitors or any other persons who are on our premises, have contact with employees in the course of their duties or are engaged in business with or on behalf of the Agency.

Security and safety in the workplace is every employee’s responsibility. It is therefore essential that every employee understands the importance of workplace safety and security.

PROCEDURES:

In keeping with the spirit and intent of this policy, and to ensure TCYFS objectives in this regard are attained, the Agency is committed to:

1. Providing a safe and secure work environment.
2. Taking prompt remedial action, up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive or threatening language or gestures.
3. Taking appropriate action when dealing with customers, clients, former employees or visitors to Agency facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the fullest extent of the law.



4. Prohibiting current and former employees, clients, customers and visitors from bringing unauthorized firearms or other weapons on to Agency property.
5. To establish viable security measures to ensure that Agency facilities are safe and secure to the maximum extent possible and to properly handle access to Agency facilities by the public, off-duty employees, clients and former employees.

Employees have a "duty to warn" their supervisors, security personnel or human resource representatives of any suspicious workplace activity or situations or incidents that they observe or that they are aware of and involve other employees, former employees, clients or visitors that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks and the like.


When an employee becomes aware of an imminent act of violence, a threat of imminent violence or actual violence, emergency assistance must be sought immediately. Every specific or implied verbal or physical threat of violence, or act of violence, must be treated seriously. The employee should immediately contact their supervisor or Human Resources and, if necessary and appropriate, contact law enforcement authorities by dialing 911.

If an employee has established, through legal action, a restraining order; it is important that this information be passed on to the employee's supervisor and Human Resources. While this information will be kept confidential, a threat of violence will override confidentiality. In this case, the employee's co-workers (with the employee's knowledge) will be advised of the restraining order and if possible a picture of the individual restrained will be made available to all employees that work in the same location as the affected employee. In this way, the employee can be protected by co-workers if the restrained individual shows up at the workplace and law enforcement can be called by dialing 911.

Full cooperation by all employees is necessary if TCYFS is to accomplish its goal of maximizing security and safety. Employees should direct any questions they have regarding their obligations under this policy to Human Resources. Employees can report violations of the policy and raise

questions regarding their obligations under this policy without fear of reprisal of any kind. Such reports will be held in confidence to the maximum extent possible, depending upon the circumstances presented.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.


Title Description	Effective Date	Chapter
Personal Property	04/28/97	G12
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		

POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc. to assist its employees in safeguarding their personal property while at work. However, the Agency does not assume responsibility for the loss or theft of personal belongings, and employees are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.

PROCEDURE: Articles of personal property found on the premises should be returned to the owner, if known, or turned in to the Human Resources Department. Inquiries regarding lost property should be directed to the Human Resources Department.

Employees are expected to exercise reasonable care to safeguard personal items of value brought to work. Such items should never be left unattended or in plain view.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Workplace Searches	09/30/10	G13
	Revised Date	Page
	10/01/14	1 of 2
Unit/Department	Authorized	
Human Resources		

POLICY: It is the policy of Twin Cedars Youth and Family Services, Inc., when deemed necessary by management, for authorized persons to search and inspect both company property and personal items, including vehicles, brought on to company property. Refusal to cooperate in a search, inspection or investigation will result in disciplinary action up to and including termination.

PROCEDURE: Under most conditions, the employee's Director and/or Director of Human Resources will make the decision to search and be involved in the conduct of the search.

A minimum of three (3) management personnel are required to conduct a search. Two managers will conduct the search and the third shall record the inventory. Items found and identifying locations shall be noted.

One of the individuals involved in the search must be the same gender as the employee whose belongings are being searched.

Prior to conducting the search, the employee will be called to a private location and informed the Agency wishes to search his/her personal possessions (to include their vehicle) and will be asked permission to conduct the search. If granted, the employee will sign a written consent to search. The search will then be conducted in the presence of the three management personnel and the employee. If the search does not produce any results, the employee will be thanked for their cooperation. If the search produces problems, the employee will be suspended without pay pending investigation. Law enforcement will be notified of any illegal items found in the search.



Policies and Procedures

If the employee refuses to cooperate with a requested search, he/she will be advised that refusal will be grounds for disciplinary action up to and including termination.


If permitted, the following may be searched:

1. All company property is eligible for search and shall include lockers or other spaces individually assigned.
2. Personal property brought on to company property in:
 - Pockets
 - Purses/wallets
 - Briefcases
 - Cars, trucks and other vehicles
 - Shopping bags/boxes
 - Removable Clothing

The employee shall be treated with respect at all times and not subjected to undue embarrassment. It is acceptable to ask the employee to remove a coat, sweater, or similar type clothing so that it can be inspected. The employee may be asked to turn his/her pockets inside out. The search will NOT include any form of body searching.


Each Agency representative present during the search must immediately write an independent report of the incident and forward to Human Resources.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Employee Identification	04/28/97	G14
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		

POLICY: Twin Cedars Youth and Family Services (TCYFS) staff (employees, interns, volunteers, etc.) must wear their TCYFS picture identification or name badges while on Agency property. When off Agency property but on Agency business, staff must have their TCYFS identification available for presentation, if requested.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.


Title Description	Effective Date	Chapter
Key Control	04/28/97	G15
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		

POLICY: All keys assigned to Twin Cedars Youth and Family Service, Inc. (TCYFS) employees are signed out through the Key Control Agreement System (see attached form). Supervisors sign keys out/in. Employees who lose keys are responsible for replacement costs, which may include the rekeying of locks.

Upon termination, employees must return all Agency property, to include any assigned keys. If any keys are not returned, the employee is responsible for replacement costs as described above. TCYFS may hold the employees final paycheck (to include the payment of earned but unused vacation time) until all accounts between the employee and the Agency are settled.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

FORMS: Key Control Agreement Form

Title Description	Effective Date	Chapter
Employee Parking	04/28/97	G16
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		

POLICY: Twin Cedars Youth and Family Services, Inc. requires employees to park their vehicles in designated employee parking.


PROCEDURES: Employees use TCYFS employee parking areas at their own risk and should keep their cars locked at all times.

The Agency does not assume responsibility for any damage to the employee's vehicle, theft of personal property in the vehicle and/or theft of the vehicle.

The employee should practice good security awareness by not leaving personal items of value in plain sight in their vehicle. This is an invitation for possible mischief.

Employees who experience damage to their vehicle, to include theft of the vehicle or personal belongings in the vehicle, will make an immediate report to their supervisor and Human Resources. Law enforcement will be called.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Employee's Children at Work	04/28/97	G17
	Revised Date	Page
	10/01/14	1 of 1
Unit/Department	Authorized	
Human Resources		


POLICY:

Minor children of employees are not allowed to accompany their parents to the work place if the children will be on site for longer than ten (10) minutes. This policy is established to provide for the safety of the children and Twin Cedars Youth and Family Services, Inc. (TCYFS) clients.

Children of Agency employees will not be transported in TCYFS owned vehicles, regardless of whether clients are in the vehicle at the same time. Failure to follow this policy will result in disciplinary action to include termination of employment.

RESPONSIBILITY:

Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

Title Description	Effective Date	Chapter
Use of Agency Property	01/31/97	G18
	Revised Date	Page
	10/01/14	1 of 2
Unit/Department	Authorized	
Human Resources		

POLICY: Employees may use Twin Cedars Youth and Family Services, Inc. (TCYFS) property and/or facilities with prior written approval from their Director or the Executive Director. The employee will be responsible for the cost to repair/replace any Agency property that becomes damaged, broken or turns up missing while being used.

PROCEDURE: The requesting employee must complete a Facilities Property Use Form and obtain required signatures at least two (2) weeks in advance of the use date. Proof of insurance coverage for a group of participants must be attached.

When using agency property and/or facilities, employees are required to obtain signatures on a "Statement of Confidentiality Form for Guests, Volunteers, Contractors, Vendors" for each non-employee using Agency property **prior to** its actual use.

The employee using the property and/or facilities is responsible for the conduct of guests during the function.


The employee using the property and/or facilities is responsible for immediately reporting any accident which occurs during use to their supervisor and Human Resources.

The employee using the property and/or facilities is responsible for ensuring the property is clean and secure **before** he/she leaves the premises.

Failure to adhere to these procedural guidelines may warrant disciplinary action and loss of future use privilege.

RESPONSIBILITY: Interpretation and implementation of this policy is the responsibility of the Executive Director. Overall personnel functions are the responsibility of the Director of Human Resources.

FORMS: Facilities/Property Use During Non-Working Hours
Statement of Confidentiality Form for Guests, Volunteers,
Contractors, Vendors

Title Description	Effective Date	Chapter
Staff Safety In-Home Visits	10/10/10	G19
	Revised Date	Page
	10/01/14	1 of 7
Unit/Department	Authorized	
Human Resources		

POLICY: Twin Cedars has a commitment to provide services which are best practice and safe for staff. This includes providing services in people's homes or other appropriate locations. Twin Cedars has a commitment to the safety of its staff in all work locations, including people's homes, other venues not on a Twin Cedars campus and safe travel to and from these venues. Furthermore, all agency staff providing community based services have a responsibility to be safety conscious and to follow the safety policies, procedures and guidelines of the agency. Staff must take reasonable care of his/her own safety.

PROCEDURE:

1. Home visits should only be conducted with consent so that all parties understand their roles and responsibilities; as well as our zero tolerance for violence and/or alcohol/illegal drug use during visits.

Risk Assessment:

2. When organizing any home visit staff are expected to assess potential risks prior to undertaking the home visit. Available records should be read and questions asked of the referring agency. Staff should check with others within the agency who are known to have visited the home. The assessment of risk should include points that may impact upon staff safety. This may include but not be limited to:
 - Verification of location
 - Access to premises
 - Time of visit. This includes the consideration of circumstances after dark, taking into account the increased isolation and subsequent vulnerability that occurs when conducting visits after dark
 - Persons present on the home visit
 - Presence of potential dangerous animals and pets
 - History of violence, aggressive behavior or domestic violence
 - Presence of fire arms

- History of mental illness, medical conditions or substance abuse
- Family conflict
- Cultural needs

Risk Management:

3. If risks are identified this must be documented in the record and discussed with the manager/supervisor of the department. If safety risks/concerns are raised with the manager/supervisor that cannot be managed (removed or mitigated) to an acceptable level, then the manager/supervisor will arrange one of the following:
 - a. A second staff member to accompany the primary staff
 - b. cancel the home visit and consider other ways of providing the service (ie. alternative meeting place).
4. If the service provision is assessed as an unacceptable safety risk to the employee, this needs to be documented. If the service provision has been discussed with the client, the client should be advised why the service will not be provided. Where a letter has been sent to the client a copy of this letter should also be sent to the Director of the service.
5. As part of new employee processing, Human Resources will collect information that may be used in the event of an emergency. This information will need to be updated by employees if changes occur with respect to contact details or they make significant changes to their personal appearance. It includes:
 - a. Employee contact details (including Next Of Kin)
 - b. A clear photograph of employee.

Prior to the Home Visit:

6. Schedule visits during daylight hours when possible.
7. Always conduct the first visit to an unknown address in daylight hours to assess suitability for other dark visits.
8. Staff should make themselves known to management and security personnel in public housing and apartment complexes.
9. Employees are responsible for providing documentation related to the home visit to their manager or designee. This data must be written on the Home Visit Data Sheet and includes the following:
 - Name of visiting staff member(s)
 - Name of client(s)
 - Address and phone number of destination(s)



- Departure time and time of each scheduled visit
 - Expected time of return
 - Car make, model, color and registration number
 - Cell phone number
 - Potential identified risks
10. Before you leave the office, secure personal items in the trunk of the vehicle. Only take essential items with you are on a home visit. This includes (but is not limited to):
- Clip-on identification badge (wear at all times)
 - License
 - Cell phone with pre-programmed emergency phone numbers. Select the emergency number prior to entering an unknown situation, for example, a first visit to an unknown address. If contacting emergency services, always begin by giving the address first and then the complaint/report.
 - Confirm that there is cell phone coverage in the area (ask client)
 - Flashlight and batteries
 - Personal alarm (whistle)
 - A “CALL POLICE” sign to use to request help in the event of a vehicle breakdown.
 - Antimicrobial hand wipes or gels in the event that access to water is limited.
11. Dress appropriately:
- a. Clean, neat and conservative.
 - b. Wear comfortable shoes that you can run in.
 - c. Keep jewelry to a minimum
 - d. Avoid any accessory that could be dangerous such as necklaces and scarves.

Vehicle Guidelines:

12. Prior to departure it is the responsibility of the staff member to ensure that vehicle and all equipment is functioning and that:
- destination is known and route is planned
 - the mobile phone is charged and turned on.
 - that there is adequate fuel in the car – minimum half tank
 - gas card
 - the car contains a mobile phone charger, first aid kit and any other necessary emergency equipment
 - Do not leave equipment in full view in the vehicle.
13. Reschedule or cancel visit in the event of dangerous driving conditions.
14. Employ safe driving practices.



15. Stick to well-traveled streets and avoid shortcuts. Stay alert and mindful of surroundings.
16. Identify safe areas (restaurant, police/fire station) so that driving there for safety is an option.
17. Lock your vehicle when traveling and when you return to it after a visit. Check inside and under your vehicle before entering it.
18. Do not wear headphones.
19. Carry keys in your hand for accessibility.

While Conducting the Home Visit:

20. Call client just before visit to ensure visit still suits.
21. Always have an excuse to leave prepared in advance just in case.
22. On arrival staff should park the vehicle in an appropriate and safe location. This should be considered in terms of loading/unloading equipment, proximity of house to the street and how busy the street is including available parking. Avoid areas with poor visibility, such as alleys, underground parking garages or isolated buildings. Do not park in a driveway where your vehicle could get blocked in. In the evening park in a well lit area. Upon arrival staff should assess the premises for potential risks. This may include but not be limited to:

- Survey the neighborhood.
- Be alert to passengers sitting in parked vehicles and, where possible, avoid these cars.
- Do not walk through groups of people standing together on a sidewalk.
- Exercise care in hallways, elevators and stairwells. In elevators stand close to the control panel with your back against the wall. Stick to the center of hallways, avoiding alcoves and hidden corners. Count the number of floors when ascending stairwells as some buildings do not have the floors numbered. In the event of a hall/stair emergency, knock on as many doors as possible and yell FIRE or pull the fire alarm. For elevator emergencies, get off the elevator at the next floor and do the same.
- Staff should call the family and ask an adult to come out to meet them if they are uncomfortable with the area. Let the client lead the way down corridors or up staircases, etc.
- For evening visits, call and ask the family to turn on the outside lights. Use a flashlight to walk from the vehicle to the client's door.
- Listen for any conflict that may be occurring at the premises and call supervisor for guidance if there is.

If a staff member feels uncomfortable for any reason because of a suspicion of threat to personal safety when approaching an area, building, home or elevator the staff should immediately leave and contact the supervisor from a safer area.

- Enter a home only after an adult gives you permission to do so.



- Observe the room where you will be located
 - Do not enter a home if there is a visible threat to safety (e.g. drugs, alcohol, weapons, animals, pornographic posters, etc.) or where your instinct tells you not to. When there is suspicion of weapons, illicit drugs or alcohol present, the home visit is not to be made.
 - Identify potential exits
 - If your client locks the door, ask them to leave the key in the lock.
 - Keep car keys on your person
 - Staff are responsible for their personal property on a home visit
 - Staff may request that family members keep animals chained during the visit. If the family member refuses to restrain the animal, the home visit is not to be made.
 - Do not remain at a visit where a client, visitors or family members are intoxicated, abusive, inappropriately dressed or where sexual comments and innuendoes are made or pornography is viewed in your presence.
 - Sit in a hard backed chair.
 - Meet with the client in a common room. Do not be in any part of the house alone where you could be accused of stealing something.
 - Do not meet in the kitchen where there may be easy access to sharp objects that may be used as a weapon.
 - Sit where you have a good view of the bedrooms or hall to the bedrooms. Listen for anyone coming in from an outside door.
23. Staff should continually assess and trust their instincts. If at any time during the home visit there is an assessed risk to the staff member, stay calm and remove yourself from the premises as quickly as possible. Secondly ensure the safety of the client if they are also at risk.
24. If a situation develops:
- Remain calm
 - Try to handle situation by calmly reasoning with the individual or parties involved.
 - Do not take sides in an argument.
 - Do not act in any way to further agitate the person
 - Listen attentively and do not interrupt.
 - Be courteous and patient
 - Maintain a distance, avoid physical contact
 - Never argue in a crisis
 - Ignore provocative comments/behaviors
 - Do not have eye contact with someone who is being aggressive
 - Stand diagonally from an aggressive person (the NCI Supportive Stance)
 - Do not stand in the person's space
 - Keep hands free
 - Do not put an aggressive person between you and the door.

- If asked to leave, leave immediately
 - If someone has a weapon, follow their instructions and do not attempt to take the weapon by force
 - Keep alert for any chance to escape safely from the person's presence. Do not risk harm to yourself or others.
25. If it is not possible to leave immediately, attempt to diffuse the situation and leave at the first available opportunity. If staff are unable to leave the premises then they should attempt to use their mobile phone or landline to contact police.
 26. Always take threats seriously. If the threat is to personal safety, local law enforcement is to be called followed immediately with a call you a manager/supervisor. If the threat level did not require law enforcement but was such that the visit needed to be aborted, contact manager/supervisor immediately.
 27. Staff are not expected to provide a service if the environment is not safe. Staff are able to refuse service delivery in these circumstances. Notify manager/supervisor for guidance.
 28. If staff is transporting a client and the client becomes aggressive, staff should safely pull over to the side of the road and get out of the vehicle.
 29. When leaving a home visit, staff may request that an adult family member wait at the door until they are safely in their vehicle.
 30. Staff should not make phone calls until they are in their vehicle with the door locked.

Upon Completion/Return from the Home Visit:

31. Inform manager or designee when each scheduled visit is completed. If any incidents occurred while on the home visit, these must be reported to the manager/ supervisor who will initiate the appropriate action required to assist the staff member following any incident/accident.

This includes:

- Access to first aid or medical assistance
- Access to critical incident/accident debriefing and counseling
- Advice regarding appropriate reporting and direction on completing the incident forms and documenting the incident
- Review the client risk assessment.

Failure to Return from Home Visit

32. In order to track the safe return of staff from home visits, if the staff member does not expect to return by the nominated time, it is the responsibility of the staff member to contact and leave a message with the manager/supervisor or designee of a revised time.
33. If the staff member has not returned or called and is an hour later than their expected return time the Manager/supervisor or designee should:

- Contact the staff member on their mobile phone
- If staff member does not answer the phone - Contact the clients listed for home visits to establish if the staff member arrived and/or left and at what time.
- In the event that the staff member is not contactable, senior management must be contacted for further direction.

34. As part of new employee orientation, all new employees in units covered by this policy will:

- Be oriented to this policy and related safety brochure by their supervisor.
- Will sign the Home Visit Acknowledgement form indicating that they have been oriented to the policy and guidelines; and been provided a copy of the policy and guidelines; and agree to follow the policy and guidelines; and accept responsibility for .
- Will be trained and certified to utilize the Non-violent Crisis Intervention model.

Practice universal precautions:

- Wash hands before and after each visit or use antimicrobial hand wipes or gels.
- Keep immunizations up to date.

ACCOUNTABILITY: It is the responsibility of the employer, directors and supervisors providing the service to ensure that this policy is observed. It is the responsibility of employees to follow this policy and supporting procedures/guidelines.

ATTACHMENTS:

- Home Visit Data Sheet
- Home Visit Acknowledgement form
- In-Home Safety brochure