



POLICIES and PROCEDURES

Effective 11/2016

Rev 2/2017

Rev 9/2017

Rev 10/2017

RVI POLICIES MANUAL

INTRODUCTION

Policies are defined as the basic rules, which guide administrative action for accomplishing an organization's objectives. Comprehensive and clearly defined policies, consistently and fairly administered, are essential to the success of any organization.

The policies set forth and adopted within this manual supersede all previously written and unwritten policies of Riverview Industries, Inc. (hereafter referred to as RVI).

This policy manual is a guide to be utilized by management and supervisory personnel to ensure uniformity and nondiscriminatory application of the conditions of employment. In the event there is a conflict between the contents of this manual and any applicable laws, those applicable laws shall prevail.

The manual is designed as a tool to enable staff to know and understand what to expect out of the environment and the organization and to keep them informed. For ease of use, the policies are organized in alphabetical order by section. Questions regarding the interpretation and application of these policies should be directed to your supervisor who will seek clarification. Every effort must be made to ensure that such decisions are made objectively, with the general intent of the policy in mind.

This personnel manual is not an employment contract. It is presented as a matter of information only. Any statements in conflict with these policies made by anyone else are unauthorized, expressly disallowed, and should not be relied upon by anyone. RVI reserves the right to modify, revoke, suspend, terminate, or change these policies and procedures with or without prior notice. However, the RVI Board of Directors and its management do want to develop and maintain a good relationship with employees. Your input about matters addressed in this handbook is welcome and will always be considered.

These policies apply to employees of RVI and pertain to all departments operated by RVI.

Disagreements or requests for waiver or exception to the provisions of this manual are to follow the procedures outlined in the Grievance Procedure.

Section added: 10/2016

The policies contained within this manual are reviewed and revised on an annual basis or as needed. Revisions of specific policies are stated with the policy. Unless otherwise indicated, this policy manual has been reviewed on the following dates:
Reviewed: 03/2016

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1.1 PHILOSOPHY AND MISSION STATEMENT

Mission Statement

The purpose of RVI is to provide a meaningful work experience and quality of life for the benefit of adults with developmental disabilities.

Vision Statement

RVI is recognized as the choice provider agency of services for Individuals with developmental disabilities, the premier employer in Ottawa County, and a preferred partner in the business community.

Core Values

- Service – RVI exists to serve people with safe, secure, predictable, and appropriate manner.
- Safety – RVI is committed to operating in a manner conducive to protecting our employees, the people we serve, and the community.
- Quality – RVI is committed to providing the highest possible quality in our products and services.
- Communications – RVI is committed to open communication.
- Respect – RVI believes all people should be treated with mutual dignity and respect.
- Opportunity – RVI recognizes that all people with developmental disabilities, who are willing and able to work, should have the opportunity to do so.
- Choices – RVI recognizes that all Individuals should have the opportunity to make informed choices about their habilitation, vocational training and employment.
- Fair Wages & Benefits – RVI recognizes that all employees, for work performed, should receive fair and equitable wages and benefits consistent with their abilities.
- Community – RVI values an interdependent relationship with the larger community and such relationship will benefit all parties concerned.
- Financial Security – RVI values good financial health that is maintained through diversification and expansion of existing services and products, sound business practices and fiscal accountability.
- Leadership – RVI recognizes the importance of leaders that exhibit responsibility, planning, vision, initiative, professionalism, respect and role modeling.
- Training & Education – RVI recognizes that learning is a lifelong experience and, therefore, is committed to providing training for both personal and professional growth.

1.2 ACCESSIBILITY PLAN

Accessibility issues are addressed by RVI in order to enhance the quality of life for individuals served, implement nondiscriminatory employment practices, meet legal and regulatory requirements, meet the expectations of stakeholders in the area of accessibility. RVI implements an ongoing process for identification of barriers in the following areas:

1. Architecture
2. Environment
3. Attitudes
4. Finances
5. Employment
6. Communication
7. Technology
8. Transportation
9. Community Integration; and
10. Other Barriers as identified by persons served, personnel, and other stakeholders.

The accessibility plan is developed and implemented to promote accessibility and remove barriers. If an individual receiving services, RVI Inc. staff, or other stakeholder becomes aware of any barriers, they are encouraged to contact the Director. RVI Leadership reviews the accessibility plan for relevance, progress and effectiveness at least annually.

Revised 10/17/2017

1.3 BEHAVIOR SUPPORT

RVI recognizes that the purpose of behavior support is to support and assist individuals receiving services to manage their own behaviors to promote the growth, development and independence of those individuals and promote individual choice in daily decision-making, emphasizing self-determination and self-management. Staff is required to understand and follow approved Behavior Support plans for individuals receiving services. Appropriate staff will be trained and documented by the

plan author or Service and Support Administrator prior to plan implementation.

In accordance with the rule addressing Behavior Supports of the Ohio Administrative Code, and the policies and procedures of OCBDD, this will be accomplished in such a way as to provide the supports and services needed for individuals with challenging behavior to achieve the greatest level of independent functioning, self-determination and community integration possible, while providing adequate safeguards and supervision to ensure that the health, welfare, due process, and civil and human rights are adequately protected. The intent is to eliminate the unnecessary use of and need for restraint, time-out and other restrictive, aversive or coercive interventions by increasing the quantity and quality of positive behavior supports for individuals with challenging behavior.

RVI is committed to promoting a climate for behavior support that is characterized by:

- Interactions and speech that reflect respect, dignity, and a positive regard for the individual;
- Interactions which are appropriate for the age of the individual.
- The setting of acceptable behavioral standards for staff.
- Staff speech that is even-toned, made in positive and personal terms
- Conversations with the individual rather than about the individual while in the individual's presence.
- Respect for the individual's privacy by not discussing the individual with someone who has no right to the information.
- The use of people-first language instead of referring to the individual by trait, behavior, or disability.
- Specifying and ensuring training for all persons employed by a provider who are responsible for implementing plans.

To this end, please refer to the OAC 5123:2-2-06 BEHAVIOR SUPPORT STRATEGIES THAT INCLUDE RESTRICTIVE MEASURES.

1.4 CHAIN OF COMMAND

The Board of Directors of RVI is responsible for setting policies for its staff members. The Board employs the Executive Director, to whom it delegates responsibility for the day-to-day administration of the nonprofit. The Executive Director oversees the staff, using policies approved by the Board of Directors.

RVI's staff members are accountable only to the Executive Director, through whom all communication to the Board is channeled. A staff member who does not follow the stated policy of channeling information through the Executive Director is subject to disciplinary action. The Table of Organization (available from HR Manager) is a visual replica of supervision and responsibility. Employees are encouraged to start with their departmental manager or Human Resources Manager whenever possible and appropriate.

Policy Revisions for RVI Board of Directors September 19, 2017

1.5 CODE OF ETHICS

Introduction

The purpose of RVI Code of Ethics is to clearly articulate the principles, values, and standards that guide our decisions, our delivery of services, and our everyday interactions with individuals receiving services and our stakeholders. Stakeholders include, but may not be limited to, family members, RVI employees, other professionals, and funding entities.

It is not the intent of RVI Code of Ethics to address all situations the organization may encounter. The statements that follow shall provide guidance to RVI staff so that they may conduct themselves in a manner based on accepted values while representing RVI. Additional information is also available in RVI Regulations and By-Laws, Personnel Policies, and the Program Operation Policies and Procedures.

RVI expects all employees to adhere to the principles described in RVI Code of Ethics (see also Attachment: Code of Ethics).

Standards of Conduct

- Service Delivery/Treatment of Persons Served

All employees of RVI shall take reasonable measures to:

- Protect the health and welfare of those receiving services.
- Protect the rights of the individuals we serve in accordance with the Bill of Rights as guaranteed by section 5123.62 of the Ohio Revised Code (ORC).
- Provide support in regard to a person's emotional, physical, and personal well-being.
- Advocate for inclusion and community participation of those we support.
- Encourage individuals to take responsibility for their actions and choices.
- Provide advocacy and complaint resolution information to all individuals receiving services.
- Document and be accountable for all supports and services provided.

- Promote self-determination.
- Assess the effectiveness of services provided as it relates RVI's mission and purpose.
- Respond to service satisfaction feedback for services delivered.

Professional Responsibilities of Staff

- Act and conduct themselves in a way that will merit the continued trust and confidence of individuals receiving services, RVI stakeholders, and the public at large.
 - Shall not engage in outside employment that results in a conflict of interest with their duties as RVI staffers.
 - Shall not solicit or accept anything of economic value from any individual, person served or entity engaged in business dealings or seeking to engage in business dealings with the RVI.
 - Shall not accept gifts from persons served. Any gifts shall be reported to the Executive Director.
 - Shall not hire persons served for private work.
 - Shall not date persons served.
- Follow all applicable laws, rules, and regulations concerning the delivery of services and shall not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by applicable law.
- Provide services it is qualified and willing to provide.
- Provide information to those served in regard to other service options if the individual indicates an interest in changing providers. When this occurs, the individual shall be encouraged to contact their service facilitator. If needed, RVI will provide the individual assistance in making this contact.
- Shall not reveal confidential information obtained as the result of a professional relationship, without the prior written consent from the individual, except as authorized or required by law.
- In the presence of professional conflict, RVI staff shall be primarily concerned with the health and welfare of the individual served.
- As a representative of RVI, employees are expected to place the interest of RVI ahead of any personal interest or personal gain, and to disclose to their immediate supervisor, all factors in any situation where a potential conflict of interest may arise.
- Observe safe work practices so as to minimize the risk of workplace injury to individuals receiving services, self and others.
- Report any observed failure of services being provided through the appropriate channels and complaint process.

Business and Financial

- RVI will comply with all applicable laws and regulations in all business transactions and in accordance with the spirit and intent of all relevant rules, laws, and regulations.
- The use of good judgment, based on ethical principles, will serve as our general guide to acceptable business and financial conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor or by following RVI Chart of Organization.
- Any staff that becomes aware of any conflict or potential conflict of interest regarding the business transactions of RVI shall immediately report this concern to their supervisor.
- RVI staff shall take reasonable measures to protect and ensure the proper use of company assets.
- RVI employees shall use and maintain the buildings, equipment, materials, and furnishings provided in a responsible manner.
- RVI employees shall not incur outside professional expenses on behalf of RVI without prior written approval from the RVI Board of Directors.

Marketing

- RVI will market its services to potential service recipients, families and to the public at large. RVI shall ensure that the services offered are being accurately and honestly portrayed to the target audience.
- RVI shall only produce, publish, create, or partake in the creation of marketing materials that are true, genuine, honest, and straightforward advertisements when marketing the supports offered.
- RVI shall engage in positive marketing practices.
- RVI shall make reasonable efforts to avoid undue influence on an individual's choices with respect to support services.

Contractual Relationships

- RVI representatives and vendors are expected to conduct themselves in accordance with fair, ethical and legal trade practices when doing business, as well as behaving in a dignified, respectful and professional manner.

- RVI expects terms of agreements to be honored.
- RVI prohibits employees from accepting personal incentives, gifts, or gratuities in exchange for conducting business with vendors, likewise, vendors are expected to refrain from offering such.
- Individuals under contract are not considered employees of the agency, the relationship is considered that of an independent contractor.
- RVI may require, as appropriate, proof, verification, or certification of credentials, insurance, licensure, accreditation, or any other professional identifier.
- Contractual agreements must be approved and signed by the Executive Director or his/her designee.

Service Delivery

- Conflicts of interest
- Exchange of
 - Gifts
 - Money
 - Gratuities
- Personal Fundraising – Current Policy 7.25 Solicitation and Distribution
- Personal Property – Current policy 7.19 Personal Property
- Setting Boundaries – Current Policy 7.10 Fraternization
- Witnessing of Legal Documents
 - RVI regards the witnessing of a signature to be accurate and accountable.
 - The person chosen to witness a document should be a neutral party, have no financial or other interest in an agreement, of legal age, and mentally capable.
 - The witness is typically not required to know or understand the content of the document.
 - RVI maintains a notary public on staff to be used as necessary.

Professional Responsibilities

Human Resources

- In order to provide equal employment and advancement opportunities to all individuals, employment decisions at RVI will be based on merit, qualifications, and abilities. RVI does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by applicable law.
- RVI will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.
- RVI is committed to providing a work environment that is free of discrimination and harassment.
- Employees who have questions or concerns about any employment practices are encouraged to bring these issues to the attention of their immediate supervisor or use RVI Chart of Organization to voice their concern if it is inappropriate to discuss with their immediate supervisor, respecting the organization's chain of command.
- All personnel reports and complaints will be promptly investigated and there will be no retaliation for making a report or for cooperating with an investigation. RVI will keep complaints and the result of its investigation confidential to the extent practicable.

Prohibition of

- Waste
- Fraud
- Abuse
- Other Wrongdoing

Interactions with Members of the Community: The Public

- RVI shall be respectful in the interactions it has with the public.
- Requests for information, complaints, and concerns from the public will be responded to in a timely manner.
- Input from the community and all stakeholders is encouraged and valued by the organization.
- Through the promotion of inclusion of individuals with disabilities, RVI will strive to enhance the well being of the community.
- Where and when appropriate, RVI will educate the public on issues affecting individuals with disabilities. Educating includes advocacy and lobbying.
- RVI will serve the public interest by acting as responsible advocates for those we serve and adhering to the highest standards of accuracy and truth.

The Governance Authority

- The general supervision, management, and control of RVI will be the responsibility of RVI Board of Directors, which shall be elected and serve in accordance with RVI Regulations and By-Laws.
- The Board of Directors shall act with due care, good faith, and loyalty in fulfilling their responsibilities to RVI
- The Board of Directors shall avoid any conflict or potential conflict between the interests of RVI and their own personal gain, and will disclose all relevant factors in situations where a potential conflict of interest may arise.

Contributors

- All resources and donations will be used for their intended purpose.
- All donations will be handled with respect and with confidentiality to the extent provided by law.
- Questions from funders and donors are welcome and all entities will receive prompt, truthful and forthright answers.
- RVI Board of Directors and employees will exercise prudent judgment in their stewardship responsibilities.

V. Questions or Concerns

- A. If there are any questions or concerns about compliance with the ethics described in this code, or if you are unsure of the “right thing” to do, you are strongly encouraged to speak with your supervisor or another appropriate member of the Leadership Team.

VI. Allegations of Ethical Codes Violations

- A. All employees are expected to report any practices or actions believed to be inappropriate to their supervisor or follow the RVI Chart of Organization if it is inappropriate to discuss with your immediate supervisor. Stakeholders, contractors, or suppliers are expected to report any practices or actions believed to be inappropriate to the appropriate RVI personnel. Reports of all ethics violations will be treated as confidential information when possible and can be communicated anonymously if it is absolutely necessary.
- B. All employees must understand that all allegations of violations of the RVI Code of Ethics shall be taken seriously and that the consequences for ethical misconduct may lead to disciplinary action, up to and including the termination of employment with RVI.

1.6 CONFIDENTIALITY

Each person who is a recipient of services of RVI has the right to confidentiality of information that is known about, obtained about or received on behalf of that individual. Staff has a legal and ethical responsibility to maintain the events of an individual served by RVI in confidence.

Staffers will, to the best of their ability, ensure confidentiality and privacy with regard to history, records and discussions about the people we serve. The very fact that an individual is served by RVI must be kept private or confidential; disclosure can be made only under specified conditions, which are described below, for reasons relating to law enforcement and fulfillment of our mission. This means that staff shall not disclose any information about a person, including the fact that he or she is or is not served by our organization, to anyone outside of this organization unless authorized by the Executive Director or other authorized personnel. The principle of confidentiality must be maintained in all programs, departments, functions and activities. (Form: Confidentiality Acknowledgement and Form: Release of Information)

Exceptions to this include any investigative authority as provided by law, members of the Individual’s team as approved by the guardian or Individual, law enforcement authorities, judicial entities, Children’s Services or a legally appointed guardian.

- No information requested by someone outside the nonprofit will be given over the telephone. Staff is instructed to respond with the statement: “RVI policy does not permit me to give out this information.” That includes whether or not a person is or has been served by RVI.
- Release-of-information forms will be explained and completed in the presence of the person about whom any information may be released, before it is released.
- No information about individuals or records will be released to state, federal or other agencies that enable the identification of any person by name, address, Social Security number or other coding procedures.
- If records are inspected by an outside agency, the individual(s) who inspect the records must be specifically authorized to do so by the Executive Director. The taking of notes, copying of records or removal of records is specifically prohibited in such cases.
- Staff will not discuss any individual’s record with unauthorized individuals, whether on or off duty. All staffers are required to sign a confidentiality acknowledgment stating their responsibility and commitment in regard to Individual information.

1.7 CORPORATE COMPLIANCE PROGRAM

RVI is committed to providing the highest-quality services in a lawful and ethical manner. RVI's commitment helps maintain the trust and respect of the clients and communities served. To that end, a Corporate Compliance Program has been established to define and govern the conduct expected of employees, to provide guidance on resolving questions related to business conduct and ethical issues, and to establish a mechanism by which employees can report possible violations. The Corporate Compliance Program was designed to assist in preventing violations of the law from occurring. Any violations that are found will be corrected, along with a thorough evaluation of any additional measures needed to prevent duplicate violations.

RVI takes its responsibility to comply with the law very seriously and has taken steps to prevent, detect, and correct legal violations throughout the system. To be successful, the Corporate Compliance Program requires the collective participation of every individual within RVI.

RVI Corporate Compliance Program puts the unwritten code of ethics that has always existed at RVI into writing. The program describes the principles of conduct expected from employees, as well as the rights of employees, at all levels of the organization. The program addresses such issues as business and marketing, human resources, service delivery, and professional ethics.

Establishment of Corporate Compliance Officer

The Board of Directors of RVI shall formally appoint a staff member to serve as the primary point of contact for monitoring and reporting on matters related to corporate compliance.

The Compliance Officer must have the authority to review all documents and other information that are relevant to compliance activities. The Board shall ensure that lines of reporting are sufficient to facilitate timely and candid reports for those responsible for the compliance program.

Whistleblower Protection

No employee, contractor, sub-contractor, board member or other agent of RVI may discharge, demote, suspend, threaten, harass, or in any other manner discriminate against an employee in the terms and conditions of employment because of any lawful act done by the employee to provide information, cause information to be provided, or otherwise assist in an investigation regarding any conduct which the employee reasonably believes constitutes a violation of any rule or regulation of the company relating to fraud, waste, abuse or other wrong-doing.

Investigation/Timeframes

A critical component of an effective ethics and compliance program is the ability to monitor and audit compliance in a "real time manner." Given the intensity and complexity of investigations, RVI will establish time frames for investigation of allegations on an individual basis. Time frames for investigation of allegations shall be assigned by the Corporate Compliance Officer and strictly adhered to.

1.8 CULTURAL COMPETENCY PLAN - This policy has been relocated to Section 2

1.9 ELECTRONIC SIGNATURES

The purpose of this policy is to facilitate the usage of electronic signatures for any and all records where applicable.

It is the policy of the RVI that electronic signatures will be utilized for records as a means for authentication of transcribed documents, computer generated documents and/or electronic entries. System generated electronic signatures are considered legally binding as a means to identify the author of record entries and confirm that the contents are what the author intended. Employees and Providers will be allowed to utilize electronic signatures in accordance with this policy and State and Federal regulations regarding such.

Electronic signature is an automated function that replaces a handwritten signature with a system generated statement.

- Creating and Maintaining Electronic Signature
 - Electronic signatures can be used wherever handwritten signatures are used except where stated by a specific law or rule.
 - All who use a system that uses electronic signatures are required to review their entries.
 - Once an entry has been signed electronically, the computer system will prevent it from being deleted or altered. If errors are later found in the entry or if information must be added, this will be done by means of an addendum to the original entry. The addendum should also be signed electronically and date/time stamped by the computer software.
 - System specific standards and procedures for use may vary by system and it will require that the board must establish and maintain system specific procedures for any system which also satisfies other current policies.
- Auditing Electronic Signature Procedures: The computer software and anyone using the software system must use

a secure, computer-generated, time-stamped audit trail that records independently the date and time of user entries, including actions that create, modify or delete electronic records. Record changes shall not obscure previously recorded information. Audit trail documentation shall be retained for a period at least as long as that required for the record and shall be made available as needed upon request.

1.10 FISCAL MANAGEMENT

Budget

A Budget will be prepared prior to the start of the fiscal year & it shall be approved by the RVI Board of Directors. Each month's financial results vs. the budget will be reviewed by the RVI Board of Directors. Financial trends, challenges & opportunities will be reviewed.

Audit of Funds

An audit or a review of the organization's funds will be conducted by an independent firm at least annually. The decision to conduct an audit or a review will be determined by the board of directors each year, however, a full audit will be conducted at least every three years. A copy of the final report is submitted to all RVI Board members and OCBDD, available for staff, RVI Board members and all other funding sources, if desired or required. Any person or organization may also request, in writing to the Executive Director, a copy of the audit or review, which will be made available free of charge. Audits/Reviews are analyzed by the management team and the RVI Board members, and this information is used for future planning.

Quarterly internal audits shall be performed to document that services delivered coincide with services billed. These audits will be performed by the Business Manager at 3 month intervals chosen by that individual.

Fiscal Records

Fiscal records are maintained by the Business Manager. Types of records include, but are not limited to:

1. Payroll reports
2. Audits
3. Customer invoices
4. Billings
5. Expenditures
6. Authorizations for purchases
7. Financial statements
8. Aging reports
9. Year-by-year budget comparisons
10. Attendance reports

Fiscal and Cash Management

Incoming Revenues: All checks are reviewed by the Executive Director. The Executive Director maintains a list of all incoming checks. The checks are forwarded to the Business Manager who logs them and then deposits them to the checking account.

Expenditures – Expenditures up to \$100 require the approval of the manager; \$100 to \$500 are approved by the manager, the director, and the executive director (FORM 1A). Expenditures over \$500 will additionally be approved by the Board of Directors during the monthly Board meeting.

Petty Cash: A minimum of fifty dollars (\$50.00) and a maximum of \$250.00 is maintained in a petty cash account and is maintained by the Business Manager. The account is used for items that are under \$50.00, where the vendor will not accept a purchase order or there is an emergency need for the item(s). All petty cash expenditures must be prior approved by the Department Manager and receipts must be obtained and returned to the Business Manager. The Executive Director and all Department Managers are authorized to approve petty cash.

Investment Policy - RVI will invest the majority of all monies declared excess. Excess funds will generally be funds of more than two average payrolls or \$25,000 whichever is higher. Any gains on the investment will be used to reinvest or increase service to RVI. No RVI Board member or employees shall benefit directly from invested funds.

RVI will not invest in any companies knowingly involved in illegal, immoral or violate human rights.

Funds will be in conservative investments and highly liquid instruments such as treasury bills, certificates of deposit and passport savings.

The RVI Business Manager and Executive Director may make investment decisions at the appropriate time with approval from the RVI Board of Directors.

Operational Contingency Needs - The budget is developed with great care taking into consideration the needs of each department and the needs of persons served. On occasion, there may arise a need to make purchases or have the availability of cash for contingency purposes. RVI maintains a minimum equivalent to the necessary operational dollars for a one-month period that can be accessed in case of contingency need or emergency. Additionally, the RVI Board of Directors shall

designate a set amount of invested dollars that can be easily accessed for contingency use.

The Executive Director or the designee are the only individuals available to utilize funds in this manner and shall receive prior approval from the RVI Board of Directors for any amount over \$1000.

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1.11 GOVERNING AUTHORITY

Role and Responsibilities of the Board of Directors

RVI is governed by a three (3) to fifteen (15) member Board of Directors serving no more than two-three year terms. It is the purpose of the Board to provide direction, leadership and support to the Executive Director, the managers, and staff as well as to act as a monitor of services and service delivery processes. Specific responsibilities are, but are not limited to:

- Approval of the annual budget and business/strategic plan
- Approval of monthly expenditures over \$500; and prior approval of non-ordinary expenses and items over \$1000
- Review of the monthly and annual fiscal reports
- Approval of policies and procedures
- Assist in business/strategic planning through the provision of insight as to the long-term direction of the company
- Evaluate purpose of organization and strategic plan annually
- Perform as business contacts
- Provide assistance as to adequate and appropriate business practices
- Promote the efforts of RVI in the community
- Approval of all vendor contracts over \$10,000 annually
- Monitor the activities of the Executive Director and ensure that the activities of the organization are consistent with those identified in the constitution and the by-laws
- Approve the annual operational calendar
- Other duties as necessary to improve and increase the operational effectiveness of RVI and its services

Board meetings are held at least ten (10) times per year and on a monthly basis. Unless otherwise indicated, meetings are held in the Board Room at the RVI building. The Board does not operate under a committee structure, unless developed for a short-term and specific purpose, but instead utilizes the participation of all Board members.

Attendance at Board meetings is important. If a Board Member will be unable to attend a Board meeting, he or she should call into the RVI office and inform the Business Manager. The member should indicate the reason for failure to attend. At the time of the meeting, the President will ask who is excused. Only those providing prior notification of absence with a valid reason will be excused. Three unexcused absences in a one-year period will constitute removal from the Board.

Conflict of Interest Statements & Protection for Board Members

The Board shall do everything in its power to protect its members and the company against conflict of interest situations.

Individual members of the Board shall not receive compensation or financial benefit for attending Board meetings, fund or benefit from investments associated, managed or received by RVI and/or monetary, in-kind or service reimbursement.

Board members may, however, utilize the services provided by RVI (fiscal, lawn care, cleaning, etc.) as long as contracts are developed and the costs for such services are usual and customary to those charged other vendors or the general public for similar or equal services.

The Board or any individual member may not use undue influence to establish policy or practices that would benefit themselves, family members, friends, or companies owned and/or operated by Board members. Should a Board member realize that he or she or another Board member is in a position where a conflict of interest exists, he or she shall report the same to the Board immediately and request resolution or resign his/her seat on the Board of Directors.

Roles of Staff

Executive Director

The responsibilities of the Executive Director shall be:

- To oversee the services provided to all eligible persons served as well as those individuals served by RVI and receiving services through other contracts and vendors.
- To directly supervise all managers and ensure the supervision of all other employees and persons served for the purpose of quality and appropriate service delivery.
- To develop budgets, via the input from managers, monitor the same and approve expenditures/income.
- To develop business/strategic plans defining goals and operational standards as necessary subject to board approval when appropriate.
- To schedule and hold regular meetings with staff and managers to ensure on-going communication.

Specific job duties are listed in the job description and included as part of the personnel file.

Leadership Team

The Board of Directors and the Executive Director rely on a leadership team structure and process for the day-to-day management, supervision and direction of the company. All department managers report directly to the Executive Director.

- All managers are responsible for the supervision of staff, employees, and persons served assigned to their department.
- Managers provide the day-to-day supervision of their respective departments.
- Managers are expected to hold a formal meeting at least monthly with their staff.
- Managers are expected to participate in policy development, budget development and monitoring, hiring/termination, business functions and the processes for developing future directions of the company.

For positions directly supervised by the Executive Director, please refer to the Table of Organization (available from HR).

Staff

Staff and management shall be responsible to:

- 1. Ensure the safety and well-being of persons served
- 2. Ensure the rights and dignity of persons served
- 3. Present RVI in an appropriate, accurate and positive manner
- 4. Supervise and provide meaningful training to assigned persons served
- 5. Act as a role model for persons served
- 6. Ensure timely and accurate documentation necessary for reporting the activities of persons served
- 7. Assist other staff when required or requested
- 8. Act professionally and responsibly
- 9. Present a positive image in the community to families, local businesses and other social service organizations
- 10. Utilize good judgment regarding decision-making relevant to care and assistance of persons served
- 11. Respect co-workers; demonstrate commitment to Positive Culture (Attachment: Positive Culture Commitment)
- 12. Recognize the importance of exceptional quality to our customers in the work we produce and demonstrate a commitment to ensuring that quality in our work and the work of the individuals we supervise.

For specific job duties, please refer to individual job descriptions

1.12 INDIVIDUAL FUNDS ADMINISTRATION / MONEY MANAGEMENT

With regard to RVI's residential provider services, it is our primary purpose to protect and care for the rights of the people we serve, specifically as those rights relate to Individual funds administration. RVI will provide a consistent system that allows Individuals to become as fiscally independent as possible and to ensure accurate record-keeping, Individual's use of money for his/her own benefit, and opportunities for Individuals to participate in their fiscal decision making. Specific procedures for funds administration, checking account maintenance, and receipt handling can be found in the Attachment: Individual Served Funds Handling Procedure.

In addition, money management means services that provide assistance to individuals who need support managing personal and financial affairs, including training to assist an individual to acquire, retain, or improve related skills. The services meet a continuum of individualized needs, from organizing and keeping track of financial records and health insurance documentation, to assisting with bill-paying and maintaining bank accounts. Money management does not take the place of services provided by professionals in the accounting, investment, or social services fields. Money management complements the work of other professionals by facilitating the completion of the day-to-day tasks rather than determining or executing long-term plans. This service will be provided in accordance with 5123:2-9-20 Money Management.

1.13 INTERNAL MONITORING AND EVALUATION

In accordance with ORC 5126.14, RVI will ensure administrative oversight of services.

For each service provided as identified and defined in a contract with individual agencies in accordance with Policy 3.22 Services Delivery/Termination, the Habilitation Manager shall monitor and ensure implementation of all interventions in accordance with every individual service plan implemented by the staff who work with the individuals receiving the services; provide appropriate training and technical assistance for all staff who work with the individuals receiving services; communicate with service and support administration staff for the purpose of coordinating activities to ensure that services are provided to individuals in accordance with individual service plans and intended outcomes; monitor for unusual and major unusual incidents and cases of abuse, neglect, exploitation, or misappropriation of funds involving the individual under the care of staff who are providing the services; take immediate actions as necessary to maintain the health, safety, and welfare of the individuals receiving the services; and provide notice of unusual and major unusual incidents and suspected cases of abuse, neglect, exploitation, or misappropriation of funds to the county board of mental retardation and developmental disabilities; perform other administrative duties as required by state or federal law or by the county board of mental retardation and developmental disabilities through contracts with providers.

For purposes of obtaining feedback from stakeholders to improve the services delivered to individuals as well as general

operations of the non-profit, an Organizational Survey will be conducted on an annual basis by business office personnel including the Executive Director who will analyze the compiled data that will be used to improve the quality of services.

1.14 PHOTO/AUDIO/VISUAL/MEDIA CONSENT POLICY

RVI respects the privacy of everyone the nonprofit serves. The audio- or video-taping of persons served is strictly forbidden unless prior permission in writing is obtained from the legal guardian and the person served (Form: Photo/Audio/Visual/Media Consent Form). Individuals are not required to give this consent as a condition for receiving services.

An Individual will never be audio- or video-taped without his or her knowledge. After consent is given, it may be revoked at any time. Individuals may request that the tapes be destroyed at any time.

A signed Photo/Audio/Visual/Media Consent Form must be obtained for any photos that will be taken for public view.

Any form of media where consent has been granted will not be used for any other purposes other than what is specified. Further use of Individual photographs or video recordings for RVI media purposes (i.e. website, FaceBook, newspaper advertising, etc.) must also be specifically consented to; that consent may be revoked at any time and RVI will discontinue using the images/recordings immediately. Employees are NOT permitted to record or photograph Individuals for personal reasons using personal cameras or camera phones.

1.15 RETENTION AND DESTRUCTION OF RVI RECORDS

- ACCIDENT/INCIDENT REPORTS (Individual and staff) - Shall be maintained electronically or in hard copy form for a retention period of seven (7) years. Location: Designated program administrative offices.
- ACCIDENT OF A VEHICLE - Shall be maintained in the driver's personnel file for a period of three (3) years and electronically or in hard copy form for a period of seven (7) years after resolution of any possible court action. Location: Personnel files
- ACCOUNTING RECORDS - Will be maintained chronologically; electronically or in hard copy form for a retention period of seven (7) years. Location: Designated RVI Administrative Office.
- ANNUAL BUDGET/MINUTES/RVI REPORTS - Shall be arranged chronologically and retained permanently electronically or in hard copy form. Location: Designated RVI Administrative Office.
- ANNUAL CALENDARS - Shall be arranged chronologically; electronically or in hard copy form for a period of three (3) years. Location: Designated RVI Administrative Office.
- APPLICATIONS FOR EMPLOYMENT - Shall be maintained in active status for one (1) year and retained for two (2) years for EEO compliance. Applications for persons hired shall be maintained in the employee's personnel file. Location: Designated RVI Administrative Office.
- AUDIT REPORTS - Shall be arranged chronologically and permanently retained. Location: Designated RVI Administrative Office. A hard copy will be maintained permanently. Location: Designated RVI Administrative Office.
- BANK RECONCILIATIONS - Will be maintained chronologically; electronically or in hard copy form for a retention period of seven (7) years. Location: Designated RVI Administrative Office.
- CAPITAL STOCKS & BONDS RECORDS - Will be maintained in a file in chronological order and maintained permanently electronically or in hard copy form. Location: Designated RVI Administrative Office.
- CHECKS (canceled) - Will be maintained in order of number and maintained electronically or in hard copy form for seven (7) years. Location: Designated RVI Administrative Office.
- CONTRACTS & LEASES (expired) - Will be arranged in alphabetical order by year and will be maintained electronically or in hard copy form permanently. Location: Designated RVI Administrative Office.
- CORRESPONDENCE (routine with customers or vendors) - Will be maintained by name or company and retained electronically or in hard copy form for a period of one year. Location: Designated Department files.
- CORRESPONDENCE (general) - Will be maintained by name or company as well as chronological order and maintained electronically or in hard copy form for a period of three years. Location: Designated RVI Administrative Office.
- CORRESPONDENCE (legal & important) - Will be maintained in the appropriately named file and in chronological order. Will be maintained electronically or in hard copy form permanently. Location: Designated Administrative RVI Office.
- INDIVIDUAL ATTENDANCE RECORDS - Attendance records of staff and Individuals served shall be maintained chronologically and shall be retained electronically or in hard copy form seven (7) years after audit. Location: Designated Administrative Office.
- INDIVIDUALS SERVED RECORDS - Shall be retained electronically or in hard copy form for the time during which services are provided. Location: Designated Administrative RVI Office.
- INVOICES TO CUSTOMERS/FROM VENDORS - Shall be chronologically arranged by suppliers and include copies of itemized statements of merchandise shipped and purchased with payment noted. Shall be retained for a period of seven (7) years after audit. Location: Designated RVI Administrative Office.

- LEAVE REQUESTS - Shall be attached to timesheets or electronically maintained for a period of seven (7) years.
- PAYROLL RECORDS - Shall be retained electronically or in hard copy form for a period of seven (7) years. Location: Designated RVI Administrative Office.
- PERSONNEL FILES - Shall be arranged alphabetically by employee and retained according to best practices electronically or in hard copy form. Location: Designated RVI Administrative Office.
- PURCHASE ORDERS AND REQUISITIONS - Shall be attached to invoices.
- TIME SHEETS - Shall be chronologically arranged, therein alphabetically by employee showing the presence or absence of the employee on the job each day. Shall be retained electronically or in hard copy form seven (7) years after audit. Location: Designated RVI Administrative Office.

1.16 RIGHTS OF INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES

In accordance with rule 5123.63 of the Ohio Revised Code, a copy of the list of rights shall be located in the initial employment packet provided for each individual receiving services from RVI. If the individual is unable to read the list, a Skills Development Coordinator shall communicate the contents of the list to the individual to the extent practicable in a manner that the individual understands. The individual receiving services or the parent, guardian, or advocate of the individual shall sign an acknowledgement of receipt of a copy of the list of rights, and a copy of the signed acknowledgement shall be placed in the individual's file. RVI shall also be responsible for answering any questions and giving any explanations necessary to assist the individual to understand the rights enumerated. Instruction in these rights shall be documented. RVI shall make available to all persons receiving services and all employees and visitors a copy of the list of rights and the addresses and telephone numbers of the legal rights service, the department of developmental disabilities, and OCBDD (Attachment: Bill of Rights).

1.17 RISK MANAGEMENT PLAN

The purpose of the RVI Risk Management Plan is to manage risk and reduce the severity of a loss if one were to occur. RVI engages in a coordinated set of activities designed to control threats to its personnel, persons served and other stakeholders, property, income, goodwill, and ability to accomplish goals. The risk management plan will include:

1. Identification of loss exposures
2. Analysis of loss exposures
3. Identification of how to rectify identified exposures
4. Implementation of actions to reduce risk
5. Monitoring of actions to reduce risk
6. Reporting results of actions taken to reduce risks
7. Inclusion of risk reduction in performance improvement activities.

The Risk Management Plan is reviewed and updated at least annually by RVI Leadership.
Revised 10/17/2017

1.18 SATISFACTION OF SERVICES

RVI believes that obtaining feedback from the people we serve enhances the quality of the services we provide. A satisfaction of services survey will be completed by each individual served. Skill Development Coordinators will assist in gathering the information on an annual basis (see Attachment: Satisfaction of Services Survey for Individuals Served).

1.19 SERVICE DELIVERY/TERMINATION

RVI will strive to deliver quality services to individuals in alignment with their person centered plan as defined and identified by the Ohio Department of Developmental Disabilities or in contract form with individual agencies as follows, but are not limited to:

- Medicaid Services
 - Adult Day Services Array
 - Adult Day Support
 - Vocational Habilitation
 - Supported Employment – Enclave
 - Supported Employment – Community
 - Non-Medical Transportation

- Homemaker Personal Care
- Transportation
- Specialized Medical Equipment and Supplies
- Non-Medicaid Services
 - Day Activities/Habilitation
 - Dietary
 - Nursing/Delegated Nursing
 - Supported Employment
 - Supported Living
 - Transportation

In some cases, where the contract is specifically for an individual, the termination of the contract is the termination of services.

Where the contract is based on providing services to many individuals, the termination, rejection, or elimination of service provision for an individual shall be outlined in the contract.

RVI shall only provide services to an individual whose needs RVI can meet and/or is willing to meet, factoring in the individual's interests, as well as RVI's ethics and standards of conduct.

It is our policy to ensure that all Individuals beginning their attendance at RVI have a smooth transition. This means that all paperwork and communication will be in place before the Individual starts his/her first day.

Furthermore, whenever an Individual changes departments, shifts, or areas, the appropriate personnel will be notified before the change.

An Individual will not be able to attend until all intake procedure is complete and necessary communication has taken place.

1.20 SUBPOENAS, INVESTIGATIONS, SEARCH WARRANTS, AND OTHER LEGAL ACTIONS

RVI strives to protect the privacy of clients and staff to the fullest extent of the law.

No confidential information on clients will be revealed to the authorities without the presentation of a subpoena or search warrant. RVI will retain only as much information as required to provide services. Personal information on Individuals will be discarded in accordance with the agency policy for the retention and destruction of records.

Procedures for staff:

Staff will follow these procedures if someone asks for confidential client information (such as names, addresses, and services received) or presents a subpoena or search warrant.

1. Members of the staff who are approached by anyone alleging to be a law enforcement officer should immediately contact the Director's office to alert her. Do not disclose any information. Refer the person to the Director (or to the person in charge).
2. If the person is not a law enforcement officer, or the officer does not have a subpoena or search warrant, the agency will not furnish any confidential information.
3. The Executive Director (or designee): Ask for the officer's identification and the subpoena or search warrant.
4. If presented with a search warrant, staff will not interfere with the search and seizure. If this happens at night or on a weekend, immediately contact the Department Manager who will contact the Executive Director.
5. Always cooperate with law enforcement agents who have shown appropriate identification and authorization for the search. If the agent requests a password to databases, give it. The password is not the staff member's personal property. Failure to cooperate by, for example, refusing to give a password to an agent, may qualify as acting outside the scope of one's employment and subject the staff member to disciplinary action. Interfering with or impeding a lawful search may constitute as a criminal offense under State and Federal law.

1.21 TECHNOLOGY PLAN

RVI will effectively manage and protect the technological and intellectual assets of the organization through the use of a Technology Plan grid.

The grid has been established to identify and analyze areas of RVI information systems, needs, person responsible, and timelines. The areas include Hardware, Software, Security, Back-up Policies, Assistive Technology (Staff), Assistive Technology (Individual served), Disaster Recovery Preparedness, Virus Protection, and Confidentiality. The Technology Plan grid is reviewed and updated annually by the Administrative Team.

1.22 WAITING LIST MANAGEMENT FOR SERVICES (effective 10/2016)

RVI makes every effort to accommodate individuals who wish to be served by the nonprofit, however, an occasion may arise

that requires a waiting list for services. This means that “available resources are not sufficient to meet the needs of all individuals” requesting services offered by RVI. Individuals on a wait list for RVI services will be served in this order, in accordance with waiting list management for Home and Community-based Waiver services:

- Emergencies – The law defines an emergency as any situation where there is a risk of substantial self-harm or substantial harm to others if action isn't taken within 30 days. Examples of emergencies include loss of residence, loss of a caretaker, and abuse, neglect, or exploitation.
- Priorities – Priority categories are defined in statute and rule. Your County Board will determine if a priority category exists on a case-by-case basis. RVI works closely with County Boards of DD in striving to provide services for individuals.
- Date of Request – Waiver services also are offered based on the date you were added to the waiting list.

If you do not agree with being placed on the waiting list for RVI services or with your position on the waiting list, you may follow due process as outlined in the RVI policy manual, which is available upon request.

SECTION 2—NON-DISCRIMINATION

- 2.1 EEO & Affirmative Action
- 2.2 ADA Compliance
- 2.3 Sexual Harassment

2.1 EEO & AFFIRMATIVE ACTION

Equal Employer Opportunity Statement

RVI does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. Applications for employment and consideration for promotional opportunities will be judged on the basis of the individual's ability to perform the essential job functions of the position with or without reasonable accommodation.

Affirmative Action Statement

This nonprofit provides equal employment opportunity to all persons without regard to race, color, religion, disability, sex, age or national origin, and promotes the full realization of this policy through a positive, continuing program of affirmative action. This nonprofit is committed to equal opportunity for all applicants and staffers in personnel matters including recruitment and hiring, benefits, training, promotion, compensation, transfer and layoff or termination. We strive for a staff that reflects diversity.

Each supervisor and member of the management staff must provide equal opportunity for all staffers with regard to work assignments, training, transfer, advancement, and other conditions and privileges of employment, and to work to assure a continuation of this policy of equal employment opportunity.

2.2 ADA COMPLIANCE

RVI does not discriminate on the basis of disability in the admission or access to, or treatment of employment in its programs or activities. Executive Director, 8380 West State Route 163, Oak Harbor OH 43449-9602, has been designated to coordinate compliance with the non-discrimination requirements contained in Section 35.107 of the Regulations of the US Department of Justice. Information concerning the provisions of the Americans with Disabilities Act, and the rights provided there under, are available.

2.3 SEXUAL HARASSMENT (revised 4/05)

The administration or the Board of RVI will not condone sexual harassment in any form in the work place, whether or not it rises to the level of actionable sexual harassment.

RVI adheres to the federal and state laws regarding sexual harassment. The Equal Employment Opportunity Commission defines sexual harassment in 29 Code of Federal Regulations (CFR) 1604.11(a) as follows:

Harassment on the basis of sex is a violation of the law. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
2. Submission or rejection of such conduct by an individual is used as basis for employment decisions affecting such individual, or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Should you determine that another employee's language, gestures, etc. are offensive, you should, if feasible, approach the individual, communicate your concerns and request that the specific activity stop. In addition, this behavior should also be reported immediately, whether or not it rises to the level of harassment defined above, to your supervisor, to the Human Resources Manager, or to any other management member with whom you feel comfortable discussing the matter.

Complaints may be made verbally, in writing or in any other manner that suits the complaining employee.

The Executive Director or his designee will immediately and impartially investigate all allegations of harassment in the workplace, regardless of severity. All reports and interviews shall be documented and interviews may be taped for investigative purposes. RI will take great care to ensure the confidentiality of the parties during the investigation process to the fullest extent possible. If a written report is generated, the report shall be made available to both the complaining employee and the accused employee.

If an accusation of harassment is substantiated, the Executive Director will take immediate disciplinary action, up to and including termination, based on the facts of each particular case. The Executive Director will also work with the complaining employee to ensure that the resolution is satisfactory to that employee. No employee will be subjected to retaliation for making an accusation of sexual harassment or for assisting in an investigation of harassment.

2.4 CULTURAL COMPETENCY AND DIVERSITY PLAN

The purpose of RVI's Cultural Competency and Diversity Plan is to ensure our organization demonstrates an awareness of, respect for, and attention to the diversity of the people with whom it interacts including staff, persons served and other stakeholders, which will be reflected in attitudes, organizational structures, policies and services. The plan will address how the organization will respond to the diversity of its stakeholders as well as how the knowledge, skills, and behaviors will enable personnel to work effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices within and between cultures. The plan is based on the consideration of the following areas:

1. Culture
2. Age
3. Gender
4. Sexual orientation
5. Spiritual beliefs
6. Socioeconomic status
7. Language

The Cultural Competency and Diversity Plan is reviewed and updated at least annually by RVI Leadership.

Revised 10/17/2017

SECTION 3—EMPLOYMENT CONDITIONS & PROVISIONS

- 3.1 Anniversary Date
- 3.2 At-Will Statement
- 3.3 Conditions of Employment
- 3.4 Employment Status
- 3.5 Exempt & Nonexempt Staff
- 3.6 Garnishments, Liens, and Wage Assignments
- 3.7 Lunch & Work Break Periods
- 3.8 On-Call Procedure & Pay Structure
- 3.9 Overtime
- 3.10 Pay
- 3.11 Pay for Training
- 3.12 Probationary Period
- 3.13 Recruitment
- 3.14 Staff Training
- 3.15 W-2 Forms
- 3.16 Work Schedules

3.1 ANNIVERSARY DATE

The first day a staff member logs paid hours is his or her “official” anniversary date. The anniversary date is used to compute various employment conditions such as performance evaluations and benefits described in this manual.

3.2 AT-WILL STATEMENT

The staff member understands that any employment at RVI is at-will and of indefinite duration, and that either the staffer or the nonprofit may terminate employment at any time, with or without notice and for any or no reason. No agreement to the contrary will be recognized unless such an agreement is in writing and signed by the Executive Director.

3.3 CONDITIONS OF EMPLOYMENT

Each position with RVI has specific and necessary criteria and/or conditions that must be met in order to be employed/remain employed in that position. These are considered Conditions of Employment. Failure to complete, maintain, or successfully pass any of these Conditions will result in termination of employment. Conditions specific to each position will be discussed with new employment candidates. Examples include, but are not limited to: possession of a valid drivers’ and proof of personal vehicle insurance, a drivers’ abstract; high school diploma or GED; post-offer background checks, drug screens, and fitness exams; completion of training including First Aid, CPR, delegated nursing, State of Ohio Department of DD certification; and others as described upon hire.

Expenses/Reimbursement: The cost of some Conditions of Employment may be paid for upfront by the employment candidate and reimbursed later; and other expenses will be paid for by the organization and payroll-deducted as outlined in the New Hire checklist, discussed and provided upon hire (See Attachment: New Hire Checklist/Applicant Notification).

3.4 EMPLOYMENT STATUS

Staff categories established by RVI are:

- A. Regular Full-time: An individual employed to work a full basic workweek of 32 to 40 hours, of unspecified employment duration.
- B. Regular Part-time: An individual who works fewer than 32 hours weekly, of unspecified employment duration.
- C. Temporary: An individual who works for a specified employment duration (i.e. seasonal).

3.5 EXEMPT & NONEXEMPT STAFF

Employee classifications are determined by the Fair Labor Standards Act (FLSA). They are classified as either “exempt” or “nonexempt.”

- “Exempt” staffers include those not subject to the overtime provisions defined by the FLSA.
- “Nonexempt” staffers are eligible for overtime pay provisions according to the FLSA, regardless of individual titles or duties. Any staffer who does not meet the qualifications for exemption is considered “nonexempt.”

3.6 GARNISHMENTS, LIENS, AND WAGE ASSIGNMENTS

Federal and state laws require RVI to accept and process legal garnishments, wage assignments, and court orders specifying that it must withhold all or part of a staff member's wages to satisfy indebtedness.

Documents pertaining to garnishments, liens, and wage assignments may be accepted only by the Executive Director or designee and will be treated with confidentiality. Any other person asked to accept such documents must immediately refer the server, or the document if it is received through mail, to the Executive Director or designee.

The following will be accepted and processed:

- garnishments
- government liens
- wage assignments (friend of the court)
- any other wage assignments

Staff members are expected to handle their financial affairs so as to avoid inconvenience and expense to the corporation and lost work time.

According to the Federal Wage Garnishment Act, three or more garnishments may be cause for dismissal. RVI, however, will not terminate staff members solely for garnishments for court orders of child support or court orders for similar payments. Letters from creditors seeking payment will not be accepted.

3.7 LUNCH & WORK BREAK PERIODS

Lunch - A refrigerator is available for packed lunches that require refrigeration. Coffee, soft drinks and snacks are available at the employee's or Individual's expense through vending services. Lunches are to be eaten in the lunchroom or other approved lunch area (outside picnic area when appropriate). Food and beverages should be kept out of work areas and should not be consumed in front of Individuals who are not eating/drinking.

An unpaid lunch break of 30 minutes will be given to every Individual who is scheduled to work 5 or more hours. Staff members who are assigned to work with Individuals will be paid for lunch breaks, as they are usually required to assist with Individuals in the lunchroom. Staff members not assigned to assist in the lunchroom will automatically receive a 30 minute unpaid lunch break, unless otherwise authorized by their immediate supervisor.

Employees must have permission from their supervisor to leave the building during a break time and may be required to clock out.

Breaks – Breaks for full-time, nonexempt staff employees will be allowed throughout the day. Realizing the need to have some personal time, breaks will be allowed when possible. Staffers who are less than full time should be allowed work breaks based on their work schedule. Excessive breaks or those exceeding two 15-minute breaks may result in disciplinary action. Break times should be used for conducting personal business, making personal phone calls, or for snacking.

Regular work breaks should not be expected in work situations where there are "built-in work breaks" due to downtime or idle periods during the work shift. Staff members on break are expected to return to their work areas in cases of emergencies. Failure to do so will result in appropriate disciplinary action.

Employees working off-site should check with the Department Manager for lunch and break arrangements at each site.

3.8 ON-CALL PROCEDURE & PAY STRUCTURE

Some employees may be required to be on-call for specific reasons. Those employees designated as "On-Call" will be required to adhere to the specific guidelines associated with each contract. Those employees will be provided with a contract-specific Procedure & Pay Structure outline, detailing such elements as premium, response time restrictions, schedule, etc.

Such employees will be entitled to On-Call pay, as outlined in the contract-specific Procedure & Pay Structure.

While on-call, employees will be expected to be work-ready (free of intoxicants or other performance altering substances) and available to respond (childcare available, transportation readily available, etc) within the listed Response Time Restrictions. Employees who are not work-ready and available to respond or who fail to adhere to the contract-specific procedures will be subject to discipline as outlined in RVI policy 5.2 Discipline Philosophy. Discipline may be issued progressively or, depending on the severity of the offense, may result in immediate dismissal.

3.9 OVERTIME

RVI recognizes that overtime is sometimes required. Overtime is the actual hours worked exceeding 40 hours in a workweek. Nonexempt staffers who work overtime, with the supervisor's approval, will be paid overtime in accordance with State and Federal wage and hour laws.

Paid time for holidays, sick leave, vacation, calamity days, jury duty, or any other paid benefit does not count as actual work hours for overtime purposes.

All employees eligible for overtime will be compensated at one and one half times their base rate of pay for actual hours worked in excess of forty hours during one workweek.

All actual hours worked in excess of 40 hours (considered "overtime") in a given workweek must be approved by the Department Manager or immediate supervisor.

When a nonexempt employee works at two different rates, overtime will be paid at the rate of the job working while overtime was earned.

Scheduled overtime that is subsequently canceled for any reason shall not entitle the employee to overtime compensation.

Exempt employees are not entitled to overtime pay.

Exempt employees generally include those whose positions are professional, administrative or executive in nature and have been designated as overtime exempt. These positions must be salaried and meet the duties and requirements spelled out by the FLSA. For a more detailed explanation, refer to the U.S. Department of Labor: Fair Labor Standards Act.

3.10 PAY

Employees are paid semi-monthly. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Pay will be directly deposited in to employee's bank accounts. Advance written authorization to RVI and a voided personal check to verify the account number will be provided by the employee to the RVI Business Office. Employees will receive an itemized statement of wages when RVI makes direct deposits.

Pay advances will not be granted.

RVI has a certificate from the Department of Labor authorizing "commensurate wage rates" for workers with disabilities.

Error in Pay - Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell the Business Manager immediately. He or she will take the necessary steps to research the problem and to ensure that any necessary correction is made properly and promptly.

Payroll Deductions - Deductions from each staffer's paycheck include the mandatory and voluntary deductions described below:

- **Mandatory deductions:** Social Security and state and federal taxes; a staff member's paycheck may be garnished for alimony, child support, delinquent loans, or for some other reason, by court order; all mandatory deductions are made without written authorization of the staffer.
- **Voluntary deductions:** made only with the written authorization of the staffer; voluntary deductions include sums designated for the credit union, retirement plan, charitable contributions, and medical insurance; an itemized statement of all deductions from the staffer's wages accompanies each paycheck.

Policy End date 12/31/2017

3.10 PAY

Employees are paid bi-weekly, every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Pay will be directly deposited in to employee's bank accounts. Advance written authorization to RVI and a voided personal check to verify the account number will be provided by the employee to the RVI Business Office. Employees will receive an itemized statement of wages when RVI makes direct deposits.

Pay advances will not be granted.

RVI has a certificate from the Department of Labor authorizing "commensurate wage rates" for workers with disabilities.

Error in Pay - Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell the Business Manager immediately. He or she will take the necessary steps to research the problem and to ensure that any necessary correction is made properly and promptly.

Payroll Deductions - Deductions from each staffer's paycheck include the mandatory and voluntary deductions described below:

- **Mandatory deductions:** Social Security and state and federal taxes; a staff member's paycheck may be garnished for alimony, child support, delinquent loans, or for some other reason, by court order; all mandatory deductions are made without written authorization of the staffer.
- **Voluntary deductions:** made only with the written authorization of the staffer; voluntary deductions include sums designated for the credit union, retirement plan, charitable contributions, and medical insurance; an itemized statement of all deductions from the staffer's wages accompanies each paycheck.

Revised 10/17/2017 Effective 1/1/2018

3.11 PAY FOR TRAINING

Nonexempt staff members will be paid for attending training programs if:

- Attendance is required, and the workshop, course, seminar, conference, etc., is related to the staff member's job.
- The staff member required to attend training has been informed by his or her supervisor that the training is mandatory.
- The staff member will be paid at the regular wage rate for time spent at training.

3.12 PROBATIONARY PERIOD

All staffers of RVI, unless otherwise documented and approved by the Executive Direction, are subject to a 90-day probationary period following initial employment, promotion, or transfer of departments. The probationary period begins on the employee's date of hire, promotion, or transfer, and ends on the 90th day. During this time, the employee's performance will be evaluated for future employment potential. If the performance fails to meet the appropriate standards in any area, the probationary employee will be released or reduced, with or without reason, or under some discretionary circumstances, an unsatisfactory employee may be offered an extension of the probationary period per RVI policy 5.4 Disciplinary Probation. If the performance is satisfactory, a probationary evaluation will be completed and discussed with the employee. At the conclusion of the probationary period, the successful employee will be awarded an increase, as determined by the supervisor and within budgetary constraints.

Any extended period of absence that occurs during the probationary period will not be counted towards the 90 days.

3.13 RECRUITMENT

RVI fills job openings with qualified applicants. The following paragraphs summarize the major elements of our hiring policies.

- **PREFERENCE FOR INTERNAL CANDIDATES.** Job openings are filled by qualified persons from within RVI when possible. Preference is given to internal candidates over external candidates when both are equally qualified. However, internal candidates are not guaranteed the positions for which they apply. Job openings with instructions for applying are posted on the office bulletin board under Job Postings. The nonprofit may begin an external search for applicants simultaneously with the job posting. However, no external applicants will be interviewed or hired for at least seven (7) days following the date of posting, except in the case of vacancies which must be filled on an emergency basis.
- **TESTING/SCREENING.** Applicants for certain positions may be required to fill out a standard screening instrument and take a test as a condition of being considered for employment. All such tools will not discriminate against any ethnic, religious, disabled or other minority groups. **As part of the screening process, the HR Manager will do an online check for the potential employee against the abuser registry and nurse aide registry as a condition of employment during the hiring process. These will also be checked on an annual basis for current staff.**
- **INTERVIEWING.** Applicants will be screened to determine who should become candidates for a job. Job candidates may be interviewed by more than one person, including the position's supervisor.
- **REFERENCES.** References will be checked on all candidates to whom job offers will be made.

Background checks through the Bureau of Criminal Investigation (BCI) are required for all employees and volunteers of RVI as well as post-offer drug screens.

3.14 STAFF TRAINING

RVI believes that a properly trained staff provides a safer environment, has the knowledge to provide services, and has a better understanding of the purpose of providing a high quality of service, thus striving to provide such.

In accordance with various requirements of the Ohio Revised Code, Ohio Administrative Code, and individual agency contracts, the Human Resources Manager will ensure required staff training as outlined in Attachment: Staff Training Outline.

All training will be appropriately documented and filed. In addition to the electronic training format, RVI may set aside day(s) annually for the purpose of staff training; however, it also may be necessary to obtain required training outside of these times.

- As often as possible and practical, RVI is committed to providing training for required certifications (i.e. First-Aid/CPR) at no cost to the staffer. If the staffer does not attend the class without notifying their supervisor (no show), the staffer will be responsible for obtaining the required certification within the required timeframe at their own expense. Failure to fulfill required training requirements may result in dismissal.
- Staffers of various positions are responsible for meeting the professional, educational, continuing education and/or experience requirements in order to maintain the proper state required certifications and licensures.
- Staffers pay the cost of obtaining their license or certification or maintaining it in a current status.
- Certification renewals are the responsibility of individual staff members.
- Copies of the license or certification, plus copies of all renewal or changes, must be provided by the staffer for inclusion in his or her personnel file.
- Staffers must notify their supervisors before the next scheduled workday of any changes in the status of their license or certifications.

- If a required license or certificate is permanently revoked or is not renewed, that person's employment may be terminated for just cause.

3.15 W-2 FORMS

By January 31 of each year, you will receive a W-2 form. This is a record of your total wages paid and tax deductions for the previous year. This should be used when filing your income tax return. If you are no longer employed by the nonprofit, the W-2 will be mailed to your last known address. As a former staff member, it is your responsibility to inform us of any address changes.

3.16 WORK SCHEDULES

Work hours are determined in consideration of workloads, service to individuals, and other factors. RVI will establish the workweek and work hours as the work environment necessitates. It is the responsibility of staff to obtain their schedule as soon as it is available from the Department Manager, no less than three days before the new week.

Individuals served who work inside the workcenter will typically report to work at 9 a.m. and will leave at 3 p.m. unless other arrangements have been approved by their Supervisor and the Executive Director or Production Manager. RVI Business Offices are open Monday through Friday 8:00 a.m. to 4:00 p.m.

SECTION 4—BENEFITS ADMINISTRATION

- 4.1 Bereavement Leave
- 4.2 Family & Medical Leave
- 4.3 Holidays
- 4.4 Insurance
- 4.5 Jury Duty & Subpoenaed Leave
- 4.6 Leave Without Pay
- 4.7 Military Leave
- 4.8 Paid Time Off - PTO
- 4.9 Professional Development
- 4.10 Workers' Compensation

4.1 BEREAVEMENT LEAVE

Bereavement leave is paid for the death of a member of the employee's immediate family. For purposes of this policy, "immediate family" is defined as: mother, father, brother, sister, child, spouse, domestic partner, grandchild, foster child, mother-in-law, father-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, or legal guardian (other person who stands in the place of a parent if there is no parent). Three (3) days of bereavement pay will be issued in this event. One (1) day of pay will be issued in the event of the death of the following: aunt, uncle or grandparent (of employee or employee's spouse).

RVI may allow for additional unpaid days for traveling at the discretion of the Executive Director or her designee.

RVI may allow employees to use sick, vacation, or unpaid leave for funerals of non-immediate family members as long as permission is obtained from immediate supervisor and notification is made in a timely manner.

Staff members who are paid for Bereavement Leave may be asked to provide some kind of evidence of family relationship and/or funeral services.

4.2 FAMILY & MEDICAL LEAVE

The purpose of this policy is to provide leaves of absence to eligible staff members in accordance with the Family and Medical Leave Act of 1993. Eligible employees shall be provided up to **twelve (12)** weeks of leave each year in connection with specific qualifying events. RVI shall maintain records of the utilization of family or medical leave in compliance with requirements of the Department of Labor. RVI will strictly comply with all elements of the law as outlined in the Family & Medical Leave Act document attached to this section of the manual (Form: Family and Medical Leave Act Rights and Request Form).

For the purposes of this policy, the following definitions will serve:

Child: Anyone under 18 years who is the staff member's biological, adopted or foster child, stepchild, legal ward or an adult legally dependent child. This may include a child for whom the staffer has day-to-day responsibility. *

Parent: Biological, foster or adoptive parents, stepparents, legal guardians, or any individual who stood in place of parents for a staff member when the staff member was a child.

Spouse: A husband or wife as defined by applicable state law.

Serious health condition: An illness, injury, impairment, or physical or mental condition that involves inpatient care, or any period of incapacity requiring absence from school or work of more than three calendar days and involving continuing treatment by a health care provider.

Qualifying Events - In order for family and medical leave to be made available, one of the following "qualifying events" must occur:

1. The birth and first year care of the employee's child. *
2. The placement of a child with the employee for adoption or foster care. *
3. A serious health condition of an employee's spouse, child * or parent.
4. A serious health condition that makes the employee unable to perform the functions of the position of such employee.

Entitlement for childcare ends after the child reaches age (1) one year or twelve (12) months after the date of adoption or foster placement. The childcare entitlement applies to step-parents and persons acting "in lieu parents" as well as to biological and adoptive parents.

Coverage Period - A qualified employee is entitled to take up to a total **twelve (12)** weeks of unpaid leave per year for qualifying events.

Leave under qualifying events 1 or 2 shall not be taken by an employee intermittently or on a reduced leave schedule unless the employee and RVI agree otherwise.

Leave taken under qualifying events 3 or 4 may be taken intermittently or on a reduced leave schedule when medically necessary. If an employee requests intermittent leave or leave on a reduced schedule under qualifying events 3 or 4, RVI may require such employee to transfer temporarily to an available alternative position. Such positions offered by RVI include those for which the employee is qualified, has equivalent pay and benefits, and better accommodates recurring periods of leave. Upon return to work from such leave, the employee shall be returned to his/her former position, or an equivalent position, provided the employee returns within the FMLA period.

Benefits - Qualified employees who take leave under this provision are entitled to the continuation of health care benefits during the period of FMLA leave, not to exceed a total of **twelve (12)** weeks per year. During leave under this policy, the staff member is responsible for any insurance payments normally deducted through payroll. RVI will continue to pay RVI's share of the health insurance premium for up to **twelve (12)** weeks.

If a staff member fails to return to work at the end of the leave, RVI may recover from the staff member the cost of any payments made to maintain the staff member's coverage, unless the failure to return results in a continuation of FMLA leave. If the employee does not return after all FMLA leave has been exhausted, the employer may elect to terminate health

insurance. The employee would then be eligible for COBRA coverage and such notice will be sent to the employee within 14 days of cancellation of coverage.

Restrictions - Employees must utilize any available accrued paid leave concurrently with FMLA leave. A total of **twelve (12)** weeks of paid/unpaid leave is allowed during any twelve (12) month period.

A staff member on leave will not lose any employment benefits accrued prior to leave.

* If both parents are employed by RVI and qualify for a period of FMLA leave, the combined amount of leave for both persons for birth, adoption, foster care, or for a sick child or spouse shall be limited to a combined amount of **twelve (12)** weeks. Employees are not eligible to receive educational grants or professional monies while off during a Family Medical Leave.

Notifications and Time Frames - Employees shall give RVI at least thirty (30) days notice of the date or estimated date FMLA leave is to begin, when possible. In the case of adoption or an unexpected birth or placement, the employee shall provide as much notice as possible.

The qualified employee shall provide RVI certified information from the health care provider (licensed doctor of medicine or osteopathy) of the employee, employee's spouse or family member upon requesting utilization of FMLA leave under qualifying events 3 or 4. A form will be provided to the employee from the HR department for such certification, called Certification of Healthcare Provider.

Return to Work - The qualified employee shall provide RVI certified information from the health care provider of the employee of his/her ability to resume work. RVI may, at its expense, request a second or third opinion from a health care provider to verify an employee's ability, or inability, to return to work.

The qualified employee shall be provided employment in an equivalent position with equivalent conditions of employment upon the return from FMLA leave.

If the leave is being taken for medical reasons and the physician releases the employee, the employee must return to work on the day as designated by the release. Failure to notify RVI and to return may be considered voluntary termination of employment.

4.3 HOLIDAYS

Full-time employees should refer to the annual Holiday/Bonus Calendar for a list of all paid holidays, bonus days, and staff in-service days on which the Workshop will be closed.

Regular Part Time Employee Holidays

We recognize the value of part-time employees and want to provide them with opportunities for days off with pay.

Employees who are classified as Regular Part-Time will be awarded some limited paid benefits as outlined below.

Temporary Part-Time, or seasonal employees, will not be eligible for these benefits.

Two (2) scheduled paid holidays

- Thanksgiving Day
- Christmas Day

One (1) floating paid holiday

Administration of Holidays and Bonus Days

Holidays and Bonus days will be paid up to eight hours to employees who fulfill the requirements.

To be eligible for holiday pay, employees must, both, be on **active pay status** and may not call off the full scheduled workday before and after the holiday. Active pay status includes scheduled paid time off, bereavement, and jury duty; and does not include calling off. Employees who are not on active pay status, do not work their entire scheduled shift, or call off the workday before and after the holiday would not receive holiday pay.

Not all places of employment observe the same holidays as RVI. Therefore, employees may be expected to work holidays according to the policies of each particular employment site. Employees who fulfill the requirements will receive their regular pay for hours worked in addition to Holiday/ Bonus pay.

Weekend Holidays

When the following holidays fall on weekends, employees (full-time or part-time on **active pay status** and do not call off the full scheduled workday before and after the holiday) will be paid a rate twice their regular rate of pay (double time), in lieu of Holiday Pay, for any hours worked on that day:

- Easter
- Independence Day (4th of July)
- Christmas Eve
- Christmas Day
- New Year's Day

4.4 INSURANCE

Health Care Plan: A health care plan for full-time staffers and their dependents is available after 30 days of employment, or during an “open enrollment” each year. A more detailed description of coverage is provided in a separate handout. Dependents include your lawful spouse and dependent children/stepchildren younger than 26, in accordance with ACA. If you do not have a dependent at the time of enrollment in the plan, but later acquire a dependent, this person becomes eligible to participate in the plan on the date that he or she becomes your dependent. The cost of coverage will be shared by the staffer and the nonprofit and will be payroll deducted.

4.5 JURY DUTY & SUBPOENAED LEAVE

Court leave with pay shall be granted to employees summoned for jury duty during normal working hours by a Federal, State or any other court of competent jurisdiction. In cases where the employee's absence creates a hardship on the agency or jeopardizes safety of clients, the employee will be requested to ask to be excused from jury duty. However, if an employee cannot get released from jury duty, he will not be penalized.

Any compensation or reimbursement received related to jury duty or for court attendance compelled by subpoena must be remitted to the Business Manager when such duty was performed during normal working hours.

Court leave with pay shall be granted to employees subpoenaed to appear before any court or other body authorized by law to require attendance of witnesses during normal working hours where the employee is not a party to the action.

An employee who is appearing before a court or other authorized body in which he/she is a party to the action, except as noted, may request vacation time, sick day or leave without pay. Such instances would include, but not be limited to, criminal or civil cases, traffic court, divorce proceedings, custody or appearing as directed as a parent or guardian of juveniles.

An employee who is the claimant before the Workers Compensation for a Board-related claim, and who is in active pay status at the time of the scheduled hearing or examination, shall be granted leave for purposes of attending such hearing or examination during a normally scheduled work day provided the employee has paid benefits available. If not, the employee must take the time as leave without pay.

4.6 LEAVE WITHOUT PAY

RVI provides five (5) full days of unpaid leave to all full time employees. Part time employees are granted up to 32 hours of unpaid leave, dependent upon the regularly scheduled hours. Any employee using more than five days of leave without pay shall be subject to disciplinary action up to and including termination from employment, unless the employee is FMLA qualified or on an approved extended medical leave of absence without pay.

All available paid leave including, but not limited to, vacation and sick leave, must be exhausted before taking unpaid time off.

Requests for unpaid time must be requested and will be handled in the same manner as sick or vacation time for approval. Employees who exceed their allowed unpaid time will be subject to discipline up to and including termination.

Approved Extended Medical Leave of Absence without Pay: When an employee has exhausted all benefits under the Family & Medical Leave Act, or is otherwise ineligible because of years/hours of service, he or she may be eligible for an extended leave of absence without pay. Such extensions require a physician's statement, like that which is required under the FMLA leave and must be submitted to the HR Manager for determination. Extended leaves will be granted at the discretion of the Executive Director and will follow the same guidelines for updating medical documentation of an FMLA leave. This includes the conditions for returning to work at the conclusion of the leave. Employees must provide a physician's release to return to work. Failure to return to work with a release will be cause to send the employee home on further unpaid leave of absence until the release is obtained. RVI may request and obtain verification of the circumstances surrounding any use of sick leave – paid or unpaid.

4.7 MILITARY LEAVE

If you are a member of the National Guard or Reserves, and are expected to participate in periodic field training, you will receive unpaid military leave in accordance with federally regulated entitlement. Such leave shall not affect your normal vacation in any way.

4.8 PAID TIME OFF - PTO

RVI believes that adequate time must be provided to employees annually for rest and relaxation. For this reason, all employees are encouraged to take their full allotment of paid time off each year. Unpaid leave cannot be taken until available

paid leave is exhausted.

For Full-time employees, PTO shall be issued, based on standard hours for the position, in January of each year as follows:

- For new employees, one week of PTO will be prorated the first year of employment and will be available for use after a 90-day probationary period.
- PTO time will be prorated the first year of employment. The prorated amount will be issued and available for use as soon as January of that first year of employment.
- After one full year of service, every full-time employee will be issued three weeks of paid PTO, annually in January for the first five years of service.
- Four weeks paid PTO will be granted to every full-time employee upon completion of five years of employment.
- Five weeks paid PTO will be granted to every full-time employee upon completion of ten years of employment.
- Six weeks paid PTO will be granted to every full-time employee upon completion of fifteen years of employment.

For Regular Part-time employees, PTO time will be prorated for the first year of employment, available for use in January.

The prorated amount awarded for the first year will be calculated based on the average hours for the weeks of service completed. Regular part-time employees who have completed one (1) full year of service will receive one (1) week of paid PTO annually awarded in January. The number of hours will be based on the average number of hours.

Unused PTO may be “banked” and/or “cashed out” under the following guidelines:

- No more than two weeks of PTO may be banked at any point in time.
- Unused PTO as of December 31st in excess of 2 weeks, including the banked amount, will be automatically “cashed out” at the rate of 80% of the cash value in January.
- Any amount of the banked PTO can be cashed out at 80% throughout the year by notifying the Business Manager. Current PTO cannot be cashed out during the year awarded.

PTO used by an employee is considered non-work time for purposes of calculating overtime pay.

Requests for PTO time shall be submitted to your immediate supervisor on the appropriate leave request form (Form: Leave Request Form) or via the electronic timekeeping process at least five (5) days, and not more than six (6) months, prior to the requested date. For scheduling purposes, employees working outside the workshop should make every effort to submit PTO requests at least two (2) weeks prior to the requested date. PTO may be used for call-offs, however, the employee is subject to the attendance policy.

Every effort will be made to accommodate the employee’s request but there may be an occasion when the request cannot be granted due to a scheduling conflict. When that occurs, PTO will be granted on a first-come, first-serve basis, if at all. PTO requests will, whenever possible, be granted or denied within seven (7) days of the request or by at least seven (7) days prior to the requested date.

PTO pay will be included in the employee’s paycheck for the pay period in which it is used.

Upon separation, only eligible hours will be paid (earned and awarded); accrued hours that have not yet been awarded are not eligible.

4.9 PROFESSIONAL DEVELOPMENT

In-service training is designed to provide staff members with the skills, training and experience necessary for their continued development. Training will be subject to these conditions:

- A. Attendance at conferences, educational meetings, workshops and institutes must have the approval of the Executive Director.
- B. Each full-time professional staffer may be permitted to attend conferences as funds permit, including registration and reimbursement for lodging, meals and travel. Attendance at such a conference shall be requested by the staffer by submitting an estimated cost to the Executive Director who will determine the value of the conference, amount of time lost from duties, and cost.
- C. Each individual who attends a conference, seminar and/or in-service may be expected to submit a written report summarizing what was covered, the date and who attended.

4.10 WORKERS’ COMPENSATION

Staffers are protected under the state workers' compensation law against loss of income due to injury or death that occurs during work activities. The nonprofit pays Workers' Compensation insurance premiums in order to insure this coverage. Staffers must report all job-related accidents, injuries and illnesses immediately upon experiencing symptoms or within 24 hours (Form 9). The state insurance fund will determine the benefits, if any, the staffer is entitled to.

Guidelines for administering Workers’ Compensation are set forth below:

- a. Should an employee be injured during the course of employment, the employee shall immediately notify his/her supervisor and shall complete an injury form. This report shall be completed, regardless of the apparent seriousness of the injury, and regardless of whether medical attention is required. Such report shall be signed by the department

manager following an investigation of the injury/accident and forwarded within 24 hours to the Human Resources Manager.

- b. Should an employee's injury require medical attention, the injured employee shall notify the attending physician that the injury occurred during the course of employment. Workers' Compensation claim forms shall then be completed by the attending physician and the injured employee and forwarded to the Human Resources Manager for certification. The employee must also schedule an appointment with the HR Manager to complete internal paperwork associated with the injury and claim within 24 hours of medical treatment or as soon as medically possible.
- c. Upon approval by the Bureau of Workers' Compensation, a claim number will be assigned and mailed to the injured employee.
- d. The Human Resources Manager must be advised and continually updated if an employee continues to be absent due to a work-related injury. Employees are responsible for providing a physician's statement identifying the nature of the disabling condition and the projected date of return. Physicians' statements must be current and updated regularly and on time. Failure to provide a current physician's statement may result in the employee being sent home without pay until such statement is obtained.
- e. ***Employees should make every effort to schedule medical appointments before or after work.*** If this is not possible, medical appointments scheduled during work time for work-related injuries will be paid up to 2 hours, provided the employee works on the day of the appointment (before and/or after the appointment). Prior approval must be obtained from the HR Manager for such time to be paid. Failure to obtain approval in advance will result in such time being unpaid.
- f. An injured employee may elect to use accrued leave time prior to receiving payments from Workers' Compensation. Employees are prohibited, however, from receiving payment while simultaneously receiving payment from Workers' Compensation. The employer may, at the discretion of the HR Manager, elect to offer Wage Continuation benefits to the injured worker in lieu of Workers' Compensation benefits.
- g. Employees receiving treatment for work-place injuries are required to submit to a post-accident drug and alcohol test per the Drug Free Workplace policy. Failure or refusal to test will be grounds for termination. Details available in Attachment: Drug Free Workplace Program/Policy.

SECTION 5 – PERFORMANCE & DISCIPLINE

- 5.1 Attendance
- 5.2 Disciplinary Philosophy
- 5.3 Disciplinary Probation
- 5.4 Dismissal
- 5.5 Final Pay
- 5.6 Grievance Procedure
- 5.7 Layoffs
- 5.8 Performance Appraisals
- 5.9 Resignation
- 5.10 Suspension
- 5.11 Warnings

5.1 ATTENDANCE POLICY

The regular attendance of each employee is vital to the effectiveness of the organization. Services to customers are most effective when performed with the continuity provided by regular employees as opposed to substitutes. RVI expects every employee to report to work promptly and ready to begin at the start of the scheduled shift. Exceptions will be permitted as outlined and allowed below.

Employees are encouraged to schedule routine medical/dental appointments and other personal business during non-working hours. When this is not possible, employees will be required to use a paid benefit or unpaid hours for the time missed. Any employee found to be doing personal business during working hours without taking the appropriate time off will be subject to discipline up to and including termination of employment.

A. Tardiness

Employees are to be on time and ready for work according to the schedule. Any employee who is tardy for work should report to his/her supervisor immediately upon arriving at work. Patterns of tardiness or excessive tardiness will result in disciplinary action. Time missed due to tardiness will be unpaid unless paid benefits are available and employees will not be permitted to "make up their time."

B. Excessive Absenteeism

Frequent absences are detrimental to the organization and could subject the employee to discipline. Absences (those absences not covered by FMLA or scheduled vacation days, bereavement, jury duty, etc.) will be monitored by the management team for consideration as excessive. Excessive absenteeism will result in discipline up to and including termination. Due to the nature of our business, a rule of thumb is **three** call-offs in one month.

Any employee missing 3 or more consecutive days due to illness will be required to provide a doctor's excuse prior to returning to work. Further, a doctor's excuse can be required for absences of less than 3 days if the employee is on unpaid leave or if the periods of illness are frequent or suspicious in nature. Failure to provide a doctor's excuse will result in the employee being sent home, without pay, until a slip is provided, as well as discipline being issued for failure to follow company policy.

C. Calling Off

Staff employees working inside the workshop are required to speak to their supervisor *at least 1 hour* prior to the start of their scheduled shift if they will be absent. If the supervisor is not available, employees can leave a message with the receptionist or, as a last resort, a detailed message can be left on the supervisor's voicemail, indicating name and reason for absence. Calls received less than 1 hour prior to start of shift will be considered a Late Call-off and could also result in discipline.

Staff employees working outside the workshop are required to speak to their department manager *at least 3 hours* prior to the start of the scheduled shift to report an absence. The nature of these positions requires that more time be available for making alternative arrangements for Individuals, customers, business associates, etc. Calls received less than 3 hours before the start of shift will be considered a Late Call-off and could result in disciplinary action.

Failure to call to report an absence from work will be considered a No Call/No Show and will result in discipline.

If you are aware of an absence in advance of your scheduled shift, please let your supervisor know ASAP to assist in arranging a replacement if necessary.

D. No Call/No Show

Failure to call to report an absence from work is an unexcused absence, defined as a No Call/No Show (NCNS). A NCNS is also defined by the following:

1. An employee *does not call* to report off work prior to the start of his/her shift and *does not report* to work.
2. An employee *calls* to say he/she *will be late* and then *does not report* to work.
3. An employee, without communicating with his/her manager, *reports to work* one or more hours *after the start of his/her shift*.

For staff employees working *inside the workshop*, discipline will be issued according to the following: 1st offense – Final Written Warning; 2nd offense – termination.

Those employees working *outside the workshop* will be subject to discipline as follows: 1st offense – termination. Failure to provide management with notice of an employee's absence could negatively impact Individuals, customers and contracts, as well as the company's reputation within the community. The greater demands placed on these employees is a direct result of the greater reliance on these employees to be present and perform. Consideration may be granted when the employee's absence did not impact an Individual or contract. Such consideration will only be given at the discretion of the Executive

Director and would result in a Final Written Warning. This consideration will only be granted once. Any future incidents, regardless of impact on Individuals and/or contracts will result in termination.

E. Trading Shifts

Due to the nature of our services and recognition of the need for flexibility in order to ensure coverage, RVI allows staff to trade (may also be termed as swap or switch) shifts with another staff within certain parameters.

- Staff must notify their supervisor and obtain approval for all shift trades within the specified timeframes of the ABSENTEEISM POLICY with no exceptions.
- Under no circumstance may a staff trading or picking up a shift incur overtime without supervisor approval. If the event will result in overtime for either party, it is the responsibility of the staff who will incur the overtime to obtain approval from the supervisor or decline the shift at the time the arrangement is being discussed.
- Trades must be completed within a schedule cycle. For example, Staff A may work for Staff B this Wednesday and Staff B will work for Staff A next Wednesday.
- Staff picking up the shift must have appropriate training.
- If staff arrange a trade or a replacement for a call off, staff giving up the shift must notify their supervisor of the arrangement and the replacement must clear any overtime issues with their supervisor. This must occur within the allowed timeframe for calling off, otherwise, the staff originally scheduled may be subject to terms of a Late Call-off which could result in discipline. Even if there is no trade, the originally scheduled staff will not have to use leave time as long as the arrangement is complete within the appropriate timeframes.
- Three or more trades initiated by a single staff in a schedule cycle are indicative of an availability issue and will be subject to review for a schedule change. This could possibly result in reduced hours for staff because scheduling is based on the needs of individuals served.

Any violation of this policy may result in disciplinary action, up to and including, termination.

5.2 DISCIPLINARY PHILOSOPHY

RVI uses progressive discipline to ensure staff compliance with performance standards, ethics and conduct. Discipline should be viewed as constructive in nature, designed to improve the performances and behaviors of employees so that incidents do not occur. It should be viewed as a means to ensure the safety and well-being of employees as well as persons served. When informal attempts to correct the problem have failed, an employee's supervisor will resort to formal disciplinary processes. If a supervisor finds it necessary to use formal disciplinary measures, it is intended that the discipline be administered fairly, without prejudice and only for cause.

Disciplinary actions are of several levels, including verbal and written warnings, disciplinary probation, suspension and termination. The frequency and/or severity of misconduct will determine which level of disciplinary action is required. Progressive discipline is not required for all offenses. RVI reserves the right to terminate staffers for commission of serious infractions, regardless of progressive discipline guidelines or counseling (Form: Disciplinary Action Form). All disciplinary processes, including warnings, periods of probation, suspensions, and terminations will be coordinated and overseen by the Human Resources Manager.

5.3 DISCIPLINARY PROBATION

A staffer may be placed on disciplinary probation by the supervisor in order to allow the staffer to show improvement on the problem(s) specified at the time of probation. The disciplinary probation period begins when the staffer is provided with a signed, written document which:

- 1) Identifies the problem(s);
- 2) Indicates the necessary improvement;
- 3) Specifies length of probation period;
- 4) Informs the staffer of further disciplinary action which could result from failure to show satisfactory improvement within the specified probation period.

5.4 DISMISSAL

Dismissal occurs when other disciplinary action has failed to achieve improvement or when the staffer commits a serious offense. In most cases, the staffer has been properly counseled in writing concerning any deficiencies in performance, given sufficient time to correct these deficiencies, and informed that failure to correct them may result in termination (Form: Dismissal Acknowledgement). However, some offenses warrant immediate dismissal. These include but are not limited to:

- 1) Theft—including, but not limited to, the removal of company property or the property of another staffer or person served from the job site without prior authorization.
- 2) Drugs/Alcohol—possession, use, sale, purchase or distribution on nonprofit property of alcohol or any illegal drugs or unlawfully possessed legal drugs; also reporting to work after having ingested alcohol or illegal drugs or unlawfully possessed legal drugs, in a condition that adversely affects the staffer's ability to safely and effectively

- perform his or her job functions, or which would threaten the safety of other staffers.
- 3) Knowingly clocking in or out for another staffer or soliciting such conduct from another employee.
 - 4) Falsifying or altering company records or documents or knowingly and willfully submitting false statements or information.
 - 5) Sabotaging or willfully damaging nonprofit equipment or the property of other staffers.
 - 6) Abandonment of job – walking off the job without supervisor permission.
 - 7) Insubordination involving, but not limited to, contempt, defaming, assaulting or threatening to assault a supervisor, and refusing to carry out the order of a supervisor.
 - 8) Threatening, fighting, or provoking a fight with any person on company premises.
 - 9) Absence for three consecutive working days without notice to the company, in which event the offending staffer will be deemed to have quit voluntarily.
 - 10) Sleeping on the job (other than working an approved sleep shift)
 - 11) Working for another employer while on leave of absence without written consent of the nonprofit.
 - 12) Carrying concealed weapons on company property, on any RVI job site or residence, or during work hours.
 - 13) Substantiated allegations of Individuals' Rights Violations or any alleged inappropriate behavior that is sexual in nature
 - 14) One incident of no call/no show for those staff working outside the workshop (reference policy 5.1)

5.5 FINAL PAY

Staffers who leave the service of the nonprofit shall receive all pay due them with the following considerations:

- a) Separation date for all staffers is the last day of actual work or approved leave. Final pay received by a staffer will not be construed to extend his or her employment with the nonprofit beyond the separation date.
- b) Within 14 days of separation, staffers will be advised of their rights under the Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA). This act entitles staffers and their currently enrolled dependents to continue their coverage under the nonprofit's health insurance plan. Further details of the COBRA options are available through the Human Resources Department. (Form: Final Pay Agreement)

5.6 GRIEVANCE PROCEDURE

Grievance & Due Process

All workers served by RVI have the right to express and have addressed concerns and grievances without fear of retribution. Anyone wishing to air a concern or work grievance should feel comfortable to take the concern or grievance to the assigned Supervisor. If not, the concern or grievance can be relayed to either the HR Manager or the Executive Director. Staffers may not file grievance procedures challenging the substance of a performance appraisal.

Grievance Procedure

Step One - Immediate Supervisor - An employee having a grievance shall file the grievance in writing on the appropriate form with his/her supervisor. In order for a grievance to be recognized, it must be filed within five (5) working days from the date of the incident giving rise to the grievance. The immediate supervisor and the employee will hold a verbal discussion to try to resolve the grievance within two (2) days following the date of receipt of the written grievance. The immediate supervisor may offer his/her oral remedy immediately following the discussion, but shall present this remedy in writing within three (3) days following the date of discussion to both the employee and the HR Manager. (Form: Grievance/Complaint & Resolution Discussion Form)

Step Two - Human Resources Manager - If the grievance is not resolved to the satisfaction of the employee at the STEP ONE meeting, the grievance must be submitted on Grievance/Complaint Form (Form 7) to the HR Manager within two (2) working days after receipt of the STEP ONE written decision. The written grievance must be signed by the employee and contain all the pertinent facts of the grievance including a copy of the original grievance and a copy of the decision from STEP ONE. The HR Manager shall schedule a hearing within three (3) working days following the receipt of the grievance. A representative of his/her choosing may accompany the employee. If an employee representative is chosen, the aggrieved employee representative shall be relieved of duty to attend the hearing. The HR Manager shall issue a written decision to the grievance within five (5) working days of the hearing with copies to all parties involved as well as the Executive Director.

Step Three - Executive Director or Designee - If the grievance is not resolved at the STEP TWO decision, the employee must submit the written grievance, including all pertinent data from previous steps, to the Executive Director or designee within four (4) working days after receipt of the STEP TWO decision. The Executive Director or designee shall schedule a hearing within five (5) working days following the date of receipt of the grievance. A representative of his/her choosing may accompany the employee. If an employee representative is chosen, the aggrieved employee must notify that employee's

supervisor in advance of the hearing so that the employee representative may be relieved of duty to attend the meeting. The aggrieved employee, his or her supervisor, and the HR Manager shall attend the hearing. The Executive Director/designee will render a decision in writing to the employee within five (5) working days following the STEP THREE hearing. Copies of the decision shall be provided to all parties involved.

Step Four - RVI Board of Directors - If the STEP THREE decision is not satisfactory to the employee, the written grievance with supporting documentation and copies of previous decisions may be submitted to the Board for review and determination of the facts within ten (10) working days from the date the STEP THREE decision is received. A hearing may be held at the discretion of the Board. Further, the Board has the right to appoint a hearing officer who will make a determination to all parties involved.

APPEALS: If the STEP FOUR decision is not satisfactory to the employee, the Executive Director will inform the employee of his/her right to appeal the decision to the Department of Labor and that decision will be final and binding. Cases of alleged discrimination may be appealed to the Ohio Civil Rights Commission or the EEO Commission.

Management Responsibilities during Grievance Procedures

Tracking of Grievances:

Once a grievance is filed, the HR Manager must "track" the complaint throughout the procedure. If a grievance is not processed by the employee to the next step of the procedure within the specified time limits or any written extension thereof, it shall be considered resolved on the basis of the decision at the previous step, and should be indicated "Resolved, employee did not pursue", dated, signed and sent to the HR Manager for filing as a permanent record.

If the Grievant does not receive a response from the appropriate management representative within the specified time limit or extension thereof, the grievance will be considered to have been answered in the negative and the employee may advance the grievance to the next step. The HR Manager will receive and investigate any unanswered grievance. If a management representative does not possess the authority to correct the employee's grievance, then he/she should so indicate and return the grievance to the employee in a timely fashion.

Decisions:

Decisions to grievances are to be in writing and should have supporting documentation attached.

Possible Decisions:

There are three (3) possible decisions to any grievance. They are:

- a. Find in the employee's favor. The decision is to grant the remedy requested.
- b. Find against the employee. The decision is that the findings of fact do not support the allegation(s) and, therefore, the grievance and remedy requested is denied.
- c. Compromise. The employee has a legitimate grievance but the remedy requested is improper. Prior to a compromise decision, the person responsible for hearing the grievance should call the grievant in and ask if he/she will accept the proposed offer.

5.7 LAYOFFS

RVI intends to minimize the negative impact on current staffers if a reduction in the work force becomes necessary. However, from time to time, cutbacks or reductions may be unavoidable due to forces beyond our control. In some cases, a program may have to be reduced in size or terminated entirely if funds for its operation are no longer available. If this type of downsizing must occur, RVI will reduce staff progressively, using the following steps:

- Voluntary reductions in the work force. This includes staffers who take early retirement, leaves of absence or reductions in hours.
- Attrition.
- Part-time positions may be terminated prior to full-time positions.
- Transferring of staffers from terminated positions to other vacant positions within the nonprofit if the staffer can meet the qualifications of the position and has satisfactory performance evaluations.

In determining which regular staffers are laid off, the Executive Director may implement a seniority system giving consideration to factors such as, but not limited to, the following:

- a) Special training
- b) Performance evaluations
- c) Job specialty and responsibilities
- d) Supervisor input

The Executive Director will provide notice to staffers affected and inform them of the beginning date of layoff. Within 30 days of the layoff date, the staffer will be paid for unused accrued vacation. Any staffer who believes he or she is treated unfairly during layoff procedures may file a complaint with Human Resources.

5.8 PERFORMANCE APPRAISALS

All staffers shall receive an annual performance appraisal as well as a 90-day probationary evaluation. The purpose of these evaluations is to objectively assess their performance and accomplishments relative to the job description. The objective of a management and staff employee performance evaluation is to:

1. Evaluate how the job has been performed.
2. Discuss this performance.
3. Determine how it can be improved.
4. Determine potential.

The performance evaluation should be considered a continuous process rather than an annual event.

Standardized forms will be used to record all formal performance appraisals, and all individuals supervising the staffer being evaluated will contribute to the review. These records may be used to help determine salary reviews, advancements, transfers, layoffs and other personnel actions which are based on merit.

All staffers are given the opportunity to review and make copies of performance reviews. Staffers are encouraged to include written comments on the review, if appropriate. Staffers who disagree with appraisals are encouraged to discuss areas of disagreement with their supervisor. Staffers must sign and date their appraisal after all comments have been noted. Any refusal to sign a performance appraisal will not result in voiding or discarding the appraisal. The refusal will be noted and the evaluation will be filed.

Performance appraisals become a permanent part of the staffer's personnel file. This information will be held in strict confidentiality, and may only be released to a third party with the prior written approval of the staffer. (Form: Performance Appraisal)

5.9 RESIGNATION

Staffers who voluntarily resign from their positions at the nonprofit are asked to give at least two weeks notice, in writing, of their intent to resign. The letter should give the staff member's reasons for resigning and be signed by the staff member. The letter should be dated and give the staff member's last day of employment. At the option of the nonprofit, such staffers may be instructed to discontinue work immediately, if such notice is unnecessary.

5.10 SUSPENSION

In rare situations and under exceptional circumstances, the Executive Director may suspend a staffer for disciplinary reasons without pay. A staffer who is suspended will be given written notice of the reasons for the action, and a copy will be made a part of the staffer's personnel record.

Staffers can be suspended for incidents that merit termination if the staffer's participation is suspected, but unclear. Under these circumstances, the Executive Director or the designee can suspend the staffer with pay while an investigation is conducted. Supervisors will meet formally with suspended staffers upon their return to work and will clearly and specifically define the improvements in job-related behaviors required as a condition of the staffer's continued employment. This meeting will be documented and records of it submitted to the Executive Director. A copy of the suspension records will also be added to the staffer's personnel file.

5.11 WARNINGS

Documentation of both verbal and written warnings will be signed by the supervisor and the staffer, and kept in the staffer's personnel file. If a staffer refuses to sign, the supervisor will have a witness sign that the warning was discussed with the employee and a copy of the discipline was offered to him or her. The staffer's signature indicates receipt of the document, not necessarily agreement with it. Refusal to sign a disciplinary warning does not make it invalid. The witness will note the refusal and the warning will be placed in the employee's permanent personnel file. This document should include identification of the date, violation, indication of necessary improvement and information concerning further disciplinary action that could result from failure to show improvement. (Form: Disciplinary Action Form)

SECTION 6 – HEALTH & SAFETY

- 6.1 Administration Of Medications
- 6.2 Calamity Days/ Emergency Closings
- 6.3 Communicable Disease Guidelines
- 6.4 Emergency Conditions
 - Fire Emergencies
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 - Threats: Violence, Telephone, Bomb
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- 6.5 Emergency Drills
 - Fire Drills
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- 6.6 Exposure – Bloodborne Pathogens
- 6.7 Incident/Accident/Occurrence Reporting
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(Ohio Administrative Code 5123:2-17-02 and The Ohio Revised Code 5123.61)
- 6.9 Inspection Of Facilities And Fire Equipment
- 6.10 Missing Person(S)
- 6.11 Noise Control
- 6.12 Safety For Non-Workshop Personnel
- 6.13 Safety, Health & Welfare
- 6.14 Sharps And Disposal
- 6.15 Staffing Requirements/Ratios
- 6.16 Training

6.1 ADMINISTRATION OF MEDICATIONS

Staff

If a staff member is on medication prescribed by a physician that may affect his or her job performance, the staff member shall immediately inform his or her supervisor upon reporting for work.

At no time should a staff member on medication endanger Individuals in his or her care, i.e., through impaired vision, reasoning, driving coordination, etc.

When taking prescribed or OTC medication, the staff member must take precautions to keep medicine inaccessible to anyone else, preferably in a locked or secured location.

Individuals Served

Individuals requiring medication, including over-the-counter medication, while at RVI must have a written physician order which includes:

- Name of medication
- Dosage
- Times to be taken
- Duration of medication

Also needed is parent or guardian's and the Individual's written permission. Medicine containers must have an affixed pharmacy label including the following information:

- Individual's name
- Dosage
- Medication name

Time & Administration

Possible side effects should be listed in the Individual's emergency medical form.

Medication shall be stored in a secure location and removed by designated persons.

Individuals may dispense their own medication as indicated in the ISP; otherwise, the site Nurse will dispense medications.

No medication will be given to Individuals without a written doctor's order.

Individuals are not allowed to give any of their prescription or non-prescription drugs (including aspirin) to other Individuals.

It is the responsibility of the Individual, parent, guardian, or provider agency to provide medication and information requested above. A list of all current prescriptions will be provided to the site Nurse. This information is needed for medical emergency situations.

When necessary, the site Nurse will notify the Individual, parent, guardian, or provider through written communication or over the telephone when the med is getting low, defined depending on the individual.

The site Nurse will notify the Service & Support Administrator and the OCBDD Medical Coordinator when no medication has been sent in time for the next [dosage], again defined depending on the individual.

At the point the dosage is missed, the site Nurse will write an Unusual Incident Report (Form: Incident Report (for Individual), following OCBDD UIR procedures.

Nursing Delegation/ Medication Administration

All nursing activities at RVI Workshop and Residential will be in accordance with the Ohio Board of Nursing Ohio Administrative Code 4723-13-1 through 4723-13-7 and the DODD Ohio Administrative Code 5123.41 to 5123.47 and 5123-2-6, which addresses Medication Administration by Unlicensed DD Personnel.

Nursing delegation means the process established in rules adopted by the Ohio Board of Nursing pursuant to Chapter 4723 of the Revised Code which a registered nurse or licensed practical nurse acting at the direction of a registered nurse transfers the performance of a particular nursing activity or task to another person who is not otherwise authorized to perform the activity or task. 5123.41 of the DODD Ohio Revised Code.

Applicable Staff: Staff members required to complete and maintain Certification 1-Medication Administration and Health-Related Activities training include: Personal Service Attendants, Residential Direct Care Staff, Residential Team Leaders, and workshop supervisors as identified by management.

Training: Training for Certification 1- Medication Administration and Health-Related Activities consists of 14-hour course offered by a DODD certified RN trainer. The 4-hour Certification 2 class- Tube Feeding and Medication Administration via Tube and 4-hour Certification 3 class are also made available for those staff deemed necessary to complete their job responsibilities. Certification 3- Subcutaneous Insulin Injection is for residential staff only.

Annual Requirements: All certified staff are required to complete additional training each year to maintain their certification. Certification 1 requires a 2-hour continuing education class with skill review demonstration. Certification 2 and 3 require a 1-hour continuing education class with skill review demonstration. Training will be provided by RVI. If a staff member does not attend his/her renewal class, he/she is responsible to attend a class at his/her own expense. Staff who do not complete

his/her renewal by their anniversary date, will be unable to give medications or perform health-related activities until they have taken a renewal class. If the staff member does not complete the renewal training in 60 days, he/she will have to complete the 14-hour class for Certification 1 or 4-hour class for Certification 2 or 3 again at their own expense.

Individual Specific training: RVI Workshop-After training and certification, staff members will then have Individual specific training (IST) to be able to perform these activities of Certification 1 or 2 under direction of the RN or the license practical nurse with the direction of the RN. These activities at the workshop are WITH nursing delegation. This training should be updated and reviewed annually.

Residential Setting of 5 individuals or less- After training and certification, staff members will then have individual specific training (IST) to be able to perform Certification 1 and 2 WITHOUT nursing delegation under the direction of employer.

Certification 3- Subcutaneous Insulin Injection in the residential setting of 5 individuals or less will only be WITH nursing delegation. This training should be updated and reviewed annually.

Medication Errors: In addition to the specific responsibilities outlined by the RN, staff are required to document and report any and all medication errors within 24 hours. Medication errors are defined as: (1) error in the administration of the medication, (2) loss of a medication, (3) error in dispensing of medication, or (4) failure to document dispensing of medication (charting; this also includes the improper charting of medication that was dispensed). A medication error may include dispensing medication to the wrong person, via the wrong route, at the wrong time, or dispensing the wrong medication to the right person, or at the wrong dosage.

Documentation & Charting: Staff are responsible for charting any and all medication they dispense. Staff should never chart medications dispensed by another staff. The following are approved abbreviations that may be used in documenting on the Med Administration Report (MAR):

X – means the individual is not scheduled to be at home, or at the workshop, and there is no need to write on the MAR’s back sheet or incident report

A – means the individual is absent and there is no need to write on the MAR’s back sheet or incident report

WH – means “withheld” for a specific reason; reason should be documented on the MAR’s back sheet and an incident report should be written, in addition to notifying the nurse

R – means “refused” medication; the reason for refusal should be documented on the MAR’s back sheet and an incident report should be written, in addition to notifying the nurse

D/C – means medication has been “discontinued” for a specific reason; nurse should be notified but an incident report is unnecessary

Adverse Drug Reactions: Staff are also responsible for documenting any adverse drug reactions, even when no medication error has occurred. An adverse drug reaction occurs when the person receiving the medication has an unintended reaction to a drug when no error occurred in the administration of the medication. Upon discovering an adverse drug reaction, employees will notify the nurse immediately and follow any instructions given as to the actions that will be taken. The individual’s physician may be contacted, the individual may need to be taken to the emergency room, or 911 may be called.

Consequences for Medication Errors: Medication errors will result in disciplinary consequences for staff in accordance with existing disciplinary policies. Additionally, the following chart outlines the consequences when a medication errors occurs, considering the seriousness of the error in relation to its level of consequence. Errors that are caught in advance of any negative impact may still be treated as an error at the discretion of the staff RN.

Frequency of Error (during 60-day period)	Med Error with NO IMPACT	MILD IMPACT / REACTION	SERIOUS IMPACT / MEDICAL EMERGENCY
1x	RN or designee Consultation (documented)	RN Consultation or designee (documented)	RN & HR Consultation & probation of DN/MA duties
2x	HR Consultation	Verbal Warning	Written Warning & Suspension of DN/MA duties
3x	Verbal Warning	Written Warning & Probation of DN/MA duties	Final Written Warning & Termination of DN/MA Duties; termination of employment (if position requires DN/MA)
4x	Written Warning & Probation of DN/MA duties	Final Written Warning & Suspension of DN/MA duties	NA
More than 4x	Suspension of DN/MA duties	Termination of DN/MA Duties & possible termination of employment (if position	NA

		requires DN/MA)	
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Ohio Administrative Code regulations permit the company RN to revoke certification regardless of discipline that has been issued or not issued [OAC 5123:2-6-03 (C)(9)] based on performance that raises health and safety concerns.

6.2 CALAMITY DAYS/EMERGENCY CLOSINGS

In the event RVI must be closed or delayed due to severe weather conditions or other situations, every attempt will be made to notify the following radio and television stations by 7:00 a.m.:

WKKO/K100	TOLEDO	1560AM	99.9FM
WTVG -TV	TOLEDO	CHANNEL 13	
WTOL – TV	TOLEDO	CHANNEL 11	
WNWO – TV	TOLEDO	CHANNEL 24	

The following plans will be used to administer Calamity Days:

OPEN – NO TRANSPORTATION – This means no bus transportation will be provided by OCTA. Staff employees will report to work to cover obligations to our customers and supervise Employees who report to work.

CLOSED – This means that **workshop** operations are closed. However, work to cover obligations to our customers will need to be done with a much reduced work staff. Therefore, all staff employees need to call your supervisor to verify any need to report. Employees who call first, who wish to work, will be the first to be selected until the required number is reached. Employees working outside the workshop are still expected to report to work as scheduled. Any inability to report must be handled as a call-off. If schedules are not covered voluntarily, the Department Manager may be required to mandate employees to report, utilizing a seniority based process.

DELAY – This means that workshop operations will be delayed for one (1) or two (2) hours. Workshop staff will report to work one hour later than their regular start time for a 1-hour delay and two hours later than their regular start time for a 2-hour delay.

6.3 COMMUNICABLE DISEASE GUIDELINES

Colds, flu and other viral infections are common and easily transmitted in the work place. It is difficult to effectively contain the spread of these diseases because the individual has spread the disease for several days while in the early stages.

Physician's sanction to return to work is usually not necessary for these infections.

If an employee or Individual served is suspected of having a communicable disease, the department head may request the employee/person served stay home until released by a medical provider. The employee/person served can return with a physician's release stating that continued presence at RVI would not pose a threat to the employee, co-workers, or Individuals served. The Executive Director reserves the right to require an examination by a medical doctor appointed by RVI at the expense of RVI.

An employee's/persons served health condition is personal and confidential. However, an employee/person served who has been diagnosed as having an infectious disease must inform his/her supervisor. Precautions shall be followed to protect information regarding an employee's/persons health condition.

An employee/person served may have or be a carrier of an infectious disease, which is of life-long duration, and he/she will not be symptom-free. If there is evidence that the disease cannot be transmitted by normal, casual contact in the work environment, and the condition is not a threat to self or others, the employee/person served will continue to work in a regular manner. The employee is expected to meet acceptable performance standards and will be treated in a manner consistent with other employees.

No special consideration will be given beyond normal transfer requests for employees who feel threatened by a co-worker's disease. Based on the best interests of RVI, the Executive Director will decide requests for transfer.

The Executive Director will determine the admissibility to the work place by an individual whose condition is in question.

The Executive Director may decide:

- to return the employee to his/her usual place of employment unconditionally,
- to place the employee on a work assignment under restrictive conditions, or
- to seek to have the employee utilize sick leave and be placed on a leave of absence.

In making a decision, the Executive Director will consider:

- the nature of the risk and how the disease is transmitted,

- b. the duration of the risk and how long the carrier is infectious,
- c. the severity of the risk and the potential harm to others, and
- d. the individual's physical condition.

6.4 EMERGENCY CONDITIONS

An “emergency condition” includes a fire, tornado, full power failure or other similar conditions.

Fire Emergency

- Staffers should familiarize themselves with the fire emergency procedures, location of fire exits, alarms, extinguishers, and the Fire Evacuation Procedure (Attachment: Fire Evacuation Procedure) and Map of the facility in which they are working.
- Upon notice of fire, electrical problems that could lead to a fire, or smoke for which the origin is unknown, the person discovering the hazard is responsible for verbally reporting it to on-site management; or the fire alarm should be pulled to alert the people in the facility.

At RVI:

- Trained staff may attempt to limit the damage caused by a small fire by using a fire extinguisher to control the fire unless doing so poses a threat to the safety of employees and people served.
- The evacuation of the facility and notification of the fire department must begin immediately.
- The Office Manager or, in her absence, any staff member will call the fire department. Give clear, accurate information and follow all instructions.
- If evacuation is called for, employees should follow the Fire Evacuation Procedure. Proceed quickly and calmly. Do not run.
- Only if time permits before evacuation of the building, secure classified information, turn out lights, shut off equipment and close doors.
- If you are in smoke, stay low.
- Move as far away from the building as possible for your safety and make room for emergency vehicles.
- First aid will be given to any injured person until relieved by EMT personnel.
- No one may re-enter the building until cleared to return. All individuals will evacuate the building until cleared to return, transported home or evacuated to an alternative site.

Tornado Emergency

- Staffers should familiarize themselves with the location of tornado shelters and the Tornado Shelter Procedure (Attachment: Tornado Shelter Procedure) and Map.
- Notification of a tornado emergency will take place through the use of the Public Address system (PA).
- Tornado Drills are held during the months of March through July. If this is the case, proceed as indicated in the Tornado Shelter Procedure.
- If taking shelter is called for, employees should follow the Tornado Shelter Procedure. Proceed quickly and calmly. Do not run.
- Upon entering sheltered area, go into protective position as able.
- Remain in position until all clear is given by Management Personnel.
- Only if time permits before taking shelter, secure classified information, turn out lights, and shut off equipment.
- On days when storms are forecast or when storm conditions are present, the Office Manager or designated office staff will monitor the emergency weather radio and report tornado warnings and watches to the direct care staff. Staff members at other locations (i.e. vehicles, enclave sites) should monitor weather conditions by leaving the radio on and seeking shelter when required. Staff in community locations seek and take direction from their supervisors in emergency situations.
- Employees/people served should follow the drill procedures and remain calm. Stay away from windows and open areas. Wait for the "all-clear" -- do not leave under any circumstances until the "all-clear". Monitor the weather alert radio for details.

Power Failures

- Remain where you are. Emergency lights will activate in about 30 to 60 seconds. They are located in strategic areas of the building.
- Supervisors will take attendance and ensure that Individuals are calm and remain in their seats. Attendance will be reported to Management Personnel.
- Management Personnel will assist Individual Employees safely back to their areas.
- If you leave the building during a power failure, it is not advisable to re-enter until power is restored.

Radiological Emergency (Davis-Besse related emergencies)

There are four levels of response to the radiological emergency plan as outlined by the Ottawa County Emergency Management Agency (EMA).

- The first level is listed as an Unusual Event. At this level, the workshop will not be notified of the event, the staff here will continue on with daily operations.
- The second level is listed as an Alert. At this level, the workshop will not be notified. Radiation concerns are limited to inside the plant. No public action is necessary.
- The third level is listed as a Site Area Emergency. Small amounts of radiation could leak from the plant. Radiation concerns are limited to the station boundaries. The sirens within a 10-mile radius of the plant will be sounded. When the sirens are sounded, Emergency Alert System (EAS) messages will be broadcast on local radio and TV stations. RVI will follow instructions given in the EAS messages.
- The final level listed is a General Emergency, which is the most serious emergency classification. A radiation release could affect areas beyond the station boundaries. The sirens will be sounded. EAS messages will be broadcast. If evacuation is recommended, the supervisory staff here will maintain accurate attendance and will ensure that all people are loaded into the buses (or whatever form of transportation deemed necessary), all medications that are needed will be taken to the evacuation site, Fremont Ross High School, 1100 North Street, Fremont, Ohio. All health records will be taken and upon arrival at Fremont High School, another attendance will be taken. RVI will provide potassium iodide (KI) tablets to all staff members and employees. KI tablets will **ONLY BE TAKEN** at the instruction of the public health officials. KI may reduce the radioactive iodine absorbed by the body's thyroid gland and its use would be to supplement evacuation and sheltering which are the primary means of protection in the radiological emergency.

Emergency Treatment

All sites have emergency medical sheets on workers. Staffers are responsible for determining if anyone in your area is in need of any First Aid/Medical care. All direct care staff is trained in First Aid and CPR but staff is not licensed medical practitioners. If there is a need for emergency First Aid, and your training is current, administer what is necessary and send another person to find the nurse. The staff nurse is primarily responsible for any First Aid /Medical care given, including giving direction to call for Emergency Medical Services (EMS). Staff can give First Aid care in an emergency situation until the nurse is able to be located. An Incident Report must be completed whenever emergency treatment is given. (Form: Incident Report (for Individual) and Form: Injury Incident Report (for Staff and Individuals Served))

Off-Site Emergency Treatment

Staff is able to handle routine bandaging for scrapes and small cuts. For all other types of injuries, medical personnel should be called. If there is an accident with serious injury, check on the Individual or injured party. Have someone call or call 911 and request medical aid. Notify squad personnel of the medical emergency information. Notify the department manager for additional instructions. If there is a guardian, they must be notified. The individual will be transported to the nearest hospital. Accompany the individual, unless instructed otherwise, and remain with the Individual until backup can be obtained. An Incident Report must be completed whenever emergency treatment is given. (Form: Incident Report (for Individual) and Form: Injury Incident Report (for Staff and Individuals Served))

Serious or Fatal Accidents

The person in charge at the scene will:

- A. Give priority attention to providing all reasonable care for the injured person or persons. Call doctor, ambulance, clergy and police, as appropriate. Obtain names, addresses and phone numbers of all witnesses and a written statement of what happened if witnesses must leave before police arrive.
- B. In the event of a fatality, always notify the police. Retain a responsible adult at the scene of the accident. See that no disturbance of the victim or surroundings is permitted until the police have assumed authority.
- C. Contact the Executive Director to report the emergency and to secure additional assistance as needed. Notify Leadership in the following order:
 1. Executive Director
 2. Immediate Supervisor
 3. Service & Support Administration (if Individual)
 4. Others as directed by above
- D. Anyone involved in a serious accident, emergency or fatality shall make no statement orally or in writing, which could be interpreted as either an assumption or rejection of responsibility for the accident until all facts are known.

The Executive Director will:

- A. Give priority attention to requirements at the scene of the accident or emergency as requested and/or judged

necessary for the utmost protection of the injured person or victim.

- B. Establish who will act as RVI's spokesperson. Exercise care that no statements are made orally or in writing that could be interpreted as either an assumption or rejection of responsibility for the accident until all facts are known.
- C. Insist that no comments be made to the news media. Refer news media to RVI's spokesperson.
- D. Use the telephone for immediate official communication with:
 - Parent or guardian--reporting nature of emergency, condition of injured person, securing parents' wishes regarding medical treatment, hospitalization, transportation, personal attendance.
 - Insurance representative, attorney and/or other official as appropriate.
 - Call all staff into office. Call in crisis team of Executive Director, RVI's attorney, and persons sensitive to the community to handle media and draw up a statement.
- E. Continue any further communication with next of kin with the advice of, or in the presence of, RVI's attorney.
- F. Keep a team of two individuals to monitor the phones for continued reports of developments. All calls pertaining to incident will be answered by RVI's spokesperson.
- G. Keep a record of all telephone conversations and communications for RVI's file. Provide space for a press conference, if necessary, and confine media to that area. Issue a press release, rather than hold a press conference, if possible.
- H. Provide for press release, if requested, only that information that has been cleared by RVI's attorney.
- I. Complete and submit a written report to appropriate insurance companies.
- J. Complete and submit a written report for RVI's files.

Follow-up of a serious accident, emergency or fatality

The Executive Director will:

- A. Decide what information is to be disseminated, to whom and procedures for same.
- B. Prepare a chronological report recording:
 - Exact time of each occurrence
 - Each step taken and by whom
 - Exact statements made, to whom and by whom
 - Statements, that have been read, approved and signed by all persons involved
 - A sketch of the scene, including pertinent physical objects and placement of people involved
 - Names and addresses of all witnesses
- C. Attach to the report all consent forms, medical records and other pertinent data. Make copies of all for duplicate record.
- D. Follow the Major Unusual Incident Policy of OCBDD if the victim is an Individual.
- E. Notify PERRP per guidelines.

Threats: Violence, Telephone, or Bomb

Should there be a civil disturbance, intruder or other threatening situation, the following procedures should be followed:

1. Immediately notify the police by calling 911 and follow their instructions. Be clear and accurate in your report.
2. Remain calm and use verbal intervention to calm the situation.
3. Notify the Executive Director or designee as soon as possible.
4. Assist in moving other staff and Individuals to safety, as possible.
5. Do not attempt to intervene or take any personal action. Allow the police to handle the situation.
6. The Executive Director will determine if circumstances dictate a closure of the program.

Active Shooter

For the purpose of this policy as it pertains to RVI, an Active Shooter is a person who is in possession of and using, typically, a firearm to kill, or attempting to kill, people in any of our sites – residences, worksites, offices, etc. Because the situation is unpredictable, chaotic and typically over in 10 to 15 minutes, it is important to be as prepared, mentally and physically, as possible for the sake of safety for yourself and the individuals we serve. Given the many conditions we face in our service setting, response will largely be the judgment call of the staff, however, following is a general guideline for responding to an active shooter situation:

1. Evacuate – be knowledgeable about the escape route for the area; in typical situations, begin evacuation – others will follow; help others escape; prevent individuals from entering an area where the active shooter is; leave your belongings behind; do not attempt to move wounded people; call 911 when you are safe; keep your hands visible as much as possible; follow instructions when law enforcement arrives
2. Hide out – if evacuation is not possible, find a hiding place out of the view of the active shooter; provide a protective barrier by locking the door, placing heavy furniture in front of the door; silence your cell phone; keep as quiet as possible; call 911 and leave line open if you cannot speak - if safe to do so; follow instructions when law enforcement arrives

3. Take action against the active shooter – you can attempt to distract and/or take out the active shooter if you are in imminent danger as a last resort; act aggressively directly toward the active shooter; throw items and yell; yield a makeshift weapon; understand this action is risky and once initiated, commit to the finish; follow instructions when law enforcement arrives
4. Arrival of law enforcement – try to stay calm; follow all directions; do not act erratically – yelling, waving hands, making quick movements; account for individuals for whom you are responsible; be prepared to provide a description of the active shooter if asked.

Threats

This is a plan for dealing with internal direct threats to the environment of RVI that are not resolved by dismissing the people served and removing them from the building (ex. fire, bomb threat), such as a possible presence of a weapon in the building.

General Principles

- The safety of the people served and staff are paramount in any threatening situation.
- Threats should be dealt with at the least disruptive level to the habilitation process.
- The presence in the building of armed individuals is not a situation where the people served can be generally evacuated (i.e. a fire drill situation).
- The presence of a weapon in the building is a situation in which finding the weapon is the main concern short of the safety of people served and staff.

Plan

- In the event of a suspected weapon, people served are safest in the cafeteria.
- Office personnel will notify staff of alert status.
- Staff should bring people served into the cafeteria, and lock the door(s).
- People served who are not assigned or are far away from the area should be taken into the nearest area by the staff.
- Staff should immediately take attendance and note all people served not present.
- Administrative personnel should check restrooms, storage areas, etc., then collect attendance slip.
- Administrative personnel can then proceed with searches or other actions.
- Once the area has been declared safe, the people served and staff should return to the same area as when the threat was received. Attendance should be taken again and any absences should be reported to the Administration and the investigating law enforcement agency. After attendance is taken, people served should proceed to their area as directed by the Administration.

Bomb and other threats may be originated in writing, in person, over the telephone or relayed through a second source. All threats will be considered real until otherwise determined by law enforcement.

1. Basic Documentation - The individual taking the call shall attempt to:
 - Keep the caller on the line as long as possible. Do not hang up.
 - Notify Executive Director or designee
 - Write down all the information obtained in the exact words. Use the record sheet or write on any paper available immediately following these instruction pages; place copies of the bomb threat sheet at switchboard and other appropriate phone locations.
 - Ask what time the bomb is due to go off. This is very important.
 - Document in writing, as soon as possible, other types of threat contacts including:
 - Specific time message is received
 - Date and day of week
 - Exact wording of message
 - Estimation of sex, age, cultural background of person making call
 - Make note of background noises, tone of voice
2. Authorities to be involved:
 - Police and Fire Departments (911)
 - Executive Director or designee
3. The building administrator or designee shall:
 - Notify the authorities
 - Consider the safety of the organization's employees/people served as the prime factor. Therefore, if advised, direct them to safe areas of the property. Nothing is to be touched or altered such as opening desks or lockers. All electricity, gas or fuel lines should be shut off at the main switch.
4. Do not re-enter building until authorized:
 - Alert staff of situation and implement building search procedure
 - Activities should be continued as normally as possible in designated safe areas

- Submit written reports as appropriate following the incident

6.5 EMERGENCY DRILLS

The non-profit recognizes the need for preparedness in emergency situations to ensure the safety of personnel and people served by the non-profit. The Safety Committee/Coordinator is responsible for:

1. training all non-profit employees and people served on drills
2. implementing and documenting regular drills - the paperwork should identify problems and the resolution to those problems, if any
3. ensuring that all warning systems and fire equipment are operational
4. ensuring that all personnel and people served are aware of the evacuation routes and that personnel know their responsibilities relevant to the safe evacuation of people served
5. creating and maintaining policies and procedures relevant to evacuations
6. addressing problems and concerns regarding emergency drills and procedures
7. posting of emergency escape routes or safe places (fire, tornado, other) in all applicable rooms
8. assessing the effectiveness of all drills and making recommendations as needed

Fire Drills

Fire drills will be conducted at least once every month. Fire drills or alarm testing will be held regardless of other drills being conducted and require the cooperation of facility staff and Safety Committee members. Each fire drill will include written notes to indicate any issues that may occur during the drill and requires adaptation or changing and will be reviewed by the Safety Committee/Coordinator.

- Drills should be unannounced, without the staff having prior knowledge of the drill.
- The Safety Coordinator will interview staff after the drill and document any problems or concerns raised by staff or people served.
- Comments will be written on the Emergency Drill Form.
- Procedures for fire drills will act as the procedures for actual fires except where noted.
- Fire extinguishers and alarms will be properly located and identified as such.
 - a. The Safety Coordinator will notify the Office Manager not to call the fire department at the time of the drill.
 - b. The Safety Coordinator will activate the fire alarm system.
 - c. Persons responsible for the drill should occasionally block an exit normally used to test employees/people served on finding alternate routes. In drills, and in case of an actual fire, isolate persons from fire and smoke, directing them to safe routes.
 - d. Supervisors should bring with them attendance sheets in order to verify the safety of each person for whom they are responsible. The business office will take with them the binder(s) containing the Emergency Medical Sheets.
 - e. Staff and people served should exit the building using the nearest safe route, normally using the exit routes posted by the Safety Committee, during drills or in case of an actual fire.
 - f. Double-check the evacuation. The Safety Coordinator will re-enter the building and check with each evacuation group's attendance to ensure everyone has left the building, including visitors.
 - g. Persons in charge of the drill will announce the "all-clear". In an actual fire, do not re-enter the building unless instructed to do so by the fire department. If it is deemed unsafe to re-enter the building, the facility director or person designated with such authority will make arrangements to transport employees/people served home.
 - h. The drill will be timed from the activation of the alarm system to the "all-clear".
 - i. The Fire Drill Form will be completed and sent to all Safety Committee members, the Executive Director or designee, and the County Board.
 - j. The drill will be discussed at the next monthly Safety Committee meeting and any appropriate action will be taken to correct problems noted during the drill unless immediate action is necessary.
 - k. Causing a false fire alarm is dangerous and is a crime and may be prosecuted and/or disciplinary action taken at the discretion of the Executive Director.

Tornado Drills

Tornado drills should be conducted as required by state regulation – one time monthly, March thru July. Tornado drill will include written notes to indicate any issues that may occur during the drill and requires adaptation or changing and will be reviewed by the Executive Director or designee.

1. Tornado shelters must be clearly posted. The designated rooms should be located away from external walls, have no windows, and should have a solid door. Each room will have a flashlight, which staff will bring with them during a tornado drill or actual emergency.

2. Unscheduled drills will be arranged and conducted by the safety committee and for designated personnel.
 - a. The alarm sound for the tornado drill will be clearly distinguishable from other alarms used for drills.
 - b. RVI employees/people served will move to the designated areas, crouch on the floor or under heavy furniture, and turn off the lights. No one may leave until the drill is over.
 - c. Safety Committee members will monitor the drill.
 - d. The monitors will time the drill, announce the "all-clear", and report on the drill using the appropriate form.

6.6 EXPOSURE – BLOODBORNE PATHOGENS

RVI will follow the Exposure Control Plan for Control of Occupational Exposure to Blood borne Pathogens as instituted by the OCBDD.

The following procedures should be used routinely to minimize the risks of transmission of communicable diseases. These guidelines provide simple and effective precautions for all staff members who may be exposed to the body fluids of any individual we serve or another staffer.

“Body fluids” or “blood borne exposure” applies to blood, drainage from scrapes and cuts, feces, urine, vomit, saliva and drainage from any orifice (e.g., nose, ears).

Rule #1: Avoid direct skin contact with body fluids of others when possible.

Procedures:

- Gloves should be worn when direct hand contact with body fluids is anticipated. For example, gloves should be worn when treating bloody noses, handling clothes soiled by incontinence or vomit, cleaning small spills by hand and changing diapers.
- Gloves and other contaminated articles, whether it is clothes or paper, should be placed in a red biohazard bag when possible. If not, the materials can be placed in a double bag. A biohazard sticker **must be placed** on the outside of the double bag to alert that contaminated articles are inside.
- Gloves should be kept in all areas, including restrooms, maintenance areas, offices and any rooms where the risk of spills is high.
- Individuals should be taught to handle their own body fluids as appropriate for age or state of health.
- Individuals should be taught proper hand-washing techniques and encouraged to use them routinely (i.e., before eating, after toileting, etc.). Proper hand washing requires the use of soap and water and vigorous washing under a stream of water for 10 seconds. Thorough drying of hands after washing is necessary.

Rule #2: When direct skin contact or contamination of materials occurs from unanticipated skin contact with body fluids, proper cleaning techniques should be followed.

Procedures:

- Hands and other affected skin areas of the exposed person should routinely be washed with soap and water after contact. Liquid soap is preferable.
- Clothing items that are soaked through to the skin should be removed, placed in a plastic bag and sent home for laundering. Items laundered for organization use, or in the nonprofit, should be washed with detergent in a hot-water cycle before re-use. If low-temperature laundry cycles are used, chemicals suitable for low temperature washing should be used.
- Contaminated disposable items (tissues, paper towels, diapers) should be handled with disposable gloves.

Rule #3: Spilled body fluids should be removed from the environment by proper cleaning techniques.

Procedures:

- Contaminated surfaces should be thoroughly cleaned with a freshly prepared solution containing one cup of household bleach per gallon of water. A germicide can be substituted if a bleach solution is unavailable. Disposable gloves should be worn.
- Wastes and disposable cleaning equipment should be placed in a toilet or plastic bag as appropriate.
- Non-disposable cleaning equipment (mops, buckets) should be thoroughly rinsed in a bleach solution. The bleach solution should be poured out promptly.
- Janitorial responsibilities include daily cleaning with bleach/germicide in areas particularly where contact with body fluids is likely (restrooms, sinks, toilets, etc.). Spilled body fluids on carpets should be disposed of by routine use of a moisture absorbent, which is then swept/vacuumed, followed by reporting to janitorial service in order to have carpets professionally cleaned.

Rule #4: Clothing of staff should be protected, especially staff who may be at frequent high risk for contact with body fluids.

Procedures:

- Protective clothing such as smocks or paper gowns are recommended for use in some areas or when staff

members are tending sick individuals. This will protect the staffers from contamination with body fluids and can be removed when staffers leave the area. Such procedures help prevent unknown/unnecessary transmission of disease.

- Protective clothing and any other contaminated clothing should be laundered as previously described.

Rule # 5: Needle Stick Injury

Procedures:

- The best way to avoid a needle stick injury is to practice safe needle handling practices. Used needles should be discarded immediately without recapping into a puncture-proof container.
- A staff member who is stuck by a sterile, unused needle should immediately cleanse the area well with soap and water.
- A staff member who is stuck by a needle after the needle was used to inject medication into an individual should immediately cleanse the area well with soap and water. They should then notify their supervisor as soon as possible, preferably within 1 hour of the incident.
- Their supervisor should then direct them to seek care from a health care provider as soon as possible for appropriate counseling, testing and follow-up testing.
- The guardian for the individual who the needle was used on should be contacted by the supervisor. The guardian should contact the individual's health care provider for appropriate testing.

Other Preventative Measures

1. Health Education

- a. Staff Members - The non-profit will provide education regarding specific infectious disease information, infection control techniques, access to health professionals who will provide resource information and assistance in interpreting specific health guidelines. The Organization will provide staff current information on specific situations and written material as appropriate and available and as requested.
- b. Because many infections, which develop during pregnancy, can be transmitted to the infant, pregnant employees/people served should be especially familiar with and strictly adhere to infection control procedures.

2. Immunizations

- a. Current tetanus is strongly recommended and should be updated as needed.
- b. The Hepatitis B vaccine is recommended when working in or with a high-risk population. The number of Hepatitis B carriers and/or environment high in incidents of biting, scratching, etc, can determine high risk. All carriers are not equally at risk of potentially transmitting Hepatitis B. Carriers who bite or exhibit aggressive behaviors are at a higher risk for transmitting. If a staff member declines to take the series, he or she must sign a waiver of liability. This waiver relinquishes RVI from any repercussions should the employee contract Hepatitis B during the course of their employment.
- c. RVI will provide the opportunity for all staffers who are at substantial risk of directly contacting body fluids to receive hepatitis B vaccinations. This excludes secretaries, receptionists, maintenance personnel, public relations representatives, administrative office personnel, and any other staff members who are not at substantial risk as determined by their job descriptions and the administration of RVI. Identification of persons at risk is the responsibility of Administrative staff. Decisions regarding the need for vaccination are based on an understanding of the modes of transmission and an assessment of those factors that influence the risk of transmission. The nonprofit will provide information on the vaccination at the time of hire to assist in determining whether the staff person would like to receive the vaccination. The nonprofit will pay for the cost of these vaccinations if conducted by the Ottawa County Health Department. The nonprofit will not pay for screening to see if an individual is a carrier of hepatitis B. If a staff member wishes to have the screening, he or she will be responsible for the cost. If a staff person chooses to use a different location to receive the vaccination, the staff member will assume the cost of the vaccination. If the U.S. Public Health Service recommends a routine booster dose of hepatitis B vaccine at a future date, such booster dose shall be made available at the cost of RVI. 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. It is the responsibility of the staff person to schedule and attend all appointments with the Ottawa County Health Department. Information on the location and hours of the Health Department will be provided by RVI. RVI will give its staff members who qualify the opportunity to receive the appropriate vaccinations at appropriate intervals through the health department. A staff member who fails to complete a series will not be allowed to begin the series again at a later date at RVI's expense. A staff member who fails to appear for the first vaccination of a series can start with the next scheduled series.
- d. The use of universal precautions will eliminate or greatly lessen the transmission of Hepatitis B.

6.7 INCIDENT/ACCIDENT/OCCURRENCE REPORTING

An incident, accident or occurrence may include, but not be limited to:

1. Injury to an employee, Individual or a member of the general public
2. Accident with a vehicle (Policy 7.13)
3. Behavior incident
4. An observation by the employee that might affect the Individual
5. Health issue e.g. undocumented illness, bruises or marks
6. Safety violations
7. A violation of the rights of people served by the company
8. Incidents with the general public

RVI follows the policy of OCBDD for reporting an unusual incident regarding an Individual. Using professional, concise language and proper grammar, Incident reports must be entered into the CareTracker system or legibly written in ink (pencils are not acceptable) (Form: Incident Report (for Individual)).

Incidents must be reported within twenty-four hours of the occurrence, preferably by the end-of-shift or at the start of the following workday. Incidents occurring after hours must be reported to the Department Manager, who will report the incident to the RVI Habilitation Manager and/or the SSA on-call.

Employees must be aware of the importance of writing incident reports and their value to supervisors and/or Service & Support Administration. Failure to write an incident report shall result in disciplinary action.

6.8 INCIDENTS ADVERSELY AFFECTING HEALTH & SAFETY (02/16)

All people served have the right to be treated with courtesy and respect and with full recognition of their dignity and individuality at all times by staff members. All Individuals have the right of access to opportunities that enable them to develop their full human potential.

Each has the right to be treated equally as citizens under the law. Each has the right to be free from emotional, psychological and physical abuse to be free from unnecessary chemical and physical treatment. Each Staff employee shall endeavor to protect these rights at all times. The people RVI serves shall not be subjected to bodily or verbal abuse, neglect or any form of mistreatment by staff, visitors or others RVI serves. No staff member shall subject a Person served to physical, verbal or psychological/emotional abuse or respond in kind to behaviors of the Person served. Procedures that cause physical, visual and/or auditory pain are strictly prohibited. Attacks on personal dignity, such as foul language, name-calling, shouting and other types of verbal abuse are forbidden. Actions such as threats, whether founded or unfounded, or the use of objects that are frightening to a Person served, constitute psychological/emotional abuse and are forbidden. These actions are subject to termination of employment. Each staff member shall comply with the proper procedures for Behavior Support Intervention.

No employee shall subject a Person served to sexual abuse or take advantage of Person served by procuring sexual favors either on or off regular work hours.

At no time shall an employee betray the trust relationship that exists between himself/herself and the Person served. In particular, relationships outside the work environment require caution regarding social contacts, financial dealings, or any other activities that would take advantage or appear to take advantage of the trust the Person served has in the staff member who is working for the wellbeing of the Individual.

Any alleged violation shall be immediately reported in accordance with Ohio Administrative Code 5123:2-17-02 and the Ohio Revised Code 5123.61 and recorded on an RVI Incident Form (Form: Incident Report (for Individual)) or electronically via CareTracker. Staffers shall cooperate in any investigations regarding abuse or neglect. Failure to report any incident may be grounds for dismissal. The supervisor will maintain confidentiality as far as possible by reminding staff not to discuss the incident with anyone except the supervisor and Executive Director.

If the allegation is substantiated, the Executive Director (or acting director in his or her absence) shall be responsible for invoking appropriate discipline up to, and including, termination. This action will be recorded on a Disciplinary Action form and will be placed in the staffer's personnel file.

RVI shall comply with the requirements relating to incidents adversely affecting health and safety of the Ohio Administrative Code 5123:2-17-02 and the Ohio Revised Code 5123.61.

It is the policy of RVI to establish requirements for managing incidents adversely affecting health or safety and implements a continuous quality improvement process in order to prevent or reduce the risk of harm to individuals.

This policy applies to all departments of RVI and staff who provide services. Nothing in this policy relieves any person of the responsibility to comply with section 5123.61 of the Revised Code, which requires the reporting of abuse, neglect, and misappropriation.

6.9 INSPECTION OF FACILITIES AND FIRE EQUIPMENT

In accordance with OAC 5123:2-1-02 (K). Each program facility shall be inspected annually by the local fire marshal or designee to ensure compliance with fire safety practices. In addition, on a regular basis each department will be responsible to inspect their facilities for fire and general safety hazards to include, but not limited to:

- Storage areas for combustible or flammable materials shall be effectively separated from all rooms and work areas in such a way as to minimize and inhibit the spread of a fire.
- All hallways, entrances, ramps, and corridors shall be kept clear and unobstructed at all times.
- Power equipment, fixed or portable, should include operating safeguards as required by the BWC Division of Safety and Hygiene.
- Ensure emergency contact numbers are located by each telephone.

A Safety Committee representative shall be available to participate in the inspection. Results of the inspection and recommendations, if any, will be given to the Executive Director and Safety Coordinator.

RVI shall make available, in all facilities owned, operated or leased, appropriate fire fighting equipment and alarms. At least one staff member in each building shall have training in techniques of fire suppression.

Each facility owned, leased or operated by RVI shall test the fire evacuation system at least once per year.

An in-house inspection of fire equipment will be performed by RVI personnel at least monthly as follows:

- Remove fire extinguisher from wall bracket
- Shake the fire extinguisher, turning upside down to stir up the product inside the canister
- Check the pin to make sure it is properly positioned all the way through
- Check the nozzle for any obstructions
- Check the hose for any damage or deterioration
- Check the gauge to make sure the extinguisher is fully charged
- Place the canister back in the wall bracket
- Date and Initial the backside of the tag

A professional company is engaged to inspect and fill all fire extinguishers annually.

Sites where there are people served but not owned, operated or leased by the non-profit shall follow the emergency policies and procedures of the host. Personnel are still responsible to train and monitor people served in emergency situations and drills. Policies and procedures of the host should be known to all staff and reviewed by the non-profit.

6.10 MISSING PERSON SEARCH PROCEDURES

When an individual is missing or lost, immediately notify the Executive Director. If the Executive Director is not available, contact the Habilitation Manager or other member(s) of the management staff. OCBDD (or the SSA On-Call) should also be contacted and law enforcement may be necessary.

6.11 NOISE CONTROL

The organization recognizes that excessive noise can result in serious health problems, lack of concentration and increased behavioral outbursts. The organization, the Safety Committee, personnel and people served by RVI will take all reasonable steps to ensure that noise remain below levels set by qualified health agencies (i.e. PERRP) and/or within generally accepted social norms.

When appropriate, the Executive Director or designee shall contract for or employ a qualified consultant to conduct a noise evaluation survey. Results of the Noise Evaluation Survey will be filed in the appropriate administrative office and a copy shall be forwarded to and maintained by the Committee. The Executive Director and the Safety Committee shall consult and take all reasonable steps to correct noise level problems suggested by the results of the survey.

6.12 SAFETY FOR OFF-SITE PERSONNEL

Should there be a threatening situation in the community, the following procedures should be followed:

- 1) Immediately leave the home or area assisting clients and children to safety, as possible. Call 911 if situation demands police intervention.
- 2) Do not attempt to intervene or take any personal action. Allow the police to handle the situation.
- 3) Notify the Department Manager and/or Executive Director, or designee, as soon as possible.
- 4) The Department Manager and/or Executive Director or designee will determine if circumstances dictate a closure of the case or termination of the site.
- 5) Department Manager will notify the RVI Habilitation Manager or the SSA on-call for determination of an Unusual Incident.

6.13 SAFETY, HEALTH & WELFARE

It is the goal of RVI to have practices and policies in place that promote the safety and well-being of staff and people served by our organization.

This section contains emergency procedures and policies utilized by RVI for program services which have been developed to:

- provide all employees and persons served with the information necessary to handle emergency situations in a safe and consistent manner
- provide a reference that will guide reactions in case of an emergency or the provision of first aid treatment
- insure the provision of a safe, well-organized environment
- promote safe medically-related practices

All employees are responsible to know this information and respond accordingly. Information should be disseminated to new employees and reviewed at least every two years. If there is a question about the information contained herein, please bring it to the attention of your supervisor.

Since RVI strives to ensure a safe workplace, it will be the responsibility of each staff member and Individuals served to adhere to the following general safety practices:

- Work according to good safety practices as posted, instructed and discussed.
- Refrain from any unsafe act that might endanger oneself, the people we serve or co-workers.
- Personal Appearance Standards have been developed to ensure that safety standards are maintained to prevent injury. (See Policy 7.18)
- Use all safety devices (safety glasses, earplugs, facemasks...) provided for his or her protection.
- Refrain from using radio/headsets, and wearing loose clothing and large, ornate jewelry while operating power equipment. Long hair should be pulled back and secured.
- Report any unsafe situation or acts immediately to the supervisor. (Form: Report of Safety Hazard)
- Assume his or her share of the responsibility for thoughtless or deliberate acts that cause injury to oneself, co-workers or those we serve. Scuffling, fighting, running, throwing things and other unruly behavior is not permitted at any time. Weapons or potentially dangerous items of any kind are not permitted at any time on the premises or in vehicles.

Failure to comply with safety requirements could result in immediate dismissal.

6.14 SHARPS AND DISPOSAL

Any sharps (needle, lancets, etc.) must be disposed of in a manner that will limit any danger to staff or people served. We have selected the following process to maintain and dispose of any sharps.

Any item considered to be in the sharps classification, upon use, will be placed in an authorized lockable container (puncture and leak proof) to be secured until disposal by a professional company.

See Policy 6.14 for Needle Stick Injury.

6.15 STAFFING REQUIREMENTS/RATIOS

In accordance with state service delivery regulations, ISPs shall indicate the staff intensity ratios and typical staffing ratios at which applicable services are to be delivered. Staffing ratios will be based on the assessed needs of the individuals served as well the overall needs of the collective program, ensuring the health and safety of the people we serve.

6.16 TRAINING

In accordance with Policy 3.14 Staff Training, RVI believes that well-trained staff provides for a safer environment for all. Safety related training is included in new staff orientation and annual trainings. If departments determine a need for other safety or medically-related training, this should be made available to all applicable staff. At least annually, the safety

committee as well as department managers should review the orientation procedures.

When appropriate, each department shall provide safety training to people served as well as family members.

SECTION 7—EMPLOYEE EXPECTATIONS

- 7.1 Acceptable Use of the Internet
- 7.2 Change of Personal Information
- 7.3 Conflict of Interests
- 7.4 Copyright
- 7.5 Drug-Free Workplace
- 7.6 Electronic Surveillance
- 7.7 Employee Expectations
- 7.8 Fees/Honoraria
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- 7.11 In-House Volunteers
- 7.12 Nepotism
- 7.13 Nonprofit Vehicles
- 7.14 Open Door
- 7.15 Outside Employment of Staffers
- 7.16 Outside Volunteers
- 7.17 Permission to Leave During Work Hours
- 7.18 Personal Appearance
- 7.19 Personal Property
- 7.20 Personnel Records
- 7.21 Receipt of Policy Manual
- 7.22 Representing the Nonprofit
- 7.23 Requests for Information about Staffers
- 7.24 Smoking/Smokeless Tobacco
- 7.25 Solicitation and Distribution
- 7.26 Staffer Financial Affairs
- 7.27 Telephone Use
- 7.28 Time Clock
- 7.29 Travel
- 7.30 Use of Nonprofit Assets for Political Purposes
- 7.31 Use of Nonprofit Letterhead Representing the Nonprofit
- 7.32 Use of Nonprofit Property
- 7.33 Visitors
- 7.34 Work Areas, Desks, and Lockers

7.1 ACCEPTABLE USE OF THE INTERNET

Internet access is now available to staff members of RVI. Staff members have access to:

- e-mail (electronic mail)
- Internet
- discussion groups

Use of the internet is for nonprofit business only, and RVI may monitor employees' use of the internet to ensure that it is being used for the stated purpose only.

In addition, it is expected that all staff members using the internet will abide by these rules:

1. Users must respect the privacy of others. Users shall not intentionally obtain copies of or modify files, passwords, or data that belong to anyone else. Users should not represent themselves as someone else by using another's account. No one should forward material without prior consent.
2. Users must respect the legal protection provided by copyright license to programs, books, articles, and data.
3. Users must respect the integrity of computing systems. For example, no one should develop programs that harass other users or attempt to infiltrate a computer or computing system.
4. No advertising for profit or campaigns for political office are allowed.
5. Use of RVI's network for games is not considered acceptable.
6. Users must respect the rights of others and not use language that is abusive, profane, or sexually offensive.
7. E-mail is not guaranteed to be private. Messages dealing with illegal activities may be reported to the appropriate authority.
8. Users must exercise care in protecting their passwords. Any abuse of a staff member's account by someone else is the staff member's responsibility. Staff members who believe that someone else may have their password should immediately change it and report the problem to the system administrator.
9. Users must abide by all existing federal and state laws regarding electronic communication. This includes, but is not limited to, accessing information without authorization, giving passwords out, or causing a system to malfunction.

Access to the internet is a privilege. Anyone found using access in a way deemed inappropriate will be denied privileges and may be subjected to disciplinary action, including termination. All guidelines listed above will apply to laptops and/or netbooks issued to Residential homes or staff.

Social Media

This policy governs the publication of and commentary on social media by employees of RVI. For the purposes of this policy, social media means any facility for online publication and commentary, including but not limited to: blogs, wikis, and social networking sites (Facebook, LinkedIn, Twitter, MySpace, Flickr, and YouTube). This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

RVI employees are free to publish or comment via social media in accordance with this policy. RVI employees are subject to this policy to the extent they identify themselves as a RVI employee (other than as an incidental mention of place of employment in a personal blog on topics unrelated to RVI). This policy applies to all uses of social media by RVI employees, especially those whose position with RVI would be well-known within the community.

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary.

All uses of social media must follow the same ethical standards that RVI employees must otherwise follow.

Employees who choose to discuss or identify RVI as their employer must respect all confidentiality issues as addressed within the Confidentiality Agreement signed upon hire and contained within this manual. Confidential information includes things such as: details of current projects, strategic planning, financial information, research, and trade secrets and any/all information with regard to the people we serve. We must respect the wishes of our corporate customers regarding the confidentiality of current projects. We must also be mindful of the competitiveness of our industry.

With regard to your discussions or identifications of RVI, do not say anything that is dishonest, untrue, or misleading. Consider the content of what you publish carefully.

It is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others, including RVI own copyrights and brands.

The public in general, and RVI's employees and customers, reflect a diverse set of customs, values and points of view. Don't say anything contradictory or in conflict with the RVI website. When discussing or identifying RVI in your postings, use

your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of RVI. Customers, partners or suppliers should not be cited or obviously referenced without their approval. Never identify a customer, partner or supplier by name without permission and never discuss confidential details of a customer engagement. It is acceptable to discuss general details about kinds of projects and to use non-identifying pseudonyms for a customer (e.g., Customer 123) so long as the information provided does not violate any non-disclosure agreements that may be in place with the customer or make it easy for someone to identify the customer. Your blog is not the place to "conduct business" with a customer. If you see misrepresentations made about RVI in the media, mention to RVI management is appreciated.

Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble - it may not have much legal effect.

Policy violations will be subject to disciplinary action, up to and including termination for cause.

7.2 CHANGE OF PERSONAL INFORMATION

Any time a staff member's personal status changes, he or she must report the change to the Office Manager in charge of payroll administration in writing. (Form: Personal Information Change)

7.3 CONFLICT OF INTERESTS

RVI expects the primary interest of staff members to be the people we serve. A conflict of interest occurs when the interests of a staffer or another outside party actually or potentially affect the nonprofit in a negative way.

OUTSIDE BUSINESS INTERESTS—Staffers may have outside business interests and outside employment so long as these do not interfere with job performance, policies, objectives and operations of RVI. Staffers may not earn profit from outside employment or business interests that directly results from affiliation with RVI.

GIFTS, GRATUITIES—Staff members shall not barter (trade) with Individuals under any circumstances. Any employee verified to be bartering with an Individual shall be immediately terminated from employment.

It is not a practice of RVI to promote or condone their employees to accept gifts from vendors, Individuals or contracted service providers. Gifts may be considered payment in exchange for services and are discouraged.

PERSONAL BELIEFS—RVI recognizes that its staffers may hold a wide range of personal beliefs, values and commitments. These beliefs, values and commitments are a conflict of interest only when (1) they prevent staffers from fulfilling their job responsibilities, (2) staffers attempt to use the RVI's time and facilities for furthering them, or (3) staffers continue attempting to convince others of their personal beliefs after they have been asked to stop.

7.4 COPYRIGHT

RVI has the right to any materials developed by staff members in the course and scope of their employment here. It is the policy of RVI to copyright written material, photographs, drawings, prints, and other materials when reproduction by others would be detrimental to the organization.

7.5 DRUG-FREE WORKPLACE

Illegal drugs, misuse of over the counter or prescription medications and use of alcohol to the extent that it impairs work performance in the work place are a danger to us all. They impair safety and health, promote crime, lower productivity and quality, and undermine public confidence in the work we do. We cannot tolerate the illegal use of drugs. Under the Federal Drug-Free Work Place Act, in order for this agency to be considered a "responsible source" for the award of federal contracts and to serve Individuals to the best of our abilities, we have developed the following policy.

Any location at which RVI conducts its business is declared a drug- and alcohol-free work place. This means:

- Narcotics (heroin, morphine, etc.)
- Cannabis (marijuana, hashish)
- Stimulants (cocaine, diet pills, etc.)
- Depressant (tranquilizers)
- Hallucinogens (PCP, LSD, "designer drugs", etc.)
- Alcohol (in any form)

Any employee violating the above policy is subject to discipline, up to and including termination. More specific information and instructions on our Drug-Free Workplace are detailed in Attachment: Drug Free Workplace Program/Policy.

7.6 ELECTRONIC SURVEILLANCE

Unauthorized electronic surveillance of staff/employees is inconsistent with positive culture and the respectful treatment of our employees. Should electronic surveillance become necessary for security reasons or otherwise, a notice will be conspicuously posted.

No employee may record the conversation of another staff/employee without his or her full knowledge and written consent to include the date and purpose of the recording. Secret video and/or audio recordings of another staff/employee are prohibited. Any staff/employee(s) who violates any position of this policy shall be subject to employee counseling and disciplinary action, up to and including discharge.

7.7 EMPLOYEE EXPECTATIONS

Each staffer's performance and conduct are critical to the safeguarding of Individuals' rights, providing a quality work environment for all employees and the health of the Program. Therefore, the following is a basic statement of what is expected of each employee. It is meant to be illustrative in nature and should not be considered all-inclusive. Supervisors are obligated to maintain standards in both performance and conduct of their assigned staff. When standards are not met, supervisors have the discretion to recommend disciplinary action to reflect the seriousness of offenses, harmful impact upon the program and/or participants and other circumstances.

As an employee, you are expected to do the following:

- **Safeguard Individuals and their rights.** Be aware of and report incidents, and/or any suspected violation of the rights of the people we serve.
- **Be courteous.** Be friendly, helpful, and supportive. Use a person's name and use such phrases as "please," "thank you," and "may I help you?" whenever appropriate.
- **Promote team spirit.** Work together and cooperate in an effort to promote quality services and enhance staff relationships. Help fellow staff members perform their work. Share responsibilities. Recognize the achievements of others.
- **Anticipate and meet the needs of those we serve.** Be observant; and be aware of and react to the individual's needs. The dignity of those we serve is of primary importance.
- **Use good judgment in decision-making.** Anything that would/may be perceived as questionable or inappropriate should be avoided. The well-being of persons served will be considered our primary priority when evaluating such behavior, erring on the side of caution for the people we serve.
- **Participate in making the quality of work better.** Suggest improvements to your supervisor. Help others learn correct procedures. Be open to new ideas and methods. Maintain current knowledge in your area of skill and expertise, and strive to improve your own work. Demonstrate a commitment to exceptional quality in the work you produce as well as the work produced by the people we serve.
- **Report to work on time as scheduled.** You should be at your work assignment ready to begin work at scheduled starting times. Observe break times appropriately.
- **Make efficient use of your time at work.** Establish priorities with your supervisor and use your time wisely.
- **Know your job and do it well.** Make sure you know what is expected of you. Whether you're serving Individuals or performing work at a contract site, do your best and meet the expectations of your supervisor and our customers.
- **Communicate effectively.** Be open, honest, and truthful with yourself and others. Talk to your supervisor. Ask questions. Provide complete, accurate and timely reporting. Give your supervisor pertinent information, stating the facts without concealment or exaggeration.
- **Maintain confidentiality.** Keep information concerning those we serve or co-workers confidential.
- **Maintain professionalism.** Behavior and language with all employees and the public should portray a professional image. Maintain a safe, clean and professional working environment; conduct personal business during non-working time; be free of intoxicating or illegal substances on the job or on RVI business; and always remain fit for duty. Follow all proper department and agency rules, policies and procedures.
- **Maintain an appropriate appearance.** Make sure clothing is clean and you are neatly groomed. It is important to portray a positive image.
- **Know the structure, philosophy, and purpose of the organization.** Know how you fit into the structure and purpose of the organization. Maintain and promote its philosophy.
- **Treat co-workers in a manner consistent with the Positive Culture Commitment** (Attachment: Positive Culture Commitment). Demonstrate kindness and respect and offer assistance whenever required or requested. Avoid words and actions that might diminish a positive workplace, such as gossip, destructive criticism, or unwelcome interference.

7.8 FEES/HONORARIA

All fees, honoraria, etc. collected as compensation for activities performed during work hours or as a representative of RVI must be turned over to the nonprofit.

7.9 FIREARMS/WEAPONS

The possession of firearms or other dangerous weapons by employees of RVI in the workplace is strictly forbidden. Any employee found to possess such items while on nonprofit property, any RVI job site or residence, or during working hours will be subject to immediate termination.

Reports of employees having possession of a firearm or weapon as prohibited above will result in calling of law enforcement and any applicable and lawful search of person and possessions.

7.10 FRATERNIZATION

RVI prohibits staffers from fraternizing with any of the people served by our programs. If evidence of non-professional, non-work-related interaction between any staffer(s) and any person(s) served is found, the Executive Director will conduct an investigation of the charges to determine if a policy violation has occurred.

If a violation is established, the staffer(s) will be dismissed. Further, if vulnerable adults are involved, a report will be filed with the appropriate authorities.

It is assumed that involvement by our staff with persons formerly served will be professional and ethical. The following guidelines have been developed:

- 1) The former Individual must have received no services from the nonprofit for at least one year.
- 2) The former Individual must not be involved in counseling or treatment which indicates vulnerability
- 3) Staff will discuss possible relationships with the Executive Director prior to involvement so that any concerns may be addressed before they arise.

Any violation of this policy will place the staffer's job in jeopardy.

7.11 IN-HOUSE VOLUNTEERS

Staffers who wish to be involved with nonprofit activities during non-working hours must be registered volunteers. Staffers can become registered volunteers by receiving approval from the Executive Director. This approval includes all activities either on or away from nonprofit facilities. This approval will indicate the nature and the extent of the volunteer's activities. Nonexempt staffers may not volunteer for activities that are normally part of their job because of possible violation of Fair Labor Standards Act regulations.

When a staffer who volunteers at RVI ends employment with this organization, his or her volunteer status is terminated. The former staffer must apply for a status change if he or she wishes to continue to volunteer. The status change will be processed contingent upon a positive recommendation from the former staffer's supervisor.

7.12 NEPOTISM

It is our policy to avoid bringing family relationships into the workplace whenever possible. However, on occasion more than one family member may work for RVI. The following guidelines will govern these situations:

1. No staffer will be permitted to hire a "relative" (hereinafter to include "spouse").
2. When related persons work for RVI, every effort will be made to avoid one "relative" directly supervising another "relative."
3. In cases where direct supervision of a relative cannot be avoided without disruption, related persons will not be involved in evaluating each other's job performance or in making recommendations for salary adjustments, promotions or other budget decisions.

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7.13 NONPROFIT TRANSPORTATION

This policy affects any individual who may drive a nonprofit vehicle or personal vehicle to do business for the nonprofit, attend meeting in other places, or provide transportation to individuals served.

Use of Company Vehicle

Authorized staff are expected to use nonprofit vehicles when conducting nonprofit business. Vehicles will only be authorized for use for company business. Any employee using the vehicle for personal business or conducting personal business while driving a company car on company time shall be subject to disciplinary action up to and including termination from employment.

Use of Personal Vehicle for Company Business

If there is no RVI vehicle available, and the staffer has prior approval of the appropriate supervisor, in accordance with RVI driving requirements, personal vehicles may be used for company business and receive reimbursement. Mileage will be paid at a rate established by the IRS (Form: Vehicle Mileage Reimbursement).

A listing of our insurance carrier can be obtained by contacting your immediate supervisor.

Driving Requirements

To be eligible to drive a vehicle owned by RVI or use a personal vehicle for company business, personnel must:

- Be employed or approved by RVI
- Be at least 18 years of age
- Have a current valid Ohio Driver's license that covers the type of vehicle they are assigned to drive
- Comply with and meet the requirements of the rules and regulations of service provision

Additionally, the following are required or apply:

- Driver's Abstract (may be required annually or at least every three years) at the employee's expense.
- Annual proof of valid liability insurance.
- Meet the requirements of a physical examination if required by service provision.
- Adherence to all Ohio driving laws and rules.
- A revoked or suspended driver's license, or six or more points on the employee's license will result in driving suspension, and possible termination if the job classification requires the staffer to drive.
- Report revoked or suspended driver's license, or six or more points to supervisor in writing immediately.
- Moving violations or accidents while conducting company business must be immediately reported to your supervisor.
- Employees are responsible for reporting any accidents
 - , no matter how minor, involving an RVI or personal vehicle while conducting company business, to the police before leaving the scene of the accident.
- Should an employee receive a ticket for violation of Ohio driving laws, the payment of the ticket shall be the responsibility of the employee.
- All drivers and passengers are required to wear seat belts.
- The use of tobacco is not permitted in any RVI owned or operated vehicles; and not in the presence of individuals.
- No vehicle is to be returned with less than a half tank of fuel. Any gasoline credit cards that might be assigned shall be the responsibility of the person to whom the card is assigned. Lost or stolen cards should be reported immediately. Gasoline cards shall be the responsibility of the employee and misuse will result in termination as well as referral for criminal prosecution.
- Report any addition of points (whether personal or on business) to the employee's license to their immediate supervisor
- Any use of electronic devices, including cell phones and laptop computers while operating a company vehicle, including talking, text messaging, checking messages, etc.
- Leaving trash in the vehicle is not permitted.
- Completion of pre-trip checklist or any other required documentation/forms.

Any violation of the above will result in disciplinary action up to and including termination.

Revocation of Driving Privileges and Termination of Employment

The following offenses shall result in revocation of driving privileges and possible termination of employment:

1. Consuming, alcohol, substances or prescribed medication that might impair driving prior to or during the operation of a vehicle owned by RVI or personal vehicle on behalf of RVI. This also includes times when the employee is not on duty but is driving a company owned vehicle.
2. DUI or reckless operation while on duty. Using alcohol or drugs while driving a vehicle or having a vehicle in your charge.
3. Use of an agency credit card in any vehicle other than for the assigned purpose as stated earlier or falsifying reimbursement records. This may also result in criminal prosecution.
4. Jeopardizing the safety and well-being of passengers, other drivers and/or Individuals while driving a vehicle owned by RVI or while on business for RVI.
5. Failure to provide annual proof of valid liability insurance upon request.

Usage Logs & Pre-Trip Checklist

A Vehicle Usage Log and Pre-Trip Checklist will be in each vehicle. Each time a company vehicle is used, the employee will complete these logs. Grant vehicles have a separate form required by the state. Accurate documentation is essential to our

continued participation in the grant program. Failure to accurately complete logs (for both grant and non-grant vehicles) on a timely basis may result in disciplinary action.

Safety Equipment/Maintenance

Designated safety equipment shall be available on all vehicles in accordance with requirements set forth in the most stringent applicable regulations relevant to the organization's service provision.

All safety equipment shall be secured or stored in a safe manner. The Department Manager shall be responsible for regular vehicle checks to insure all equipment is available in working order. The Department Manager shall also be responsible to complete regular maintenance checklists and schedule the vehicles for work done as needed and to perform or contract for any training that might be required by drivers.

Staff driving the vehicles is responsible to report anything that might be considered unusual relevant to the operation of a vehicle.

Vehicle Accidents

In the event of an accident with a nonprofit vehicle:

- Stop as near to the scene as is safely practical, avoid blocking traffic, and otherwise minimize potential danger to others.
- If qualified, administer necessary emergency first aid if no emergency medical personnel are available.
- Notify police or ensure notification of police has been made.
- Provide and obtain identification and insurance information to and from all involved parties.
- Cooperate with police and emergency medical personnel.
- Avoid admitting guilt or offering any settlements.
- Obtain names and addresses of witnesses.
- Notify your supervisor immediately.
- Provide RVI with copies of all documentation issued by law enforcement

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7.14 OPEN DOOR

All employees are encouraged to provide input and suggestions concerning the overall operation and programs of the nonprofit, following the proper channels of communication. Employees should initially bring their comments to their immediate supervisor. In those cases where that may be inappropriate, staffers may approach their department managers or the Executive Director.

RVI operates in an "open door" manner. All employee input is considered and can be presented without fear of personal recrimination of his or her position. There are occasions when you have a complaint regarding the service operation of RVI or you have suggestions to improve our services. We are interested in your ideas and using them to improve services.

Start with the right person

The people who have the best and quickest solutions are the direct service staff and department heads. If they cannot answer your concerns, they will help you find someone who can.

Issues need to be timely

The best time to correct a problem or consider a new idea is when it is fresh. It is very difficult to do anything about a problem that happened many days earlier.

Be specific

Objectively state concerns, involved individuals, when it happened or did not happen and what you want to see happen in the future.

One issue at a time

Some concerns can be addressed quickly and completely. Others will take more time. A shopping list of problems usually can never be totally and finally resolved.

By using these guidelines, you will be able to have most of your ideas or questions answered quickly by simple verbal requests. If verbal requests produce no response, please use the above format in a written communication.

7.15 OUTSIDE EMPLOYMENT OF STAFFERS

Under no circumstances shall an employee have other employment which conflicts with the policies, objectives and

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operations of RVI. Employment "conflicts", under this policy, are defined as impairment of the employee's ability to perform the duties of his or her position with RVI. Two common employment conflicts that may arise are:

- a. **Time Conflict** - Defined as when the working hours required of a "secondary job" directly conflict with the scheduled working hours of an employee's job with RVI; or when the demands of a secondary job prohibit adequate rest, thereby adversely affecting the quality standard of the employee's job performance with RVI.
- b. **Interest Conflict** - Defined as when an employee engages in outside employment which tends to compromise his or her judgment, actions and/or job performance with RVI or which compromises RVI's reputation in the community.

Full-time employment with RVI shall be considered the employee's primary occupation, taking precedence over all other occupations. "Outside" employment, or "moonlighting", shall be a concern to the Executive Director only if it adversely affects the employee's job performance with RVI or constitutes a conflict of interest.

Should the Executive Director feel that an employee's outside employment is adversely affecting the employee's job performance, the Executive Director may request that the employee refrain from such activity. Any conflict, policy infraction, or other specific offense which is the direct result of an employee's participation in outside employment shall be disciplined in accordance with the policies set forth in this manual. **Staff members who are on medical or family leave may not engage in outside employment during the time of their leave.**

A staff member who sustains an injury or illness in connection with off-duty employment will not:

1. Be entitled to receive workers' compensation benefits provided by RVI
2. Accrue credit for vacation, sick leave, or any other discretionary employment benefits during a period of absence resulting from such injury or illness
3. Be entitled to the normal contribution by the nonprofit toward health care benefit premiums during a period of absence resulting from such injury or illness beyond FMLA entitlement

In those cases where an off-duty, employment-related injury or illness results in a staff member's temporary disability, the staff member must either request and obtain a leave of absence without pay, request and use accrued paid time off whereby items 2 and 3 above would not apply, or be subject to termination by the nonprofit due to lack of availability of work.

A staff member's authorization to engage in off-duty employment may be revoked at any time and at the sole discretion of the nonprofit where it is determined that it is in the best interest of the nonprofit to do so.

Occasionally, a staff member may request to work part time in addition to his or her regular job, in some other capacity at this organization. Permission to do so will be given in accordance with this policy on outside employment. In such cases, the US Department of Labor, Wage and Hour Division has established guidelines that require hourly employees to be paid overtime for hours worked in excess of 40 per week, regardless of position or department.

7.16 OUTSIDE VOLUNTEERS

It is the policy of RVI to provide opportunities for volunteers so that they can gain practical and professional experience, or so that they may simply have an outlet for helping the people we serve.

To be accepted as volunteers, candidates must complete a Volunteer Application form (see Form: Volunteer Application), undergo a reference and background check, and be interviewed by the Executive Director or the manager in charge of the volunteer program. If appropriate placements can be made, volunteers will be assigned to work under a supervisor, who will see that they adhere to a work schedule and observe the same rules and codes of conduct as all regular staff members at RVI. All volunteers serve at the discretion of the Executive Director, who can terminate their relationship with RVI at any time for any reason.

7.17 PERMISSION TO LEAVE DURING WORK HOURS

Staff members are not permitted to leave their worksite during their working hours without permission. Leave must be arranged properly with the department supervisor in advance. Unexcused leave is cause for dismissal.

7.18 PERSONAL APPEARANCE

As representatives of RVI, staff is expected to exhibit a neat, well-groomed appearance. Shirts, pants/shorts, socks and shoes are to be worn at all times. All work clothes are to be clean and in good condition and presenting a positive, professional image. All employees of RVI are strongly encouraged to dress for safety and in good taste at all times. For this reason, the following guidelines shall apply:

- Dresses, skirts and shorts shall not be shorter than 4 inches above the knee
- Shorts may only be worn by Workshop employees and attendees from May 1 through October 1.
- Open back, halter tops or midriffs are not permitted
- No tight or restrictive clothing. Clothing such as "skinny jeans" and leggings may be worn with a professional-looking top that is at least fingertip length.

- Cut-off shorts will not be permitted. No cut up t-shirts.
- No tank tops (any shirt with less than 3 inch wide shoulder straps)
- No Graphic tees with inappropriate phrases or advertisements for tobacco products and/or alcoholic beverages
- Clothing that may be considered revealing or provocative is inappropriate and will not be permitted (including lowcut, back or midriff baring tops or pants)
- Open toe shoes or sandals may not be worn in Habilitation areas or on the Production Floor (*defined as any area that is designated or used for production work, not to include marked walkways)
- Staffers shall not wear dangling earrings (those which hang below the earlobe) when working with Individuals or on the Production Floor
- Clothing with holes or rips is not permitted
- At no time should undergarments be visible, through or around other clothing.
- No sweatpants, running pants, workout clothing, spandex, yoga pants or pajama pants.

Employees may be afforded exceptions to this policy when such attire is appropriate for the activity being conducted (exercise, swimming, etc.), and should utilize good judgment and consider professionalism at all times. Swimwear should be modest at all times; bikinis are not allowed. Additionally, more restrictive guidelines may be placed on employees working off-site when the individual, site, or home requires and will be communicated individually.

Rubber or skid resistant shoe bottoms are required for all employees working on the Production Floor as defined above* (Steel-toed shoes may be required for certain jobs).

Special safety equipment may be required by law or by RVI. This may include eye protection, hearing protection, foot protection and/or gloves.

In addition to the above listed general restrictions and requirements, proper attire for operation of power equipment, for safety reasons, include the following:

- Safety glasses at all times
- No loose clothing
- Long hair pulled back from face and secured
- No large rings or ornate jewelry (i.e. bracelets, necklaces)
- Earplugs and facemasks are available at all times

Businesses with which RVI contracts may dictate standards for acceptable attire at their sites and it is expected that RVI employees abide by any such standards.

If the Executive Director or her designee decides that a staffer is in violation of any part of this policy, the staffer will be asked to change. If the staffer has to leave the premises to do so, he/she will be required to clock out.

7.19 PERSONAL PROPERTY

Staffers who bring personal belongings to the office to decorate their workspaces and common areas, or to facilitate their work, must ensure that such items are prominently marked to prove ownership. If an article has been found, it is to be given to the front office immediately for safekeeping.

If an article has been lost, notify your immediate supervisor.

Any expensive jewelry or other items of value are strongly discouraged in the workplace, and any large sums of money should be left at home.

RVI will not be responsible for non-essential items that may be lost, stolen, or damaged.

Theft of property belonging to the company or other employee is cause for immediate termination.

When the direct physical action of a Individual results in damage to, or the destruction of, personal articles owned by staff of RVI that are being used in the scope and course of their duties, and when reasonable care has been shown by staff, then RVI will reimburse the staff member for the reasonable cost of repair or the actual cash value of the item (cost less depreciation) upon approval by the Executive Director. Reimbursement for eyeglasses will not exceed \$250, twice per year. Employees should not wear jewelry or other non-essential items of substantial value, or take items to work that have no functional use at the specific job site. RVI will not reimburse employees for such items if damaged or stolen.

7.20 PERSONNEL RECORDS

This is a description of the nonprofit's record-keeping system with regard to personnel information. Each staffer's individual personnel file is regarded as confidential information and is treated as such. The only persons with access to the file shall be the department manager, the HR Manager and Executive Director. Staff members are permitted access to their own personnel files provided requests are made in writing to the HR Manager. Appointments must be made so that employees may review their files with supervision in a secure location. Copies can be made at the employee's expense.

Staffers' personnel files include, but are not limited to, the following items:

- Application and resume
- Letters of appointment and acceptance
- Signed job description
- Copies of transcripts, diplomas, certificates and licenses
- Current and past performance evaluations
- Any memoranda or documents relating to performance which are of current relevance
- Memoranda concerning unusual job changes or transfers
- Letters of commendation or other indications of exceptional performance
- Warning letters and records of all disciplinary actions
- Training records, including grades and notations of those who have completed or are presently taking in-house training programs
- Leave of absence information including some limited medical documentation
- Signed code of ethics and other notices requiring staffers' signatures
- Documentation required by state or private regulatory agencies

7.21 RECEIPT OF POLICY MANUAL

A copy of the personnel policies manual and/or any addendum that may affect their employment will be made available online to all staff members. Staffers are responsible for reading and understanding RVI's policies. Staffers also acknowledge their understanding that no part of this manual shall be construed as being an employment contract—either implied or expressed—between the staffer and the nonprofit. There is no guarantee of employment made to any staff member in this manual.

This manual has been prepared for the information and guidance of staffers working at RVI. It is intended to cover the procedures, rules and policies most often applied to day-to-day work activities. Some of the information will change from time to time since our policies are under constant review and are revised when appropriate. Such changes will be communicated to you in writing, in advance of their implementation.

7.22 REPRESENTING THE NONPROFIT

No employee shall make a public appearance, news release, or public speech representing RVI without the specific knowledge and prior authorization of the Executive Director or her designee.

Employees may not speak to the news media as an official or unofficial spokesperson of RVI without prior clearance from the Executive Director. All inquiries from the media should be referred to the Executive Director.

Should an employee receive a media inquiry, he or she should respond: "I have no authority to respond to your request. You should refer your question to the Executive Director."

7.23 REQUESTS FOR INFORMATION ABOUT STAFFERS

RVI recognizes the individual staffer's right to privacy. Therefore, all requests for information about a current, retired or terminated employee must be transferred to the Human Resources Manager, or designee, who may disclose to prospective employers dates of employment, final title or position and job location. With the staffer's written consent, the Human Resources Manager may give up to a five-year employment and salary history.

The nonprofit will require each staffer involved in record keeping to adhere to this policy and practice, and violations may result in disciplinary action up to and including termination.

7.24 SMOKING / SMOKELESS TOBACCO / E-CIGARETTES

This policy refers to the use of tobacco in any form, as well as the use of related products/substances such as electronic cigarettes, etc., hereon referred to as "smoking."

RVI offers a smoke-free work environment. Smoking is permitted only in designated areas. Staff members should see their supervisor for approved designated smoking areas. Smokers are responsible for keeping the area clean and free of smoking debris.

Smoking in the presence of non-smoking persons served is **not permitted**.

Smoking in company vehicles is not permitted.

Violation of this policy will result in disciplinary action up to and including termination.

Employees working at other sites shall adhere to the rules established by the entity.

Residential staff should use good judgment in deciding when and where it is appropriate to take smoking breaks. Smoking in Individual's residences is not permitted and Individuals should not be left unattended. Additionally, smokers are responsible for cleaning up any mess left behind. Failure to do so will result in suspension of smoking privileges.

Staff members are not permitted to chew smokeless tobacco while in work areas and should not leave bottles/cans in areas where Individuals could have access. Staff is expected to respect good housekeeping at all sites.

7.25 SOLICITATION AND DISTRIBUTION

No employee shall be permitted to solicit or distribute literature of any kind during the actual working time of the employee(s) soliciting, or the actual working time of the employee(s) being solicited. This does not include recognized breaks and lunch period. However, at no time may any employee(s) solicit or distribute material or literature of an illegal nature, or that by its distribution or by employees participating, constitutes a form of gambling. Any person who distributes non-RVI program material and literature is responsible for its accuracy and content.

Persons who are not employees may not solicit or distribute literature or material for any purpose on RVI occupied property, in any working areas, or in any non-working area that is restricted to employees only. There shall be no solicitation or distribution of literature or material of any kind at any time by any person(s) in lobbies, waiting rooms, or public parking lots that are a part of RVI occupied property, or any other public service areas of RVI occupied premises.

This policy is vital to our efficiency and productivity, and is also critical to on-going working relationships and continuing goodwill with the public we serve.

Any employee(s) who violates any position of this policy shall be subject to employee counseling and disciplinary action, up to and including discharge.

Distribution of literature by means of RVI facilities, including mailboxes, bulletin boards, walls and tables, shall be limited to official RVI information and material pertinent thereto, unless expressly approved by the Executive Director in advance.

7.26 STAFFER FINANCIAL AFFAIRS

Staff members are cautioned that RVI does not condone, or assume any liability for, the practice of lending or borrowing money, or anything of monetary or personal value, between staff members. Staff members who voluntarily participate in such activity or create these obligations do so at their own risk and should not let these arrangements interfere with their work.

7.27 TELEPHONE USE

Telephones are an important resource to the operation of RVI. Therefore, it is important to keep the lines free of personal calls. Such calls, both incoming and outgoing, are discouraged and should be limited to break times, not only for business reasons, but because the service we provide to individuals suffers when attention is drawn away due to personal matters. Personal use of telephones for long-distance calls by staffers at RVI is not permitted, except in the case of emergency and with permission from their supervisor. Employees should also limit the use of personal cell phones and other electronic devices such as iPads, etc. to break times. Use of two-way radios is strictly prohibited. Staffers are not permitted to use cell phones while supervising or providing direct care to Individuals, or while driving company vehicles or any vehicle to transport Individuals. This includes text messaging or web surfing. Additionally, telephones belonging to Individuals served are not to be used by staff. Apparent abuse of this policy will result in disciplinary action.

Company Cell Phones

RVI provides cell phones for staff members in positions that require frequent travel or time away from the worksite.

Use is restricted to agency-related business calls. Staff members who are issued cellular telephones for business use are responsible for the proper care of the telephone, including reporting the need for repair if not functioning properly; general maintenance; battery charging; and protection from theft, damage, and abuse.

Those staff members not issued, but who have reason to use, a cellular telephone may request one from the Business Office for short-time use. Reasons for checking out a phone may include, but are not limited to: short outings with persons served in the local area; traveling to a conference/workshop; other training classes; and meetings and other related activities. The cell phone must be checked out when needed and returned on the designated return date; employees are not permitted to take company phones home overnight without prior approval from the Department Manager. The staff member is subject to all of the rules and guidelines presented above.

Rev. 2-2017

7.28 TIME CLOCK

Staff members are required to use electronic time keeping software on site, or timesheets as directed by the supervisor. Employees are not permitted to punch-in earlier than seven minutes prior to the start of their shift without permission from the supervisor. Likewise, employees are required to be punched-out by seven minutes after their shift ends unless permission for overtime has been granted.

If a staff member forgets to punch-in or out, he/she should report to the supervisor immediately and in writing to have the time corrected. Frequent or intentional failure to punch-in or out could result in discipline.

Misuse of the time clock or purposely punching in/out for another staff member is considered a serious violation of policy that could result in termination.

7.29 TRAVEL

From time to time, staff members of this nonprofit will be required to travel on official business. In order to contain the cost of travel and lodging, all staffers will meet the following requirements:

1. Obtain prior approval from their immediate supervisor for any overnight, out-of-town travel plans
2. Report all expenses such as meals, lodging, tips, travel to and from the destination, and car rentals. (Form: Expense Reimbursement Form). Mileage on personal vehicles will be reimbursed at the rate established by the IRS (Form: Vehicle Mileage Reimbursement)
3. Buy airline tickets as far in advance of a trip as possible. Seek discount fares. Consult a travel agency for the best fares based on time of arrival and departure, booking restrictions and comparison of various carriers
4. Choose rental cars (only when required) and rental car companies by price, not by frequent flier affiliation. Rental cars should be the least expensive available
5. Buy only the type of gasoline recommended in the car manufacturer's specifications
6. Purchase gasoline where cash discounts are offered and "pump your own"
7. Stay in moderately priced motels. For safety reasons, staffers may stay in a more expensive motel or the motel where a meeting or conference is held
8. When attending a 1-day meeting within a three-hour drive of your home, do not rent a motel room for an overnight stay without permission from the Executive Director
9. Use discretion with meal costs and show a receipt for all meal expenditures
10. Use company vehicle when possible

Other expenses that have been identified for reimbursement must be accompanied by a dated receipt and must be submitted within 30 days. Employees are provided a schedule of allowed expense amounts and will be reimbursed according to that schedule.

Staff Expense Reimbursement with Individuals Served

Staff who accompany individuals to out-of-home meals and activities during the course of their work duties will be reimbursed for the costs of these meals and activities by RVI. Expenses must occur as a result of providing services in accordance with each individual's I.S.P. Expenses must be reasonable, documented and submitted according to acceptable procedures. Normally, these procedures include providing receipts for each expense item and submitting a completed Expense Sheet to your supervisor by the end of the month in which they occurred.

Ceilings considered relative to meals should be consistent with the following ranges:

Breakfast	No more than \$5.00.
Lunch	No more than \$7.00.
Dinner	No more than \$10.00.

Tips are not reimbursed per the policy. A maximum of one meal will be compensated per shift worked. Snacks and light refreshments are not covered. Meals at fast food restaurants are only covered if you dine inside the restaurant with the individual you serve.

Ceilings considered relative to activity and recreational feed:

Cost of more than \$15.00 per activity need to be approved by your supervisor prior to the expenditure.

Mileage incurred during the regular course of your duties, as consistent with each individual's I.S.P., will be reimbursed to you at the rate set forth by the IRS (changes periodically). Mileage is only reimbursable when the client is with you in your personal vehicle or you are traveling between client homes.

(Form: Expense Reimbursement and Form: Vehicle Mileage Reimbursement)

7.30 USE OF NONPROFIT ASSETS FOR POLITICAL PURPOSES

Since RVI is registered as a 501(c) 3 corporation, there are definite restrictions on its involvement in political causes. Therefore, no funds or assets of RVI may be used to promote a political candidate or party. This includes use of the nonprofit's supplies, materials, stationery, postage, telephone, equipment, or property.

7.31 USE OF NONPROFIT LETTERHEAD

Staff members may not use official nonprofit stationery, envelopes, etc., when the nonprofit's influence could be misconstrued either as direct solicitation for funds or as expressing personal opinions that could be interpreted as a position or statement of the nonprofit.

7.32 USE OF NONPROFIT PROPERTY

Staff members will not directly or indirectly use or allow the use of property, equipment or supplies belonging to the nonprofit or located on the nonprofit premises for any purpose other than nonprofit business, unless special permission is obtained from the Executive Director. Furthermore, no staff member shall willfully alter, mutilate, abuse or waste any property, equipment or supplies belonging to the nonprofit or located on nonprofit property. The improper, careless, negligent, destructive or unsafe use or operation of equipment or vehicles can result in disciplinary action, up to and including termination.

If, in the course of normal business use, a staffer notices that any equipment, machines, tools or vehicles appear to be damaged, defective or in need of repair, he or she should notify the supervisor in writing as soon as possible. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to staffers or the people we serve.

7.33 VISITORS

Procedures:

1. All workshop visitors should be instructed to check in at the receptionist's desk as soon as they arrive at the facility to sign in and receive a visitor's badge
2. Children are prohibited from entering the Workshop area and should remain in the lobby or may be permitted into office areas
3. Staffers should not permit a visitor in their area without notification and clearance by the office as identified by a visitor's badge or accompanied by a staff member. In the event that a visitor comes directly to the unit or department, the staffer should inform the office. In the event that clearance cannot be granted, the visitor should be directed to the receptionist's desk. The receptionist will determine the purpose of the visit and take either of the following courses of action:
 - A. Inform the appropriate department of the visitor's arrival and give directions to it, or
 - B. Refer the visitor to an appropriate supervisor for further action
4. Visitors are not permitted at Residential or Contracted Services sites without express permission from the manager prior to the visitors' arrival.

7.34 WORK AREAS, DESKS, AND LOCKERS

It is desirable for RVI to project a competent and professional image to the public. It is therefore necessary that all staff members maintain good housekeeping *in and around* all work areas in order to conduct our business efficiently and to project a positive image.

For housekeeping reasons as well as to insure the integrity of our customer's products, eating and/or drinking is only permitted in work or habilitation areas as designated by the department manager.

Desks and Lockers are assigned for the convenience of employees and persons served on the following conditions:

- Desks and Lockers are to be kept clean and orderly.
- Items should not be left on top of lockers or lying about.
- Any difficulty with a desk or locker should be reported immediately to the supervisor.
- RVI can inspect desks and lockers and their contents at any time.
- The nonprofit will not be responsible for the loss of any property from the desks and lockers.

Employees and persons served shall be responsible for any intentional damage to desks and lockers.

APPENDIX A FORMS

1. Confidentiality Acknowledgment
2. Disciplinary Action Form
3. Dismissal Acknowledgment
4. Expense Reimbursement Report
5. Family and Medical Leave Act (FMLA) Rights and Request Form
6. Final Pay Agreement
7. Grievance/Complaint & Resolution Discussion Form
8. Incident Report (for Individual)
9. Injury Incident Report (for Staff and Individuals Served)
10. Leave Request Form
11. Performance Appraisal
12. Personal Information Change
13. Photo/Audio/Visual/Media Consent Form
14. Release of Information
15. Report of Safety Hazard
16. Requisition Form
17. Vehicle Mileage Reimbursement
18. Volunteer Application

CONFIDENTIALITY ACKNOWLEDGMENT

I shall respect the privacy concerns of the people we serve, and I shall hold in confidence all information obtained in the course of professional service, whether that information is obtained through written records or daily interaction with the person. Therefore, I will not disclose an individual's confidences to anyone, except:

- 1. as mandated by law;**
- 2. to prevent a clear and immediate danger to a person or persons;**
- 3. where I am compelled to do so by a court or pursuant to the rules of a court.**

I shall store or dispose of professional records in ways that maintain confidentiality.

I shall possess a professional attitude that upholds confidentiality toward the people we serve, colleagues, applicants and any sensitive situations arising within the nonprofit.

I, upon my termination, shall maintain client and co-worker confidentiality and I shall hold confidential any information about sensitive situations within this nonprofit.

I understand that violation of this confidentiality statement may be grounds for immediate dismissal.

RIVERVIEW INDUSTRIES, INC.
- FORMAL WARNING NOTICE-

Employee Name: _____
Department/Title: _____

Employee of Riverview Industries, Inc.:
This warning is being issued in response to the incident described below:
(include specific information on behavior exhibited)

You have violated the following policy:

This warning is considered to be:

☐ Verbal Counseling
☐ Written Counseling
☐ Final Written Warning

Please be advised that immediate, satisfactory improvement must be shown and maintained or further more severe, disciplinary action will be taken up to and including termination.

Employee's Comments on Incident:

Warning Issued By: _____
Name and Title Date

Employee's Signature: _____
(Acknowledges understanding of violation, and receipt of copy of warning)

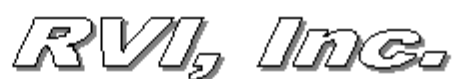
Distribution:
Original to Human Resources to Personnel File
Copy to Supervisor
Copy to Employee

DISMISSAL ACKNOWLEDGMENT

I understand that the following behaviors are grounds for immediate dismissal. They include, but are not limited to:

1. Theft—including, but not limited to, the removal of company property or the property of another staffer or client from the job site without prior authorization.
2. Drugs/Alcohol—possession, use, sale, purchase or distribution on nonprofit property of alcohol or any illegal drugs or unlawfully possessed legal drugs; also reporting to work after having ingested alcohol or illegal drugs or unlawfully possessed legal drugs, in a condition that adversely affects the staffer's ability to safely and effectively perform his or her job functions, or which would threaten the safety of other staffers.
3. Knowingly clocking in or out for another staffer or soliciting such conduct from another employee.
4. Falsifying or altering company records including client records such as BIRs, data sheets, timesheets, etc. or knowingly and willfully submitting false statements or information
5. Sabotaging or willfully damaging nonprofit equipment or the property of other staffers.
6. Abandonment of job – walking off the job without supervisor permission.
7. Insubordination involving, but not limited to, defaming, assaulting or threatening to assault a supervisor; refusing to carry out the order of a supervisor; shouting at or using tone and language that is considered disrespectful toward a member of management.
8. Threatening, fighting, or provoking a fight with any person on company premises.
9. Absence for three consecutive working days without notice to the nonprofit, in which event the offending staffer will be deemed to have quit voluntarily.
10. Sleeping on the job (other than Residential employees working an approved sleep shift)
11. Working for another employer while on leave of absence without written consent of the nonprofit.
12. Carrying concealed weapons on nonprofit property, on any RVI job site or residence, or during work hours.
13. Substantiated allegations of Clients' Rights Violations or any alleged inappropriate behavior that is sexual in nature
14. One incident of no call/no show for those staff working outside the workshop (reference policy 5.12 E)

Signature _____ Date _____



MONTH OF:

Submit to immediate supervisor the first day of the following month

*****Please attach receipts for all expenses*****

Amount Due:

Printed Name: _____

(Riverview employee)

Signature: _____ Date: _____

(Riverview employee)

Approved by: _____ Date: _____

(Immediate Supervisor)

Revised 04/15/12

Notice of Eligibility and Rights & Responsibilities
(Family and Medical Leave Act)

U.S. Department of Labor
Wage and Hour Division



OMB Control Number: 1235-0003
Expires: 5/31/2018

In general, to be eligible an employee must have worked for an employer for at least 12 months, meet the hours of service requirement in the 12 months preceding the leave, and work at a site with at least 50 employees within 75 miles. While use of this form by employers is optional, a fully completed Form WH-381 provides employees with the information required by 29 C.F.R. § 825.300(b), which must be provided within five business days of the employee notifying the employer of the need for FMLA leave. Part B provides employees with information regarding their rights and responsibilities for taking FMLA leave, as required by 29 C.F.R. § 825.300(b), (c).

[Part A – NOTICE OF ELIGIBILITY]

TO: _____
Employee

FROM: _____
Employer Representative

DATE: _____

On _____, you informed us that you needed leave beginning on _____ for:

- _____ The birth of a child, or placement of a child with you for adoption or foster care;
- _____ Your own serious health condition;
- _____ Because you are needed to care for your _____ spouse; _____ child; _____ parent due to his/her serious health condition.
- _____ Because of a qualifying exigency arising out of the fact that your _____ spouse; _____ son or daughter; _____ parent is on covered active duty or call to covered active duty status with the Armed Forces.
- _____ Because you are the _____ spouse; _____ son or daughter; _____ parent; _____ next of kin of a covered servicemember with a serious injury or illness.

This Notice is to inform you that you:

- _____ Are eligible for FMLA leave (See Part B below for Rights and Responsibilities)
- _____ Are **not** eligible for FMLA leave, because (only one reason need be checked, although you may not be eligible for other reasons):
- _____ You have not met the FMLA's 12-month length of service requirement. As of the first date of requested leave, you will have worked approximately _____ months towards this requirement.
- _____ You have not met the FMLA's hours of service requirement.
- _____ You do not work and/or report to a site with 50 or more employees within 75-miles.

If you have any questions, contact _____ or view the
FMLA poster located in _____.

[PART B-RIGHTS AND RESPONSIBILITIES FOR TAKING FMLA LEAVE]

As explained in Part A, you meet the eligibility requirements for taking FMLA leave and still have FMLA leave available in the applicable 12-month period. However, in order for us to determine whether your absence qualifies as FMLA leave, you must return the following information to us by _____. (If a certification is requested, employers must allow at least 15 calendar days from receipt of this notice; additional time may be required in some circumstances.) If sufficient information is not provided in a timely manner, your leave may be denied.

- _____ Sufficient certification to support your request for FMLA leave. A certification form that sets forth the information necessary to support your request _____ is/_____ is not enclosed.
- _____ Sufficient documentation to establish the required relationship between you and your family member.
- _____ Other information needed (such as documentation for military family leave): _____
- _____ No additional information requested

If your leave does qualify as FMLA leave you will have the following responsibilities while on FMLA leave (only checked blanks apply):

- _____ Contact _____ at _____ to make arrangements to continue to make your share of the premium payments on your health insurance to maintain health benefits while you are on leave. You have a minimum 30-day (or, indicate longer period, if applicable) grace period in which to make premium payments. If payment is not made timely, your group health insurance may be cancelled, provided we notify you in writing at least 15 days before the date that your health coverage will lapse, or, at our option, we may pay your share of the premiums during FMLA leave, and recover these payments from you upon your return to work.
- _____ You will be required to use your available paid _____ sick _____ vacation, and/or _____ other leave during your FMLA absence. This means that you will receive your paid leave and the leave will also be considered protected FMLA leave and counted against your FMLA leave entitlement.
- _____ Due to your status within the company, you are considered a "key employee" as defined in the FMLA. As a "key employee," restoration to employment may be denied following FMLA leave on the grounds that such restoration will cause substantial and grievous economic injury to us. We _____ have/_____ have not determined that restoring you to employment at the conclusion of FMLA leave will cause substantial and grievous economic harm to us.
- _____ While on leave you will be required to furnish us with periodic reports of your status and intent to return to work every _____. (Indicate interval of periodic reports, as appropriate for the particular leave situation).

If the circumstances of your leave change, and you are able to return to work earlier than the date indicated on this form, you will be required to notify us at least two workdays prior to the date you intend to report for work.

If your leave does qualify as FMLA leave you will have the following rights while on FMLA leave:

- You have a right under the FMLA for up to 12 weeks of unpaid leave in a 12-month period calculated as:
 - _____ the calendar year (January –December).
 - _____ a fixed leave year based on _____
 - _____ the 12-month period measured forward from the date of your first FMLA leave usage.
 - _____ a "rolling" 12-month period measured backward from the date of any FMLA leave usage.
- You have a right under the FMLA for up to 26 weeks of unpaid leave in a single 12-month period to care for a covered servicemember with a serious injury or illness. This single 12-month period commenced on _____
- Your health benefits must be maintained during any period of unpaid leave under the same conditions as if you continued to work.
- You must be reinstated to the same or an equivalent job with the same pay, benefits, and terms and conditions of employment on your return from FMLA-protected leave. (If your leave extends beyond the end of your FMLA entitlement, you do not have return rights under FMLA.)
- If you do not return to work following FMLA leave for a reason other than: 1) the continuation, recurrence, or onset of a serious health condition which would entitle you to FMLA leave; 2) the continuation, recurrence, or onset of a covered servicemember's serious injury or illness which would entitle you to FMLA leave; or 3) other circumstances beyond your control, you may be required to reimburse us for our share of health insurance premiums paid on your behalf during your FMLA leave.
- If we have not informed you above that you must use accrued paid leave while taking your unpaid FMLA leave entitlement, you have the right to have _____ sick _____ vacation, and/or _____ other leave run concurrently with your unpaid leave entitlement, provided you meet any applicable requirements of the leave policy. Applicable conditions related to the substitution of paid leave are referenced or set forth below. If you do not meet the requirements for taking paid leave, you remain entitled to take unpaid FMLA leave.

_____ For a copy of conditions applicable to sick/vacation/other leave usage please refer to _____ available at: _____

_____ Applicable conditions for use of paid leave: _____

Once we obtain the information from you as specified above, we will inform you, within 5 business days, whether your leave will be designated as FMLA leave and count towards your FMLA leave entitlement. If you have any questions, please do not hesitate to contact:

_____ at _____

PAPERWORK REDUCTION ACT NOTICE AND PUBLIC BURDEN STATEMENT

It is mandatory for employers to provide employees with notice of their eligibility for FMLA protection and their rights and responsibilities. 29 U.S.C. § 2617; 29 C.F.R. § 825.300(b), (c). It is mandatory for employers to retain a copy of this disclosure in their records for three years. 29 U.S.C. § 2616; 29 C.F.R. § 825.300. Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. The Department of Labor estimates that it will take an average of 10 minutes for respondents to complete this collection of information, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. If you have any comments regarding this burden estimate or any other aspect of this collection information, including suggestions for reducing this burden, send them to the Administrator, Wage and Hour Division, U.S. Department of Labor, Room S-3502, 200 Constitution Ave., NW, Washington, DC 20210. DO NOT SEND THE COMPLETED FORM TO THE WAGE AND HOUR DIVISION.

FINAL PAY AGREEMENT

I understand that upon my separation from RVI, I am responsible for returning any nonprofit equipment or property issued to me, including keys. If I fail to return any such items, I agree that the nonprofit may withhold from my final paycheck an amount equal to the value of the non-returned items.

The following items have been issued to
(Print staffer's name)

Item	Date of Issue	Date of Return
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

.....
Staffer's signature

.....
Date

RVI, INC.
GRIEVANCE/COMPLAINT FORM

Name of Grievant/Employee_____Grievance No._____

Employee's Dept._____Check if multiple grievants____Sign back.

Date of incident causing concern_____Filing Date_____

What is the nature of this complaint?_____

Statement of facts:_____

Names of witnesses, if any:_____

Desired Resolution:_____

Signature of Grievant/Employee:_____

RVI, INC.
RESOLUTION DISCUSSION FORM
Attach all previous documentation

Today's date_____Grievance No._____

Name of Grievant/Employee_____

Meeting attendees_____

Nature of complaint_____

Discussion of facts:_____

Resolution: (must be presented in writing within 5 days discussion)

Signature of Author:_____

I accept this offer of resolution:____yes____no

Signature of Grievant/Employee_____

RVI, INC. INCIDENT REPORT FORM

Name of Individual	Date	a.m./p.m. Time of Occurrence
Name of Reporter	Title	

Type of Incident: (check one)

- ☐ Behavior Incident
- ☐ Other
- ☐ Unusual Incident: (check one):
 - ☐ Injury of Individual or Staff
 - ☐ Unexplained injury of Individual
 - ☐ Allegation of abuse / neglect or violation of Individual's rights
 - ☐ Stolen, missing or damaged property
 - ☐ Serious behavior incident
 - ☐ Medical issue
 - ☐ Formal grievance
 - ☐ Other

Was SSA/LHM called? Yes No If yes, spoke with: _____
 _____ a.m./p.m. Others notified: _____
 Date of call Time of call

1. **Facts:** a) Describe the incident. Include who, what, when and where. (Attach additional sheets if necessary).
b) How long did the incident last? _____

2. Circumstances: Specifically describe the activities of the individual, staff, and RVI organization during the following time frames:

a) What was happening immediately before the incident:

b) What was happening when the incident occurred:

c) What was happening, generally, in the last couple of hours or so, before the incident:

3. **Indications:** a) Were there any indications/cues from the individual that the behavior was about to occur? If so, explain:

b) Was there anything happening with the individual (illness, mood, etc.) on the day that may have contributed to the incident? If so, explain.

4. **Response:** a) Describe the staff's intervention/response to the incident?

b) What was the individual's response to the staff's intervention?

c) How did others respond?

5. **Result:** a) From the individual's point of view, what did the individual gain, lose, or avoid because of the incident?

b) Does this seem to be a recurring behavior? Yes _____ No _____

6. **Opinion:** What are your suggestions to avoid this type of incident or for Behavior Management?

7. **Injuries:** If applicable, describe any injuries and follow-up measures, including First-Aid, which occurred.

8. Was a restraint used? Yes _____ No _____ If so how many? _____

Signature of Reporting Staff

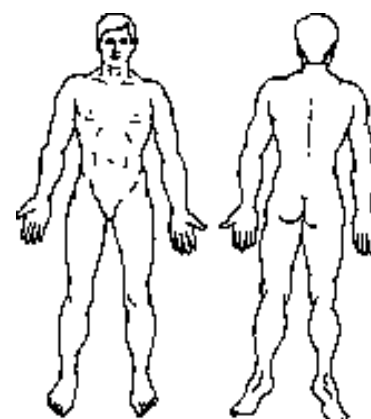
Date

Signature of Witness

Date

Signature of Administrator

Date



Employee Incident Report

Form 48

Injured Worker should answer all questions completely.

Date Completed: _____

Employer: Riverview Industries, Inc.

Policy Number: 605628-0

Employee Name: _____

Social Security #: _____

Home Address: _____

Birth Date: _____

City, State & Zip: _____

Telephone Number: _____

Department: _____

Male or Female: _____

Position: _____

Shift Worked: _____

Length of Service: _____

Date of Injury (D.O.I.): _____

Time of Injury: _____

Exact location of Incident (include room # if applicable): _____

Describe the cause of the injury including what you were doing just before the incident and what you did immediately after the incident. Be sure to include any persons, objects, or substances involved: _____

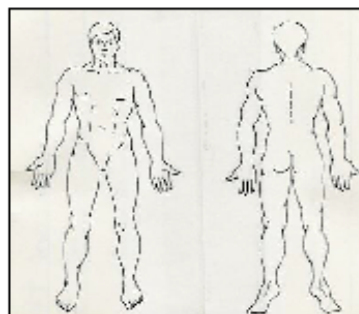
Were there witnesses? _____ If yes, list all names: _____

Did you report the incident to anyone? _____ If NO, why not? _____

If YES, when and to whom did you report the incident? _____

Who was your supervisor (or Charge Nurse) at the time of incident? _____

What specific body parts were affected as a result of the incident? Indicate affected areas on the diagram to the right as well as listing here: _____



What type of injury, if any, did you experience? (Ex: Strain/Sprain, Pain/Soreness, Laceration, Bruise, Pulled Muscle, Burn, Bite, Fracture, Contusion, etc.) Be as specific as possible. _____

What were the contributing factors? (Ex: Resistant or Combative Resident, Slippery Floor, Lack of help available, Lack of training on task being performed, etc.) _____

Could something have been done differently to prevent the incident? _____

Was First Aid administered on-site? _____ If yes, please describe (i.e. ice applied, cleaned and bandaged, etc.) _____

Did you seek treatment at the Emergency Room? A physician's office? _____

If yes, when? _____

Name of treating physician and hospital or facility: _____

Was this an aggravation of a previous injury (reinjury)? _____

If yes, when was the previous injury? _____

Did the previous injury occur at work? _____

Medical Release

Under current Workers' Compensation law, the employer is entitled to a signed medical release.

"I hereby authorize any person or persons who have in the past or will in the future medically attend, treat, or examine me, or any person who may have information of any kind which may be used to reach a decision in any claim for injury or disease arising from the injury described above to disclose such information to my employer, my employer's managed care organization, or my employer's designated representative, CompManagement Health Systems. A copy of this form will serve as the original."

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

If available

Riverview Industries, Inc.
Employee Leave Request

This request should be submitted to the Immediate Supervisor at least five (5) days before the desired time off, except sick leave, which is due upon returning to work.

Employee _____ Today's Date _____

I request _____ day(s) and/or _____ hour(s) of: Vacation(901) _____; Sick(902) _____;

Bereavement (904)____; Jury Duty (906)____; Non-Paid Leave (910)____; Floating Holiday (912)_____.

Beginning on _____ 20 ____ and returning to work on _____ 20_____.

Employee Signature _____ Date _____

Manager Approval _____ Date _____

[illegible]

Performance Appraisal

Employee Name: _____ Title: _____ Department: _____
Reason for Review: ☐ Annual ☐ Promotion ☐ Merit ☐ End of Introductory Period ☐ Other
Date employee began present position: __/__/__ Date of last appraisal: __/__/__ Scheduled appraisal due: __/__/__

Definitions of Performance Ratings	
(4) O - Outstanding. Performance is exceptional in all areas and is recognizable as being far superior to others.	(1) I - Improvement Needed. Performance is deficient in certain areas. Improvement is necessary.
(3) V - Very Good. Results clearly exceed most position requirements. Performance is of high quality and is achieved on a consistent basis.	(0) U - Unsatisfactory. Results are generally unacceptable and require immediate improvement. No merit increase should be granted to individuals with
(2) G - Good. Competent and dependable level of performance. Meets performance standards of the job.	N/A - Not applicable or too soon to rate.

General Factors	Rating	Supportive Examples
<u>Mission</u> - The extent to which an employee possesses the practical understanding of, the commitment to, and demonstrates proper judgement in fulfillment of the purpose of the organization. <i>Job knowledge, quality, productivity.</i>		
<u>Communication</u> - The extent to which an employee positively and appropriately communicates with: Individuals served; Staff and other colleagues; Families & caregivers		
<u>Teamwork/Attitude</u> - The extent to which an employee's attitude and willingness to demonstrate the ability to cooperate, work and communicate with coworkers, supervisors, subordinates, customers.		
<u>Attendance</u> - The extent to which an employee is punctual, observes prescribed work break/meal periods and has an acceptable overall attendance record.		Number of unscheduled absences:
<u>Adherence to Policy/Safety</u> - The extent to which an employee follows regulations and adheres to company policies to include safety and conduct rules.		

Average score: _____ 0.00

1. Goal(s): _____

2. Actions or accomplishments toward goal(s) demonstrated since last review: _____

3. Recommendations for professional development (seminars, training, schooling, etc.): _____

Employee's Comments*: _____

Follow-up requested/desired ☐ Yes ☐ No Follow-up Date __/__/__

Employee's Signature _____ Date __/__/__

Evaluator's Signature _____ Date __/__/__

TO: RIVERVIEW INDUSTRIES PAYROLL DEPARTMENT

Please enter the following change(s) to your records taking effect on: _____
(Date)

Employee Name _____ Department _____

THE CHANGE (S):

<input checked="" type="checkbox"/> All Applicable	FROM	TO
____ Address		
____ City/State/Zip		
____ Phone Number	() -	() -
____ Department		
____ Job		
____ Shift		
____ Rate	\$ per hour	\$ per hour
____ Other _____		

THE REASON FOR THE CHANGE (S):

____ Re-Hired	____ Length of Service Increase
____ Promotion	____ Re-Evaluation of Existing Job
____ Demotion	____ Resignation
____ Transfer	____ Retirement
____ Merit Increase	____ Layoff
____ Work Hour Change	____ Discharge
____ Leave of Absence from _____ Until _____ (Date) (Date)	
____ Other (Explain) _____ _____ _____	

AUTHORIZATION:

Employee Signature: _____	Date / /
Recommended By: _____	Date / /
Authorized By: _____	Date / /

RVI, INC.
PHOTO / AUDIO / VISUAL / MEDIA CONSENT FORM

Name of Individual: _____

PHOTOS

I authorize _____ to take my
photograph for the purpose of media publication.

AUDIO / VIDEOTAPING

I authorize _____ to audio/videotape
me and use them for the purpose(s) specified below:

I can request the tapes be erased at any time. The tapes will
not be used for any purpose other than those specified.

Individual's Signature: _____
Date: _____

Legal Guardian's Signature: _____
Date: _____

RELEASE OF INFORMATION

I, _____, authorize

to _____ for the
purpose of _____.

I understand that _____ will perform this
function only for the purpose mentioned above and will keep any subsequent information in the strictest
confidence. This RELEASE is only valid for the period of time specified or a maximum of six months from
the date signed. I understand that if any other information is requested, or other use intended, I must
complete an additional RELEASE OF INFORMATION form. I may also withdraw my consent at any
time.

.....
.....
.....

Signature

Date

Witness

Date

REPORT OF SAFETY HAZARD
(Complete and give to your supervisor)

Date of Report _____

HAZARD (Be specific and include area of building): _____

RECOMMENDATIONS (Be specific): _____

Submitted by: _____ Title _____

Received by: _____ Date _____

Action taken: _____

Signed: _____ Date _____

Safety Officer: _____ Date _____

REQUISITION FORM

Riverview Industries, Inc.

Employee Name: _____

Contract: _____

Date Requested: _____

Company Name: _____

Address/City: _____

Department: _____

Date Needed: _____

Quantity	Item/Service	Estimated Amount

[Check One Area, Per Requisition]

Supplies _____

Equipment _____

Repairs _____

Contracted Services _____

Other (Specify) _____

[Check One]

Staff Will Purchase _____

Staff Will Order _____

Admin. To Order _____

Manager Approval: _____

Executive Director Approval: _____

*All purchases

VOLUNTEER APPLICATION
Riverview Industries, Inc.
An Equal Opportunity Employer
8380 W. State Route 163, Oak Harbor, Ohio 43449

PLEASE PRINT

Date of Application_____

Name_____

Last	First	Middle
------	-------	--------

Address_____

Number	Street	City	State	Zip
--------	--------	------	-------	-----

Telephone_____ Social Security Number_____

Referral Source: _____News Media _____Friend _____Relative _____Walk-In
 _____Church Bulletin_____Other

Have you filed an employment or volunteer application here before? _____Yes _____No

If yes, give date:_____

On what date would you be available?_____

Are you available to volunteer: _____Temporary _____Intermittent _____Seasonal

To better understand your talents, areas of interest, and qualifications please fill out the following section:

Summarize special skills and qualifications:

List professional, trade, business or civic activities:

If you need additional space, please continue on a separate sheet of paper.

State names of relatives working for Riverview Industries, Inc.:

Who should be notified in case of an emergency?

Name_____Telephone(s)_____

Address_____

APPLICANT’S STATEMENT

I certify that answers given herein are true and complete to the best of my knowledge.

In the event of my volunteer status, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also, that I am required to abide by all rules and regulations of Riverview Industries, Inc.

Signature of Applicant

Date

As an equal opportunity employer, Riverview Industries, Inc. will consider only the qualifications of all participants, and will not tolerate discrimination in provision of services or employment because of handicap, race, color, creed, national origin, sex or age. We are an “At Will” employer.

APPENDIX B ATTACHMENTS

1. Bill of Rights for People with Developmental Disabilities
2. Code of Ethics
3. Drug Free Workplace Program/Policy
4. Fire Evacuation Procedure
5. Individual Served Funds Handling Procedure
6. New Hire Checklist/Applicant Notification
7. Positive Culture Commitment
8. Satisfaction of Services Survey for Individuals Served
9. Staff Training Outline
10. Tornado Shelter Procedure

Bill of Rights for People with Developmental Disabilities

The [Ohio Revised Code](#) offers specific rights to individuals with developmental disabilities. This is referred to as the Bill of Rights for People with Developmental Disabilities. Those rights include:

- The right to be treated at all times with courtesy and respect and with full recognition of their dignity and individuality.
- The right to an appropriate, safe, and sanitary living environment that complies with local, state, and federal standards and recognizes the persons' need for privacy and independence.
- The right to food adequate to meet accepted standards of nutrition.
- The right to practice the religion of their choice or to abstain from the practice of religion.
- The right of timely access to appropriate medical or dental treatment.
- The right of access to necessary ancillary services, including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modification and other psychological services.
- The right to receive appropriate care and treatment in the least intrusive manner.
- The right to privacy, including both periods of privacy and places of privacy.
- The right to communicate freely with persons of their choice in any reasonable manner they choose.
- The right to ownership and use of personal possessions so as to maintain individuality and personal dignity.
- The right to social interaction with members of either sex.
- The right of access to opportunities that enable individuals to develop their full human potential.
- The right to pursue vocational opportunities that will promote and enhance economic independence.
- The right to be treated equally as citizens under the law.
- The right to be free from emotional, psychological, and physical abuse.
- The right to participate in appropriate programs of education, training, social development, and habilitation and in programs of reasonable recreation.
- The right to participate in decisions that affect their lives.
- The right to select a parent or advocate to act on their behalf.
- The right to manage their personal financial affairs, based on individual ability to do so.
- The right to confidential treatment of all information in their personal and medical records, except to the extent that disclosure or release of records is permitted under sections [5123.89](#) and [5126.044](#) of the Revised Code.
- The right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal.
- The right to be free from unnecessary chemical or physical restraints.
- The right to participate in the political process.
- The right to refuse to participate in medical, psychological, or other research or experiments.

Individuals served by RVI have the right to:

- Have freedom from financial or other exploitation, retaliation, humiliation and neglect.
- Have access to information pertinent to the person served in sufficient time to facilitate his or her decision making.
- Have access to their own records.

THIS DOCUMENT IS BEING PROVIDED TO STAFF EMPLOYEES SO THAT THEY MIGHT KNOW THE RIGHTS OF THE PEOPLE WE SERVE. STAFF EMPLOYEES ARE EXPECTED TO KNOW AND COMPLY WITH ALL ITEMS DISCUSSED WITHIN THIS DOCUMENT. IF YOU HAVE ANY QUESTIONS, PLEASE ASK FOR FURTHER EXPLANATION NOW. YOU WILL BE HELD ACCOUNTABLE FOR ACTING WITHIN THESE RIGHTS FROM YOUR DATE OF HIRE.

CODE OF ETHICS

“As a staffer at RVI, I affirm that:

- I will not discriminate against or refuse professional services to anyone on the basis of race, color, creed, age, sex, religion or nationality.
- I will not use my professional relationship to further my own interests.
- I will evidence a genuine interest in all persons served, and do hereby dedicate myself to their best interests and helping them help themselves.
- I will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.
- I will maintain confidentiality when storing or disposing of Individual served records.
- I will maintain a professional attitude that upholds confidentiality toward individuals served, colleagues, applicants and the nonprofit.
- I, upon termination, will maintain Individual served and co-worker confidentiality, and I will hold as confidential any information I obtained concerning the nonprofit.
- I will respect the rights and views of my colleagues, and treat them with fairness, courtesy and good faith.
- I will not exploit the trust of the public or my co-workers. I will make every effort to avoid relationships that could impair my professional judgment.
- I will not engage in or condone any form of harassment or discrimination.
- I will not permit fellow staffers to present themselves as competent or perform services beyond their training and/or level of experience.
- I will respect the confidences of my co-workers.
- When I replace a colleague or am replaced, I will act with consideration for the interest, character and reputation of the other professional.
- I will extend respect and cooperation to colleagues of all professions.
- I will not assume professional responsibility for the Individuals of a colleague without appropriate consultation with that colleague.
- If I see the Individual served of a colleague during a temporary absence or emergency, I will serve that Individual with the same consideration afforded any Individual served.
- If I have the responsibility for employing and evaluating staff performance, I will do so in a responsible, fair, considerate and equitable manner.
- If I know that a colleague has violated ethical standards, I will bring this to my colleague's attention. If this fails, I will report the activity to my supervisor.
- I will accurately represent my education, training, experience and competencies as they relate to my profession.
- I will correct, when possible, misleading or inaccurate information and representations made by others concerning my qualifications or services.
- If serving as a supervisor, I will make certain that the qualifications of persons I supervise are honestly represented.
- I will abide by RVI policies related to public statements.
- I have total commitment to provide the highest quality of service to those who seek my professional assistance.
- I will continually assess my personal strengths, limitations, biases and effectiveness.
- I will strive to become and remain proficient in professional practice and the performance of professional functions.
- I will act in accordance with standards of professional integrity.
- I will not advise on problems outside the bounds of my competence.
- I will seek assistance for any problem that impairs my performance.
- I understand that violation of this code may be grounds for dismissal.”

RIVERVIEW INDUSTRIES, INC.

DRUG-FREE WORKPLACE POLICY

I. STATEMENT OF POLICY

Riverview Industries Inc. (hereinafter referred to as RVI) believes that it is very important to provide a safe workplace for all of its employees. We are taking steps to address the problem of substance abuse that negatively affects every workplace, including ours. We are concerned with the health and well-being of all employees. Behaviors related to substance use can endanger all employees, not just substance abusers. We can't condone and won't tolerate behaviors on the part of employees that relate to substance use, such as:

- Use of illegal drugs
- Misuse of alcohol
- Sale, purchase, transfer, trafficking, use or possession of any illegal drugs
- Arrival to work under the influence of any drug (legal or illegal) or alcohol whereby job performance is impacted

Management is fully committed to our Drug-Free Workplace Policy which establishes clear guidelines for acceptable and unacceptable employee behavior for everyone in the workplace. We will not tolerate substance use in violation of this policy and intend to hold everyone reasonably responsible for supporting the policy.

This document describes our company's Drug-Free Workplace Program, and every employee is expected to read and understand it. The Policy applies to every employee including management, and also applies to contractors and subcontractors we may use. The consequences stated in this Drug-Free Policy will apply to everyone who violates the policy.

RVI holds all employees accountable in terms of substance use but also supports getting help for employees. Employees who come forward voluntarily to identify that they have a substance problem will receive company support and assistance. However, if an employee has a substance problem and does not come forward, and the employee then tests positive for drug or alcohol use in violation of this policy, RVI reserves the right to terminate employment for violation of this work rule. Employees whose jobs are subject to any special law or regulation may face additional requirements in terms of substance use. Other consequences that apply to all employees who violate this policy are spelled out within this document.

This program is effective **January 01, 2006**. The policy covers five key parts of the program including:

- A written policy that clearly spells out the program rules and how everyone benefits
- Annual substance awareness education for all employees
- Training for supervisors regarding their responsibilities
- Drug and alcohol testing, the most effective way to change harmful behaviors related to substance use
- Employee assistance

Employees will have the opportunity to receive information about how substance use is a problem affecting the workplace. You will learn the signs and symptoms, dangers of use, and how and where to get help for yourselves and families. The Human Resources Manager will be our Drug-Free Workplace Coordinator so everyone knows who to go to for information or help. He/she will be responsible for arranging drug and alcohol testing, as needed, and will have a list of places that employees can turn to for help for themselves and/or their families. He/she will also arrange to get knowledgeable presenters to educate our employees about substance use.

Protections for Employees

This program is designed to protect employees from the behaviors of substance abusers. Some of the protections built into the program are:

A. Employee records, like testing results and referrals for help, will be kept confidential. Information will be on a "need-to-know basis." Any violation of confidentiality rights is subject to disciplinary action up to and including termination of employment.

B. We're committed to employees who have a substance problem getting help. Each situation will be reviewed individually. Employee assistance is available for employees and their families and a list of resources is available through the Drug-Free Workplace Coordinator and will be posted. We want you to come forward if you have a substance problem and not wait. If you test positive, you're risking losing your job. We don't want that to happen.

C. All supervisors will be trained in their duties related to testing.

D. All employees will receive awareness education every year to help identify problems and learn where employees can go for help.

E. Collection of urine specimens and breath testing will be done at Memorial Occupational HealthLink, and urine drug test specimens will be analyzed by a laboratory certified by the federal government. These labs use the highest level of care in ensuring that results are accurate, and the process that's used is 100% accurate in detecting that the substances that RVI

is concerned about are present in the employee in sufficient quantity to lead to behaviors that may hurt the person or other employees. The lab will work closely with HealthLink to ensure fairness and accuracy of every test, and we also have a Medical Review Officer (called MRO), a trained physician responsible for checking whether there's a valid reason for the presence of a substance in the employee's system. The MRO is an expert in drugs and alcohol. When the MRO receives positive test results, the MRO will contact the employee and any appropriate health care provider to determine whether there is a valid reason for the presence of the drug in the person's system.

F. The testing program consists of an initial screening test. If the initial results are positive, then a second test is used. Cut-off levels for each drug and for alcohol are established for what will be considered a positive test. These levels show that the employee didn't just have a little of the substance in his or her system but enough to affect workplace safety and the ability to do the job. These cut-off levels come from the federal guidelines and are fair for all employees.

Employee Awareness Education

Every employee will attend a session in which this policy is discussed. You will have a chance to ask questions. We will give everyone a copy of our written policy, and everyone will be expected to sign that they received it. Later, we will have a qualified person explain why and how substance use is a workplace problem, the effects, signs/symptoms of use, effects of commonly used drugs in the workplace, and how to get help. There will be a minimum of two hours of substance education annually for all employees. New employees will hear about the program during orientation and will receive substance education as soon as possible thereafter.

Supervisor Training

Supervisors will be trained to recognize substance problems that may endanger the employee and others as well as violate this policy. This training is in addition to the employee education session. Supervisors will be trained about testing responsibilities, how to recognize behaviors that demonstrate an alcohol/drug problem and how to make referrals for help.

Drug and Alcohol Testing

Testing will be used to detect problems, discourage employees from using substances in a way that they would be in violation of the policy, and then allow us to take the appropriate action to correct the situation. In addition to alcohol, the drugs we are testing for are:

- Amphetamines (speed, uppers)
- Cocaine (including Crack Cocaine)
- Marijuana
- Opiates (codeine, heroin, morphine)
- Phencyclidine (PCP, "angel dust")

Employee Assistance

RVI believes in offering assistance to employees with a substance problem. We don't have a rehabilitation program and can't afford to pay for someone to attend a program, but we are supportive of employees taking action on their own behalf to address a substance problem. We have a list of local community resources to give to employees who come forward voluntarily to seek help. The list consists of places to go for an assessment and for treatment. When an employee has a substance problem, we will meet with the employee to discuss the problem and any violation of the policy. RVI reserves the right to terminate employment based on a positive test.

II. WHEN WILL A TEST OCCUR?

Employees will be tested for the presence of drugs in the urine and/or alcohol on the breath under any and/or all conditions outlined below:

- A. **Post-Offer, Pre-Employment Medical Examination and Drug Testing:** as part of the company's employment procedures, all applicants will be required to undergo a post-offer, pre-employment medical exam and a drug test/screen that is conducted by HealthLink. Any offer of employment is dependant upon satisfactory completion of this exam and/or screening, and the determination by the company and its examining physician that the person is capable of performing the responsibilities of the position that has been offered.
- B. **Reasonable Suspicion Testing:** Reasonable suspicion testing will occur when management has reason to suspect that an employee may be in violation of this policy. The suspicion will be documented in writing prior to the release of the test findings. A reasonable suspicion test may occur based on:
 1. Observed behavior, such as direct observation of drug/alcohol use or possession and/or physical symptoms of drug/alcohol use;
 2. A pattern of abnormal conduct or erratic behavior;
 3. Arrest or conviction for a drug-related offense, or identification of an employee as the focus of a criminal investigation into illegal drug possession, use, or trafficking. The employee is responsible for notification to RVI within 5 working days of any drug-related conviction;
 4. Information provided either by reliable and credible sources or independently corroborated regarding an employee's substance use; or
 5. Newly discovered evidence that the employee has tampered with a previous drug or alcohol test.

Reasonable suspicion testing does not require certainty, but mere “hunches” are not sufficient to justify testing. To prevent this, all managers/supervisors will be trained to recognize drug and alcohol-related signs and symptoms. Testing may be for drugs or alcohol or both.

- C. **Post-Accident Testing:** Post-accident testing will be conducted whenever an accident occurs, regardless of whether there is an injury. We consider an accident an unplanned, unexpected, or unintended event that occurs on company property, during the conduct of our business, or during working hours, or which involves one of our motor vehicles or motor vehicles that are used in conducting company business, or is within the scope of employment, and which results in any of the following:
1. A fatality of anyone involved in the accident;
 2. Bodily injury to the employee and/or another person that requires off-site medical attention away from RVI's place of employment;
 3. Vehicular damage in apparent excess of \$500
 4. Non-vehicular damage in apparent excess of \$500

When such an accident results in one of the situations above, any employee who may have contributed to the accident will be tested for drugs or alcohol or both.

Drug and/or Alcohol Testing After an Accident: Urine specimen collection (for drugs) or breath/saliva (for alcohol) is to occur as quickly as possible after a need to test has been determined. At no time will a urine specimen be collected after 32 hours from the time of an employment-related incident. Breath or saliva alcohol testing will be performed as quickly as possible but no later than 8 hours after the incident, or it will be documented but not performed. If the employee responsible for an employment-related accident is injured, it is a condition of employment that the employee grants the company the right to request that attending medical personnel obtain appropriate specimens (breath, urine, and/or blood) for the purpose of conducting alcohol a complete and thorough investigation of the work-related accident including a full medical report from the examining physician(s) or other health care providers. A signed consent to testing form is considered a condition of employment. Management reserves the right to determine who may have caused or contributed to a work-related accident and may choose not to test after minor accidents if there is no violation of a safety or work rule, minor damage and/or injuries and no reasonable suspicion.

- D. **Follow-Up Testing After Return-to-Duty from Assessment or Treatment:** This test occurs when an employee who has previously tested positive and the decision is made to not terminate the employee. A negative return-to-duty test is required before the employee will be allowed to return to work. If the employee fails this test, this will lead to termination of employment. Once an employee passes the drug and/or alcohol test and returns to work, management may choose to do additional unannounced tests for as long as we deem necessary. Any employee with a second positive test result will be terminated.
- E. **Random Drug Testing:** Random drug testing will include all employees and contract workers and is conducted on an unannounced basis. A non-company testing organization uses computer software that ensures a truly random selection process in which all employees in the testing pool have an equal statistical likelihood of being selected for testing. When the next random draw is conducted, all employees are again included in the pool with an equal chance of selection, regardless of whether an employee was previously selected. Random testing is designed to deter drug use in violation of the policy and ensure that we maintain confidence in our employees' abilities to perform their duties. RVI has contracted with Memorial Occupational HealthLink to perform the periodic selection of employees for inclusion in the random testing pools. HealthLink selects employees at random for drug testing at any time during each calendar year. RVI will provide employee identification numbers to be used in the random selection drawings. HealthLink will, in turn, furnish the company with a list of individuals to be tested at the beginning of each selection period. It shall be the responsibility of the company to notify each employee who was selected with the date, time, and location that the random testing will be performed. When notified, it shall be the responsibility of the individual employee to provide a urine specimen for drug testing. An employee's failure to comply with the request for a specimen for random testing will result in termination of employment.

III. SUBSTANCES TO BE TESTED FOR AND METHODS OF TESTING

The procedure that we're relying on is called systems presence testing. This is how qualified testing professionals identify the presence of one or more of prohibited controlled substances or alcohol that may be present in the employee. There is an initial screening test. If it's negative, then a negative test is declared. If the initial test is positive (comes in at or higher than the cut-off level), a second test, called a “confirmatory test” is done. This is a different test and is considered 100% accurate by experts and in court. Cut-off levels are standards that have been established for each of the tested drugs after years of research. These levels will be used to interpret all drug screens/tests, whether for a pre-employment examination, reasonable suspicion test, post-accident test, or follow-up test.

Breath alcohol testing will be conducted by a medical clinic that uses only certified equipment and personnel. Breath alcohol concentrations exceeding .04 will be considered a verified positive result. In the event of an accident where an employee has “whole blood” alcohol drawn at a medical treatment facility, a result equal to or greater than .04 shall be considered to be a verified positive result. An Evidentiary Breath Test (EBT) will typically be used to confirm any initial positive test result. RVI

also reserves the right to add or delete substances on the list above, especially if mandated by changes in existing Federal, State, or local regulations or laws.

An employee who adulterates, attempts to adulterate or substitutes a specimen or otherwise manipulates the testing process will be terminated. A refusal to produce/provide a specimen is considered a positive test unless there is a verifiable medical reason that the specimen could not be produced.

IV. SPECIMEN COLLECTION PROCEDURE

Urine specimens and breath testing will be conducted by trained collection personnel who meet standards for urine collection and breath alcohol testing. Confidentiality is required from our collection sites and labs. Employees are permitted to provide urine specimens in private, but subject to strict scrutiny by collection personnel so as to avoid any alteration or substitution of the specimen.

Breath alcohol testing will likewise be done in an area that affords the individual privacy. In all cases, there will only be one individual tested at a time. Failure to appear for testing when scheduled shall be considered refusal to participate in testing, and will subject an employee to the range of disciplinary actions, including dismissal, and an applicant to the cancellation of an offer of employment. An observed voiding will occur only if there is grounds for suspecting manipulation of the testing process.

V. REVIEW OF TEST RESULTS

To ensure that every employee who is tested is treated fairly, we have hired a Medical Review Officer (MRO). The MRO is a doctor with a specialized knowledge of substance abuse disorders and will be able to determine whether there are any valid reasons for the presence in the employee's system of the substance that was tested positive.

VI. EMPLOYEES' RIGHTS WHEN THERE IS A POSITIVE TEST RESULT

An employee who tests positive under this policy will be given an opportunity to explain the findings to the MRO prior to the issuance of a positive test result to the company. Upon receipt of a confirmed positive finding, the MRO will attempt to contact the employee by telephone or in person. If contact is made by the MRO, the employee will be informed of the positive finding and given an opportunity to rebut or explain the findings. The MRO can request information on recent medical history and on medications taken within the last 30 days by the employee. If the MRO finds support in the explanation offered by the employee, the employee may be asked to provide documentary evidence to support the employee's position (for example, the names of treating physicians, pharmacies where the prescriptions have been filled, etc.). A failure on the part of the employee to provide such documentary evidence will result in the issuance of a positive report by the MRO with no attendant medical explanation. A medical disqualification of the employee will result. If the employee fails to contact the MRO as instructed, the MRO will issue a positive report to the company.

VII. DILUTED TEST RESULTS

An applicant that has a urine specimen determined to be diluted is unsatisfactory on a pre-employment test and the applicant is not eligible for hire.

An employee that has a urine specimen that is determined to be negative and diluted will be required at the employer's request to submit a second drug test. The second test shall become the test of record. If the second specimen is also dilute, the specimen will be reviewed by an MRO to determine if the employee has any underlying medical conditions that are causing the dilute sample. If the MRO confirms there is no medical reason behind the dilute sample, standard company policy will apply. A failure on the part of the employee to provide such documentary evidence will result in the issuance of a dilute report by the MRO with no attendant medical explanation. A medical disqualification of the employee will result. If the employee fails to contact the MRO as instructed, the MRO will issue a dilute report to the company.

VIII. REPORTING OF RESULTS

All test results will be reported to the MRO prior to the results being issued to the company. The MRO will receive a detailed report of findings of the analysis from the testing laboratory. Each substance tested for will be listed along with the results of the testing. RVI will receive a summary report, and this report will indicate that the employee passed or failed the test. All of these procedures are intended to be consistent with the most current guidelines for Medical Review Officers, published by the federal Department of Health & Human Services.

IX. STORAGE OF TEST RESULTS AND RIGHT TO REVIEW TEST RESULTS

All records of drug/alcohol testing will be stored separately and apart from the employee's general personnel documents. These records shall be maintained under lock and key at all times. Access is limited to designated company officials. The information contained in these files shall be utilized only to properly administer this policy and to provide to certifying agencies for review as required by law. Designated company officials that shall have access to these records are charged with the

responsibility of maintaining the confidentiality of these records. Any breach of confidentiality with regard to these records may be an offense resulting in termination of employment.

Any employees tested under this policy have the right to review and/or receive a copy of their own test results. Any employee may request from the Drug-Free Coordinator, in writing, presenting a duly notarized Employee Request for Release of Drug Test Results form, requesting that a copy of the test be provided. RVI will use its best efforts to promptly comply with this request and will issue to the employee a copy of the results personally or by U.S. Certified Mail, Return Receipt Requested.

X. TEST RESULTS

Employees who are found to have a confirmed positive drug or alcohol test will be immediately taken off safety-sensitive duties and are subject to discipline up to and including termination.

Employees who are found to have a confirmed diluted drug test will be immediately taken off safety-sensitive duties and are subject to discipline up to and including termination.

XI. TERMINATION NOTICES

In those cases where substance testing results in the termination of employment, all termination notices will list "misconduct" as the reason. Termination shall be deemed "for cause."

RVI, Inc. FIRE EVACUATION PROCEDURE

The following instructions apply when any fire alarm sounds.

The following areas will proceed to and exit the building at the **BUS LOADING DOOR**: Lunch Room, Habilitation Manager's office (New Office 5), East end of North Production Floor Area, SHINE Room, New SHINE Sensory, Production Supervisors' Office, Restrooms, PSA Area, and Laundry Area (identified on the Evacuation Map in PINK)

The following areas will proceed to and exit the building at the **FRONT DOOR** (north side of building): Copy Room, Director's office, Accounting, Conference Room, Reception office, Lobby area, Office 4, Office 3, Skills Development office (Open Office Area), RISE room, Sensory room, HR office (Office 2), Contracted Services Office (Office 1), and Kitchen/RISE Manager's office (Teachers Office) (identified on the Evacuation Map in GREEN).

The following areas will proceed to and exit the building at the old **WAREHOUSE DOORS**: Nurse's Station, west end of South Production Floor, and west Warehouse (identified on the Evacuation Map in YELLOW).

The following areas will proceed to and exit the building at the **SOUTH PRODUCTION FLOOR DOOR**: west end of the North Production Floor and east end of the South Production Floor (identified on the Evacuation Map in PURPLE).

The New Production Storage Area will proceed to and exit the building at the **NEW PRODUCTION STORAGE AREA DOOR** (new warehouse) (identified on the Evacuation Map in BLUE).

Finally, the Kitchen area will proceed to and exit the building thru the **KITCHEN EXIT DOOR** (identified on the Evacuation Map in ORANGE).

Upon exiting the building, the people on the east side and the front of our building should head across the bridge over to the west side to the old school building. The people on the west side of the building should proceed to the farthest west corner of the parking lot to the Veterans/Board of Elections building. Upon arriving to your locations, address any medical concerns that need to be taken care of. Finally, take attendance for your area and turn in to the Production Manager.

Individual Served Funds Handling Procedure

HPC

1. Staff will count each individual's money at the start of their shift and initial on the ledger that it was done.
2. Staff will check in each individual checkbook and match the checkbook to the ledger at the beginning of their shift and initial that it was done.
3. When an individual makes a purchase staff will help them make the purchase and also get a receipt . Staff will come home with the receipt and record it in the ledger and put the receipt in the envelope attached to the ledger. If the individual did not get a receipt staff will write one out from the receipt book that is at each home.
4. Staff will help the individual pay their bills. When a bill comes staff will determine if it is a house bill that needs to be split between each person in the house or if it is an individual bill.
5. If it is a house bill staff will split it evenly between each person. Staff will then help the individual's write a check to the appropriate business. Staff will make copies of the bill so each person will have a receipt. Staff will then record it in the check register and also the ledger.
6. If the bill is determined to be an individual bill the staff will help the individual write the check record it in the check register and the ledger and attach the bill as the receipt.
7. At the end of the month staff will attach all the receipts to the ledgers and put up to file. They will make out new ledger pages to start the next month.

Day Services

RVI, Inc.
New Hire Checklist

1. **Fingerprints:** Your fingerprints must be done prior to your orientation date. To schedule an appointment, call Deputy Rhonda St. Clair at the Ottawa County Sheriff's Administrative Office at 419-734-6823. This service is done at the Sheriff's office located at 315 Madison St. in Port Clinton. Bring your drivers' license or state ID to the appointment. *This \$45 expense is billed to and paid for by RVI. However, employees leaving within the first 30 days of employment or failing to give notice will have the expense deducted from their final pay.*
2. **Pre-Employment Drug Screen:** You must have completed your pre-employment/post-offer drug screen prior to your orientation date. Drug testing is conducted at Fremont Memorial Hospital's occupational clinic, HealthLink at 715 Taft St. in Fremont. To schedule an appointment, call 419-334-6657. You must have a valid picture ID with you at your appointment. *This \$47 expense is billed to and paid for by RVI. However, employees leaving within the first 30 days of employment or failing to give notice will have the expense deducted from their final pay.*
3. **First Aid & CPR Certification:** All direct-care employees are required by State law to be certified in First Aid and CPR prior to working independently. If you have a current certification, please provide a copy of your cards at your initial orientation appointment. If you are not certified or if your certification has expired, you must enroll in and complete both courses prior to your first non-training shift and within 30 days of hire. For a list of local courses, call the American Red Cross office at 419-734-1100. *The cost of the class is up to approximately \$60 if scheduled individually. If possible, RVI will attempt to schedule a class on-site to save expense. HOWEVER, employees who are not employed past the 90-day probationary period will have this expense deducted from their final pay.*
4. **Drivers' Abstract:** All newly hired residential and janitorial employees, or those whose job requires transporting Individuals, must provide a drivers' abstract within 7 days of hire and prior to providing any Individual transportation. This printout can be obtained from any BMV by presenting an Ohio Drivers' License. *The cost of this printout is \$8.50 and is the responsibility of the new employee. HOWEVER, employees who remain employed beyond the 90-day probationary period will be reimbursed with a receipt.*
5. **Post-Offer Fitness Exam:** All newly hired residential employees or employees selected for the Workshop Crisis Intervention Team are required to submit to a Worker Fitness Exam. This exam is conducted by a licensed physical therapist and is non-invasive in nature, intended only to measure the person's abilities compared to the physical requirements of the job. RVI will coordinate with the new employee and the therapist to insure the exam is completed within 7 days of hire and/or prior to participation in any physical lift, transfer, intervention or restraint. *This \$50 expense is billed to and paid for by RVI. However, employees leaving within the first 30 days of employment or failing to give notice will have the expense deducted from their final pay.*
6. **Delegated Nursing:** All direct-care employees who are required to dispense medication to Individuals are required to be trained in Delegated Nursing by our staff RN. This training will be scheduled at a later date and attendance is mandatory. This 2-day training is paid and RVI absorbs all associated expenses, including training materials, trainer wages, and staff labor cost (estimated at approximately \$200 per person).
7. **Crisis Intervention Training:** Staff working inside an Individual's home where there are physical interventions or behavioral concerns, or those selected for the Workshop Crisis Intervention Team, are required to have Crisis Intervention training. This training teaches physical techniques for your

protection. This training will be scheduled at a later date and attendance is mandatory. Hours spent in Crisis Intervention training are paid and all associated expenses are absorbed by RVI as described in #6 above (estimated at approximately \$100 per person).

8. **Bloodborne Pathogens Training:** All staff must be trained on Bloodborne Pathogens upon hire and annually. Our staff RN will coordinate this training during your New Hire Orientation on your first day (or during the Residential In-Service day for new residential staff). There is no cost to employees for this training.
9. **MUI Training:** All newly hired staff will be trained on Major Unusual Incidents and the reporting requirements for that policy, first on their orientation date and again in the Residential In-Service day (for residential new hires). This training State-mandated and there is no cost to employees.
10. **Extended New Hire Orientation:** Within 90 days of hire, all Workshop and Contracted Services employees are required by State regulations to attend a 3-day orientation program, covering all aspects of Riverview Industries and the field of work we are in. Participation by Residential employees is subject to approval by the Residential Manager, as it is not mandated. Those attending will be paid for all 3 days and in most cases, breakfast and lunch are provided. All costs associated with this training are absorbed by RVI and are estimated at approximately \$300 per person.
11. **Ohio Dept. of DD Registration and Certification:** The State of Ohio currently requires that Workshop and Contracted Services employees be certified with the Ohio Dept. of Developmental Disabilities. RVI, Inc. is requiring that ALL newly hired employees hold the Initial Temporary Certification. *The cost for the certification is \$10. RVI, Inc. will absorb all associated costs with the registration, however, employees who are not employed past the 90-day probationary period, will have this expense deducted from their final pay.*

CONDITIONS OF EMPLOYMENT: Many of the above listed items are considered Conditions of Employment for various positions in the workshop. Employees are hired on the *condition* that results of those identified above are satisfactory. If the results are found to be unsatisfactory, that conditional employment will be terminated and the associated expenses will be assessed to the probationary employee via his or her final pay. The Payroll Deduction Authorization permits RVI to deduct as outlined above.

PAYROLL DEDUCTION AUTHORIZATION

I, (name) _____, authorize RVI Inc. to payroll deduct, according to the above outlined schedule, expenses which include but are not limited to: Fingerprinting- \$45; Drug Screen- \$47; First Aid/CPR- \$20-60; Drivers Abstract- \$8.50; Fitness Exam- \$50; Certification- \$10; and any other associated costs. I understand the terms and charges as they are explained.

(Signature) _____ (date) _____

Applicant Notification of Conditions of Employment & Costs

1. **Fingerprints:** Your fingerprints must be done prior to your orientation date. *This \$45 expense is billed to and paid for by RVI. However, employees leaving within the first 30 days of employment or failing to give notice will have the expense deducted from their final pay.*
2. **Pre-Employment Drug Screen:** You must have completed your pre-employment/post-offer drug screen prior to your orientation date. *This \$47 expense is billed to and paid for by RVI. However, employees leaving within the first 30 days of employment or failing to give notice will have the expense deducted from their final pay.*
3. **First Aid & CPR Certification:** All direct-care employees are required by State law to be certified in First Aid and CPR prior to working independently. *The cost of the class is up to approximately \$60 if scheduled individually. If possible, RVI will attempt to schedule a class on-site to save expense. HOWEVER, employees who are not employed past the 90-day probationary period will have this expense deducted from their final pay.*
4. **Drivers' Abstract:** All newly hired residential and janitorial employees, or those whose job requires transporting Individuals, must provide a drivers' abstract within 7 days of hire and prior to providing any Individual transportation. *The cost of this printout is \$8.50 and is the responsibility of the new employee. HOWEVER, employees who remain employed beyond the 90-day probationary period will be reimbursed with a receipt.*
5. **Post-Offer Fitness Exam:** All newly hired residential employees or employees selected for the Workshop Crisis Intervention Team are required to submit to a Worker Fitness Exam. *This \$50 expense is billed to and paid for by RVI. However, employees leaving within the first 30 days of employment or failing to give notice will have the expense deducted from their final pay.*
6. **Ohio Dept. of DD Registration and Certification:** The State of Ohio currently requires that Workshop and Contracted Services employees be certified with the Ohio Dept. of Developmental Disabilities. RVI, Inc. is requiring that ALL newly hired employees hold the Initial Temporary Certification. *The cost for the certification is \$10. RVI, Inc. will absorb all associated costs with the registration, however, employees who are not employed past the 90-day probationary period, will have this expense deducted from their final pay.*

CONDITIONS OF EMPLOYMENT: Many of the above listed items are considered Conditions of Employment for various positions in the workshop. Employees are hired on the *condition* that results of those identified above are satisfactory. If the results are found to be unsatisfactory, that conditional employment will be terminated and the associated expenses will be assessed to the probationary employee via his or her final pay.

Newly hired employees are required to authorize RVI Inc. to payroll deduct, according to the above outlined schedule, expenses which include but are not limited to: Fingerprinting- \$45; Drug Screen- \$47; First Aid/CPR- \$20-60; Drivers Abstract- \$8.50; Fitness Exam- \$50; Certification- \$10; and any other associated costs.

RVI, Inc.
POSITIVE CULTURE COMMITMENT

STATEMENT OF POSITIVE CULTURE

The staff of RVI believes that embracing and sustaining a positive work environment enhances the quality in which we fulfill our mission. We believe the way we treat each other (positively or negatively) reflects on the service we provide and, in turn, emotionally and physically affects the people we serve.

STANDARDS OF STAFF BEHAVIOR

Conduct and actions that demonstrate one's contribution to RVI's positive culture may include:

- Treats fellow staff members with dignity and respect;
 - Acknowledges one another in a pleasant manner
 - Shows kindness toward one another, not only to the people we serve
 - Offers support and understanding (not judgment) when a coworker is experiencing challenges, builds trust
 - Appreciates skills and creativity of others
 - Consistent frame of mind
 - Can be relied upon
 - Communicates to let others know what we need, to pass on ideas, and to accomplish tasks through listening and responding:
 - Listens with an open mind
 - Responds clearly and honestly
- Focuses on the "big picture" by recognizing that contributing to RVI's positive culture will enhance the level of service provided to the people we serve and our customers;
- Contributes to and participates on the team, accepts responsibility for their role. A team is needed when something requires more than one person's personal ability;
- Delivers quality services in spite of personal issues;
- Demonstrates a grateful, appreciative attitude; and
- Personality characteristics include: Genuine, Intuitive, Creative, Happy, Mellow.

STRATEGIES

Strategies to promote, encourage, enforce, and reinforce Positive Behavior among staff may include:

- Recognize that noise is a part of our work environment; some days louder than others; offering Individuals a variety of activities may help.
- When working with an Individual who has behavioral issues, the most important action you can take is to meet their needs to prevent and minimize negative behaviors.
- Relieve stress caused by lack of work or too much work and budget issues by implementing techniques shared by others, learned at trainings, or make an appointment with the Employee Assistance Program (EAP).
- Recognize that communication is a two-way avenue between all employees of RVI. Taking time to explain an idea, change, or situation is only one part of it. Asking questions can help you fully understand the conversation. In addition, engage listening as a skill.
- We must try to be adaptable to Individual, customer, and situational changes.
- Sometimes other people around us are negative. Ways we can handle this might include: continue to be a good role model, ask the person why he/she is being negative, refer him/her to HR who will try to get to the bottom of the situation, possibly resulting in a referral to the EAP.

POSITIVE CULTURE COMMITTEE

Committee Goal: To develop a culture of Positive Behavior at Riverview Industries.

The idea of the Positive Culture Commitment arose from the concept that there cannot be two levels of service – to say that we treat the people we serve with the utmost respect and kindness and then turn to our fellow staff members and treat them poorly is contradictory to our standard of excellence. The thought process is that this behavior should be addressed not only by RVI Leadership, but by the true leaders of positive behavior among staff – thus the Positive Culture Committee. The committee was asked to develop the concept into a statement of commitment, standards of behavior, and strategies.

The makeup of the Positive Culture Committee is seven to ten staff who have proven to co-workers and leadership they are positive influences on their co-workers, good team members, and have been recognized as such. The committee members are selected based on the following factors:

- The number of peer nominations for Staff Member of the Month
- Leadership Team selection for Staff Member of the Month
- Performance Evaluation scores for the sections “Customer Service and Teamwork” and “Attitude”
- Meet one time per week during the month of January to complete initial work
- Select member of committee to assist Executive Director in presenting the Positive Behavior culture to staff and new hires during orientation
- Continue to review standards, policy, and strategy regarding Staff Positive Behavior to ensure continued growth of our Positive Behavior culture
- Conduct annual review of committee participation in February

RVI

Satisfaction of Services Survey for Individuals Served

Consumer: _____

Date: _____

Evaluator: _____

Job Title: _____

Please rate Riverview Industries in the following area of quality of services using a scale of 1-5. Please mark only one box (5=excellent) (1=poor)

	5	4	3	2	1
Do you like your work group?					
Do you like your supervisor?					
Are a variety of jobs offered to you?					
Do you enjoy working at RVI?					

What might we have done differently to improve the overall outcome?

Are you a **part time** or **full time** employee? _____

How many days a week do you work? _____

What programming do you attend at RVI? _____
(RISE, SHINE)

Do you attend RVI activities? _____
(Movie Day, Christmas party, summer picnic. people's 1st, wellness, etc.)

What assistance do you receive while attending RVI? _____

Do you purchase lunch from RVI? **Everyday** **Sometimes** **Never**

Would you recommend services of our organization to friends or other Individuals? Yes _____ No _____

Other comments or Feedback:

STAFF TRAINING OUTLINE

APRIL 2017

Provider Certification

5123: 2-2-01

CEO:

- Age 21
- SS# & ID
- HS Diploma or GED
- Bachelor's degree or 4 yrs paid experience as supervisor in DD field
- Read, write, understand English
- One year experience in DD field with personnel matters, supervisory, program service, & financial management
- Within 30 days (see rule for specifics), DODD web-based orientation
- Within 60 days, training on service documentation, billing for services, internal compliance programs, Rights of Individuals, 5123:1-17-02
- Background Investigation

Employees Engaged in Direct Services:

- **Background Investigations – 5123:2-2-02**
 - BCII - 5 yr.res/ FBI less than 5 yr. res
 - BCII - every 3 years - ED, Mgr., staff
 - Webchecks through ARCS
 - 14 day attestation & agreement to notify employer
- **"Rapback" enrollment**
- Age 18
- SS# & ID
- HS Diploma or GED
- Read, write, understand English
- First Aid
- CPR
- 8 hours of training prior to providing direct services:
 - Overview of serving individuals with DD including implementation of ISPs
 - Role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Universal precautions for infection control

- Rights of individuals
- Rule 5123:2-17-02 including Health and Welfare Alerts issued by the Department
- Individual Specific Training prior to providing direct services:
 - What is important to the individual and what is important for the individual
 - The individual's support needs including, applicable, behavioral support strategy, management of the individuals' funds, and medication administration/delegated nursing

Supervisors of Direct Services Staff:

- Within 90 days of becoming a supervisor training in accordance with RVI policies and procedures:
 - Service documentation
 - Billing for services
 - Management of individuals' funds

CEO and Employees Engaged in Direct Services

- Commencing in second year of employment, annual training:
 - Role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Rights of individuals
 - Rule 5123:2-17-02 including Health and Welfare Alerts issued by the Department
 - Abuser Registry written notification

RVI General and Safety Training

In addition to staff training required in rule, RVI may provide the following:

- **Orientation program and annual training may include:**
 - RVI policy review
 - Emergency procedures
 - Lifting and transporting
 - Fire suppression
 - Forklift operation & safety

Background investigations on applicants for employment with a county board
5123: 2-2-02

- Applicant under final consideration for direct services position (has the opportunity to be alone with or exercises supervision or control over one or more individuals)
- CEO of agency provider (initial and renewal of supported living certification)
- Employment application with names and addresses of present and former employers
- Attempt to obtain references from applicant's present and former employers and written evidence of reference checks
- May not be listed on the following:
 - Office of inspector general in the US dept. of health and human services (<http://exclusions.oig.hhs.gov/>)
 - Abuser registry (<https://its.prodapps.dodd.ohio.gov/abr/default.aspx>)
 - Nurse aide registry (https://odhgateway.odh.ohio.gov/nar/nar_registry_search.aspx)
 - Sex offender and child-victim offender database (<http://www.icrimewatch.net/index.php?AgencyID=55149&disc=>)
 - US general services administration system for award management (<https://www.sam.gov/>)
 - Incarcerated and supervised offenders (<http://www.drc.ohio.gov/offendersearch/search.aspx>)
- Valid driver's license if required by position – may not have more than six points on driving record
- Prior to employment:
 - Attestation of no conviction or guilty plea to disqualifying offense
 - 14-day affidavit
- BCII with proof or notarized statement of Ohio residence for last five years, otherwise FBI check
- 60 day period of conditional employment pending receipt of criminal records check from date of attestation of no convictions, etc.
- All checks completed every five years

- Conduct all checks on current employees by December 31, 2014 to comply with this rule
- Disqualifying offenses – five tiers – see rule
- By April 1, 2013, agency may consider and attest in writing to the character and fitness of a current employee hired prior to January 1, 2013, who is excluded. Maintain attestation in personnel file.

Medication Administration, HRA, TF, DN
5123:2-6-06

- Age 18
- HS Diploma or GED
- Prior to training or recert, verify compliance with BCI 5123:2-2-02
 - Prescribed medication administration & health-related activities training program
 - 14 hrs
 - May exclude Infection control & Universal Precautions if had within previous year
 - Renewal - 2 hours annually - excluding CPR, 1st Aid, U/P
 - Feeding tube by nursing delegated training program
 - 4 hrs
 - Renewal - 1 hour annually - excluding CPR, 1st Aid, U/P
 - Subcutaneous insulin injection by nursing delegated training program
 - 4 hrs
 - Renewal - 1 hour annually - excluding CPR, 1st Aid, U/P

OOD/EF Partnership

- Prior to providing services:
 - Successful completion of Ohio Supported Employment Online Course
 - Within 12 months of completing online course
 - One of in-person training
 - 4 related web courses
 - Send copy of certificates of completion for all trainings to employmentfirst@ood.ohio.gov

HCBS Waivers – Career Planning

5123:2-9-13

- **Provider Certification – 5123: 2-2-01**

- Orientation
 - Within 90 days of initial employment
 - 8 hours
 - Organizational background of agency
 - Mission, vision, values, principles, and goals
 - Organizational structure
 - Key policies, procedures, and work rules
 - Ethical and professional conduct and practice
 - Avoiding conflicts of interest
 - Working effectively with individuals, families, and other team members
 - Components of quality care for individuals served
 - Interpersonal relationship and trust
 - Cultural and personal sensitivity
 - Effective communication
 - Person-centered philosophy and practice
 - Development of ISP's
 - Roles and responsibilities of team members
 - Recordkeeping including progress notes and incident/accident reports
 - Health and safety
 - Signs and symptoms of illness or injury and procedure for response
 - Building/site-specific emergency response plans
 - Program-specific transportation safety
 - Positive behavior support
 - Principles of positive culture
 - Role of direct service staff in creating a positive culture
 - General requirements for intervention and behavioral support strategies and direct service staff role including documentation
 - Human rights committees established in accordance with 5123:2-2-06
 - Crisis intervention techniques
 - Services that comprise career planning including expectation that career planning will lead to integrated community work
- Assistive Technology – license or certification
- Benefits education and analysis – nationally approved or accredited training
- Worksite accessibility – license or certification
- During first year of employment for those with less than one year experience providing career planning at the point of hire
 - Assigned and has access to a mentor employed by agency provider
 - Eight hours of training specific to provision of career planning
 - Skill-building in advancement of individuals on the path to community employment and development of individuals' strengths and skills necessary for competitive integrated employment
 - Self-determination
 - On-the-job training specific to each individual employee serves
 - What is important to the individual and what is important for the individual
 - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
 - Eight hours
 - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Rights of individuals
 - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
 - Direct service staff role in providing behavioral support to the individuals served
 - Best practices of career planning
- Written plan of training priorities

HCBS Waivers – Vocational Habilitation

5123:2-9-14

- **Provider Certification – 5123: 2-2-01**

- Orientation
 - Within 90 days of initial employment
 - 8 hours
 - Organizational background of agency
 - Mission, vision, values, principles, and goals
 - Organizational structure
 - Key policies, procedures, and work rules
 - Ethical and professional conduct and practice
 - Avoiding conflicts of interest
 - Working effectively with individuals, families, and other team members
 - Components of quality care for individuals served
 - Interpersonal relationship and trust
 - Cultural and personal sensitivity
 - Effective communication
 - Person-centered philosophy and practice
 - Development of ISP's
 - Roles and responsibilities of team members
 - Recordkeeping including progress notes and incident/accident reports
 - Health and safety
 - Signs and symptoms of illness or injury and procedure for response
 - Building/site-specific emergency response plans
 - Program-specific transportation safety
 - Positive behavior support
 - Principles of positive culture
 - Role of direct service staff in creating a positive culture
 - General requirements for intervention and behavioral support strategies and direct service staff role including documentation
 - Human rights committees established in accordance with 5123:2-2-06
 - Crisis intervention techniques
 - Services that comprise vocational habilitation including expectation that

vocational habilitation will lead to

integrated community work

- During first year of employment for those with less than one year experience providing vocational habilitation at the point of hire
 - Assigned and has access to a mentor employed by agency provider
 - Eight hours of training specific to provision of Vocational Habilitation
 - Skill-building in advancement of individuals on the path to community employment and development of individuals' strengths and skills necessary for competitive integrated employment
 - Self-determination
 - On-the-job training specific to each individual employee serves
 - What is important to the individual and what is important for the individual
 - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
 - Eight hours
 - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Rights of individuals
 - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
 - Direct service staff role in providing behavioral support to the individuals served
 - Best practices of vocational habilitation
- Written plan of training priorities

HCBS Waivers – Individual Employment Support 5123:2-9-15

- **Provider Certification – 5123: 2-2-01**

- Orientation
 - within 90 days of initial employment
 - 8 hours
 - Organizational background of agency
 - Mission, vision, values, principles, and goals
 - Organizational structure
 - Key policies, procedures, and work rules
 - Ethical and professional conduct and practice
 - Avoiding conflicts of interest
 - Working effectively with individuals, families, and other team members
 - Components of quality care for individuals served
 - Interpersonal relationship and trust
 - Cultural and personal sensitivity
 - Effective communication
 - Person-centered philosophy and practice
 - Development of ISP's
 - Roles and responsibilities of team members
 - Recordkeeping including progress notes and incident/accident reports
 - Health and safety
 - Signs and symptoms of illness or injury and procedure for response
 - Building/site-specific emergency response plans
 - Program-specific transportation safety
 - Positive behavior support
 - Principles of positive culture
 - Role of direct service staff in creating a positive culture
 - General requirements for intervention and behavior support plans strategies and direct service staff role including documentation
 - Human rights committees established in accordance with 5123:2-2-06
 - Crisis intervention techniques
 - Services that comprise Individual Employment Support
- During first year of employment for those with less than one year experience providing individual employment support at the point of hire
 - Assigned and has access to a mentor employed by agency provider
 - Eight hours of training specific to provision of IES
 - Skill-building in job training and systemic instruction that assists the individual in maintaining employment and or advancing his or her career
 - Self-determination
 - On-the-job training specific to each individual employee serves
 - What is important to the individual and what is important for the individual
 - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
 - Eight hours
 - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Rights of individuals
 - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
 - Direct service staff role in providing behavioral support to the individuals served
 - Best practices of individual employment support
- Written plan of training priorities

HCBS Waivers – Group Employment Support 5123:2-9-16

- **Provider Certification – 5123: 2-2-01**

- Orientation
 - within 90 days of initial employment
 - 8 hours
 - Organizational background of agency
 - Mission, vision, values, principles, and goals
 - Organizational structure
 - Key policies, procedures, and work rules
 - Ethical and professional conduct and practice
 - Avoiding conflicts of interest
 - Working effectively with individuals, families, and other team members
 - Components of quality care for individuals served
 - Interpersonal relationship and trust
 - Cultural and personal sensitivity
 - Effective communication
 - Person-centered philosophy and practice
 - Development of ISP's
 - Roles and responsibilities of team members
 - Recordkeeping including progress notes and incident/accident reports
 - Health and safety
 - Signs and symptoms of illness or injury and procedure for response
 - Building/site-specific emergency response plans
 - Program-specific transportation safety
 - Positive behavior support
 - Principles of positive culture
 - Role of direct service staff in creating a positive culture
 - General requirements for intervention and behavior support plans strategies and direct service staff role including documentation
 - Human rights committees established in accordance with 5123:2-2-06
 - Crisis intervention techniques
 - Services that comprise Group Employment Supports
- During first year of employment for those with less than one year experience providing group employment support at the point of hire
 - Assigned and has access to a mentor employed by agency provider
 - Eight hours of training specific to provision of Adult Day Support
 - Skill-building in advancement of individuals on the path to community employment and development of individuals' strengths and skills necessary for competitive integrated employment
 - Self-determination
 - On-the-job training specific to each individual employee serves
 - What is important to the individual and what is important for the individual
 - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
 - Eight hours
 - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Rights of individuals
 - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
 - Direct service staff role in providing behavioral support to the individuals served
 - Best practices of group employment support
- Written plan of training priorities

**HCBS Waivers – Adult Day Support
5123:2-9-17**

- **Provider Certification – 5123: 2-2-01**

- Orientation
 - within 90 days of initial employment
 - 8 hours
 - Organizational background of agency
 - Mission, vision, values, principles, and goals
 - Organizational structure
 - Key policies, procedures, and work rules
 - Ethical and professional conduct and practice
 - Avoiding conflicts of interest
 - Working effectively with individuals, families, and other team members
 - Components of quality care for individuals served
 - Interpersonal relationship and trust
 - Cultural and personal sensitivity
 - Effective communication
 - Person-centered philosophy and practice
 - Development of ISP's
 - Roles and responsibilities of team members
 - Recordkeeping including progress notes and incident/accident reports
 - Health and safety
 - Signs and symptoms of illness or injury and procedure for response
 - Building/site-specific emergency response plans
 - Program-specific transportation safety
 - Positive behavior support
 - Principles of positive culture
 - Role of direct service staff in creating a positive culture
 - General requirements for intervention and behavior support plans strategies and direct service staff role including documentation
 - Human rights committees established in accordance with 5123:2-2-06
 - Crisis intervention techniques
 - Services that comprise Adult Day Support
 - During first year of employment for those with less than one year experience providing ADS at the point of hire
 - Assigned and has access to a mentor employed by agency provider
 - Eight hours of training specific to provision of Adult Day Support
 - Skill-building in the necessary activities and environments that build on the individual's strengths and foster the development of skills that lead to greater independence, community membership, relationship-building, and self-direction
 - Developing natural supports
 - Self-determination
 - On-the-job training specific to each individual employee serves
 - What is important to the individual and what is important for the individual
 - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
 - Eight hours
 - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Rights of individuals
 - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
 - Direct service staff role in providing behavioral support to the individuals served
 - Best practices of adult day support
- Written plan of training priorities

HCBS Waivers – Non-Medical Transportation

5123: 2-9-18

- **Provider Certification – 5123: 2-2-01**
- Valid Driver's License
- Valid liability insurance
- Driver's Abstract –
 - No earlier than 14 days of driving start date
 - At least once every three years
 - Six or more points is prohibited
- Notify agency, in writing, of six or more points, revoked or suspended DL
- Drug-Testing –
 - Pre-provision of service
 - Motor vehicle accident if involves loss of life or citation: with injury and/or any vehicles are disabled
 - Controlled substance within 32 hrs.
 - Alcohol within 8 hrs.
- Comply with federal, state, and local laws & regulations
- **Per Trip (additional requirement)**
 - Physical Examination

HCBS Waivers – Money Management

5123:2-9-20

- **Provider Certification – 5123: 2-2-01 except:**
 - **First Aid, CPR, eight hours of training - orientation**
- Achieve a score of at least 80 per cent on DODD administered money management competency test; or
- Degree from in accounting, business administration, finance, or public administration; or
- CPA
- Annually, Eight hours
 - Rights of individuals
 - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
 - Topics that enhance his or her skills and competencies relevant to provision of money management

HCBS Waivers - Transportation

5123:2-9-24

- **Provider Certification – 5123: 2-2-01**
- Valid Driver's License
- Valid liability insurance
- Driver's Abstract –
 - No earlier than 14 days of driving start date
 - At least once every three years
 - Six or more points is prohibited
- Notify agency, in writing, of six or more points, revoked or suspended DL

Homemaker / Personal Care

5123: 2-9-30

- **Provider Certification – 5123: 2-2-01**
- Medication Administration (Delegated Nursing) as needed
- On-the-job training specific to each individual employee serves
 - What is important to the individual and what is important for the individual
 - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Annually
 - Eight hours
 - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Rights of individuals
 - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
 - Direct service staff role in providing behavioral support to the individuals served

HCBS Waivers – Community Inclusion – Personal Assistance & Transportation – SELF Waiver

5123: 2-9-42

Personal Assistance

- **Provider Certification – 5123: 2-2-01**
- Additional qualifications as determined by Individual and in ISP

Transportation

- **Provider Certification – 5123: 2-2-01**
- Valid Driver's License
- Valid liability insurance
- Driver's Record –
 - No earlier than 14 days of driving prior to start date
 - At least once every three years
 - Six or more points is prohibited
- Notify agency, in writing, of six or more points, revoked or suspended DL
- Additional qualifications as determined by Individual and in ISP

HCBS Waivers – Integrated Employment – SELF Waiver

5123: 2-9-44

- **Provider Certification – 5123: 2-2-01**
- Orientation
 - Within 90 days of initial employment
 - 8 hours
 - Organization background of agency
 - Mission, vision, values, principles, and goals
 - Organizational structure
 - Key policies, procedures, and work rules
 - Ethical and professional conduct and practice
 - Avoiding conflicts of interest
 - Working effectively with individuals, families, and other team members
 - Components of quality care for individuals served
 - Interpersonal relationship and trust
 - Cultural and personal sensitivity
 - Effective communication

- Person-centered philosophy and practice
- Development of ISP's
- Roles and responsibilities of team members
- Recordkeeping including progress notes and incident/accident reports
- Health and safety
 - Signs and symptoms of illness or injury and procedure for response
 - Building/site-specific emergency response plans
 - Program-specific transportation safety
- Positive behavior support
 - Principles of positive intervention culture
 - Role of direct service staff in creating a positive culture
 - General requirements for behavior support plans and intervention strategies and direct service staff role including documentation
 - Behavior support review and human rights committees
 - Crisis intervention techniques
 - Services that comprise integrated employment
- During first year of employment
 - Assigned and has access to a mentor employed by agency provider
 - On-the-job training specific to each individual employee serves
 - Requirements of ISP
 - Individual's preferences and strengths
 - Individual's diagnosis and related needs
 - Individual's care needs
 - Medication administration and D.N. as applicable
 - Teaching techniques and related documentation requirements
 - Management of individual's funds and related documentation requirements
- Eight hours of on-the-job training specific to provision of integrated employment
 - Skill-building
 - Self-determination
- Written plan of training priorities
- Beginning second year, and annually
 - Eight hours
 - Rights of individuals
 - Incidents adversely affecting health & safety
 - Behavior supports
 - Best practices of integrated employment

TORNADO SHELTER PROCEDURE

When the Tornado Alarm is sounded, do the following:

Work Area 1 – proceed out of your area and head towards the boardroom. Individuals not in wheelchairs are to file back into the rear offices through the sensory room continue through the doorway to keep the doorway clear. Individuals in wheelchairs should enter and remain in the boardroom against the north wall out of the path of others coming into the room.

Work Area 2 – proceed out of your area and head towards the boardroom. Individuals not in wheelchairs are to file back into the rear offices through the sensory room continue through the doorway to keep the doorway clear. Individuals in wheelchairs should enter and remain in the boardroom against the north wall out of the path of others coming into the room.

Work Area 3 – proceed out of your area towards the east end restrooms (front bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room.

Work Area 5 – proceed out of your area towards the east end restrooms (front bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room.

Work Area 6 – proceed out of your area towards the restrooms in the southeast corner of the workshop (back bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room. Wheelchairs are to go the women's bathroom.

Work Area 7 – proceed out of your area and head towards the boardroom. Individuals not in wheelchairs are to file back into the rear offices through the sensory room continue through the doorway to keep the doorway clear. Individuals in wheelchairs should enter and remain in the boardroom against the north wall out of the path of others coming into the room.

Work Areas 8 & 9 – proceed out of your area and towards the nurse's station. Always flow towards the rear of the nurse's station to allow for room for other Individuals entering the room.

Small Workgroup 1, 2, & 4 - proceed out of your area towards the restrooms in the southeast corner of the workshop (back bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room. Wheelchairs are to go the women's bathroom.

Small Workgroup 3 - proceed out of your area towards the east end restrooms (front bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room.

Small Workgroup 5 (1-on1s) – follow the procedure set out for the area that you are located in.

Front Offices – (includes Front Inside Offices), proceed out of your area towards the east end restrooms (front bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room.

Cafeteria/Kitchen Area – proceed out of your area towards the restrooms in the southeast corner of the workshop (back bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room. Wheelchairs are to go the women's bathroom.

Individual restrooms – stay in the restroom you are in.

West Offices – remain in your office.

Sensory Room – proceed to the west inside offices.

Upon entering your area, everyone able to do so, is to get into the protective position. To get into this position, kneel down on your knees preferably against a wall, lean over with your head close to the floor with your hands covering your head. For those that are unable to do so, take as much of the protective measure as stated above.

Supervisors, upon arriving to your safe area, will take attendance of Individuals of your area. Upon completing the attendance, it will be turned into the Production Manager, Personnel Manager, or the Executive Director, whichever you can locate first safely.

The Executive Director and Production Manager will remain and check the building and the outlying areas to ensure that all personnel have found a safe area. Upon clearing the area, they will report to the nearest safe area. They will monitor the situation until the all clear is given.

All staff and clients are to remain in their respective safe areas until the all clear is given, again through the P.A. system.

Attestation and Agreement to Notify Employer

I hereby attest that I have not been convicted of or pleaded guilty to any of the disqualifying offenses listed below and agree that I will notify _____
(Employer's Name)
within 14 calendar days, if while employed I am formally charged with, am convicted of, or plead guilty to one of the disqualifying offenses. I understand that failure to make this notification may result in termination of employment.

(Applicant's Signature)

(Date Signed)

(Applicant's Name Printed)

Tier 1 Disqualifying Offenses (Permanent Exclusion):

2903.01 (aggravated murder)
2903.02 (murder)
2903.03 (voluntary manslaughter)
2903.11 (felonious assault)
2903.15 (permitting child abuse)
2903.16 (failing to provide for a functionally impaired person)
2903.34 (patient abuse and neglect)
2903.341 (patient endangerment)
2905.01 (kidnapping)
2905.02 (abduction)
2905.32 (human trafficking)
2905.33 (unlawful conduct with respect to documents)
2907.02 (rape)
2907.03 (sexual battery)
2907.04 (unlawful sexual conduct with a minor, formerly corruption of a minor)
2907.05 (gross sexual imposition)
2907.06 (sexual imposition)
2907.07 (importuning)
2907.08 (voyeurism)
2907.12 (felonious sexual penetration)
2907.31 (disseminating matter harmful to juveniles)
2907.32 (pandering obscenity)
2907.321 (pandering obscenity involving a minor)
2907.322 (pandering sexually oriented matter involving a minor)
2907.323 (illegal use of minor in nudity-oriented material or performance)

2909.22 (soliciting/providing support for act of terrorism)
2909.23 (making terrorist threat)
2909.24 (terrorism)
2913.40 (Medicaid fraud)
2923.01 (conspiracy) when the underlying offense is any of the offenses or violations on this list
2923.02 (attempt) when the underlying offense is any of the offenses or violations on this list
2923.03 (complicity) when the underlying offense is any of the offenses or violations on this list
A conviction related to fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct involving a federal or state-funded program, excluding the disqualifying offenses set forth in section 2913.46 of the Revised Code (illegal use of supplemental nutrition assistance program [SNAP] or women, infants, and children [WIC] program benefits).
A violation of an existing or former municipal ordinance or law of this state, any other state, or the United States that is substantially equivalent to any of the offenses or violations on this list.

Tier 2 Disqualifying Offenses (Ten-Year Exclusion):

2903.04 (involuntary manslaughter)
2903.041 (reckless homicide)
2905.04 (child stealing) as it existed prior to July 1, 1996
2905.05 (criminal child enticement)
2905.11 (extortion)
2907.21 (compelling prostitution)
2907.22 (promoting prostitution)
2907.23 (enticement or solicitation to patronize a prostitute, procurement of a prostitute for another)
2909.02 (aggravated arson)
2909.03 (arson)
2911.01 (aggravated robbery)
2911.11 (aggravated burglary)
2913.46 (illegal use of supplemental nutrition assistance program [SNAP] or women, infants, and children [WIC] program benefits)
2913.48 (workers' compensation fraud)
2913.49 (identity fraud)
2917.02 (aggravated riot)
2923.01 (conspiracy) when the underlying offense is any of the offenses or violations on this list
2923.02 (attempt) when the underlying offense is any of the offenses or violations on this list
2923.03 (complicity) when the underlying offense is any of the offenses or violations on this list
2923.12 (carrying concealed weapon)
2923.122 (illegal conveyance or possession of deadly weapon or dangerous ordnance in a school safety zone, illegal possession of an object indistinguishable from a firearm in a school safety zone)
2923.123 (illegal conveyance, possession, or control of deadly weapon or dangerous ordnance into courthouse)
2923.13 (having weapons while under disability)
2923.161 (improperly discharging a firearm at or into a habitation or school)
2923.162 (discharge of firearm on or near prohibited premises)
2923.21 (improperly furnishing firearms to minor)
2923.32 (engaging in pattern of corrupt activity)
2923.42 (participating in criminal gang)
2925.02 (corrupting another with drugs)
2925.03 (trafficking in drugs)
2925.04 (illegal manufacture of drugs or cultivation of marihuana)
2925.041 (illegal assembly or possession of chemicals for the manufacture of drugs)
3716.11 (placing harmful objects in food or confection)
A violation of an existing or former municipal ordinance or law of this state, any other state, or the United States that is substantially equivalent to any of the offenses or violations on this list.

Tier 3 Disqualifying Offenses (Seven-Year Exclusion):

959.13 (cruelty to animals)
959.131 (prohibitions concerning companion animals)
2903.12 (aggravated assault)
2903.21 (aggravated menacing)
2903.211 (menacing by stalking)
2905.12 (coercion)
2909.04 (disrupting public services)
2911.02 (robbery)
2911.12 (burglary)
2913.47 (insurance fraud)
2917.01 (inciting to violence)
2917.03 (riot)
2917.31 (inducing panic)
2919.22 (endangering children)
2919.25 (domestic violence)
2921.03 (intimidation)
2921.11 (perjury)
2921.13 (falsification, falsification in theft offense, falsification to purchase firearm, or falsification to obtain a concealed handgun license)
2921.34 (escape)
2921.35 (aiding escape or resistance to lawful authority)
2921.36 (illegal conveyance of weapons, drugs, or other prohibited items onto grounds of detention facility or institution)
2923.01 (conspiracy) when the underlying offense is any of the offenses or violations on this list
2923.02 (attempt) when the underlying offense is any of the offenses or violations on this list
2923.03 (complicity) when the underlying offense is any of the offenses or violations on this list
2925.05 (funding of drug or marihuana trafficking)
2925.06 (illegal administration or distribution of anabolic steroids)
2925.24 (tampering with drugs)
2927.12 (ethnic intimidation)
A violation of an existing or former municipal ordinance or law of this state, any other state, or the United States that is substantially equivalent to any of the offenses or violations on this list.

Tier 4 Disqualifying Offenses (Five-Year Exclusion):

2903.13 (assault)
2903.22 (menacing)
2907.09 (public indecency)
2907.24 (soliciting after positive human immunodeficiency virus test)
2907.25 (prostitution)
2907.33 (deception to obtain matter harmful to juveniles)
2911.13 (breaking and entering)
2913.02 (theft)
2913.03 (unauthorized use of a vehicle)
2913.04 (unauthorized use of property, computer, cable, or telecommunication property)
2913.05 (telecommunications fraud)

2913.11 (passing bad checks)
2913.21 (misuse of credit cards)
2913.31 (forgery, forging identification cards)
2913.32 (criminal simulation)
2913.41 (defrauding a rental agency or hostelry)
2913.42 (tampering with records)
2913.43 (securing writings by deception)
2913.44 (personating an officer)
2913.441 (unlawful display of law enforcement emblem)
2913.45 (defrauding creditors)
2913.51 (receiving stolen property)
2919.12 (unlawful abortion)
2919.121 (unlawful abortion upon minor)
2919.123 (unlawful distribution of an abortion-inducing drug)
2919.23 (interference with custody)
2919.24 (contributing to unruliness or delinquency of child)
2921.12 (tampering with evidence)
2921.21 (compounding a crime)
2921.24 (disclosure of confidential information)
2921.32 (obstructing justice)
2921.321 (assaulting/harassing police dog or horse/service animal)
2921.51 (impersonation of peace officer)
2923.01 (conspiracy) when the underlying offense is any of the offenses or violations on this list
2923.02 (attempt) when the underlying offense is any of the offenses or violations on this list
2923.03 (complicity) when the underlying offense is any of the offenses or violations on this list
2925.09 (illegal administration, dispensing, distribution, manufacture, possession, selling, or using any dangerous veterinary drug)
2925.11 (drug possession other than a minor drug possession offense)
2925.13 (permitting drug abuse)
2925.22 (deception to obtain dangerous drugs)
2925.23 (illegal processing of drug documents)
2925.36 (illegal dispensing of drug samples)
2925.55 (unlawful purchase of pseudoephedrine product)
2925.56 (unlawful sale of pseudoephedrine product)
A violation of an existing or former municipal ordinance or law of this state, any other state, or the United States that is substantially equivalent to any of the offenses or violations on this list.