



## RECEIPT OF EMPLOYEE HANDBOOK AND AT-WILL EMPLOYMENT STATEMENT

This is to acknowledge that I have read the Granite State Independent Living (GSIL) Employee Handbook and I understand that it contains information about the employment policies and practices of GSIL. I agree to comply with this Employee Handbook. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that GSIL retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, which can only be changed by the CEO of GSIL in a signed written contract, the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by the CEO of the company. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

**GRANITE STATE INDEPENDENT LIVING (GSIL) IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, GSIL OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF GSIL IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE CEO OF GSIL.**

I understand that this Employee Handbook refers to current benefit plans maintained by the company and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

I also understand that if a written contract is inconsistent with the Employee Handbook, the written contract is controlling. If I have questions regarding the content or interpretation of this Employee Handbook, I will ask the HR Department.

EMPLOYEE NAME \_\_\_\_\_  
 (PLEASE PRINT)

EMPLOYEE SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

*Handbook revision date January 2018*





**ATTENDANT CARE WORKERS' TRAINING CONFIRMATION FORM**

Please check the proper box and sign in the appropriate area:

**Agency Directed Programs (Homecare)** - will be trained by the Homecare Coordinator or the Attendant Care Specialist.

**Consumer Directed Program (PCA, PCSP, ICO)** - will be trained by the Consumer and/or their Personal Care Representative (PCR).

Please return your completed training confirmation form to GSIL **as soon as possible** but not later than 30 days after beginning employment.

Attendant Care Worker name: \_\_\_\_\_  
(please print)

<b>CONSUMER DIRECTED PROGRAMS (PCA, PCSP, ICO)</b>
By signing below, I certify that the above-named Attendant Care Worker has the necessary knowledge, skills and experience to perform the duties necessary to meet my personal care needs.
_____ Consumer name (please print)
_____ Consumer signature
_____ PCR name, if applicable (please print)
_____ PCR signature
_____ DATE

<b>AGENCY DIRECTED PROGRAMS (Homecare)</b>
By signing below, I certify that the above-named Attendant Care Worker has the necessary knowledge, skills and experience to perform the duties necessary to meet the needs of the Homecare consumer.
_____ Homecare Coordinator or ACS name (please print)
_____ Homecare Coordinator or ACS signature
_____ Title
_____ DATE

By signing below, I certify that I have been trained to carry out the duties and tasks that are required to meet the needs of my consumer and as stated in the job description.

\_\_\_\_\_  
Attendant Care Worker signature \_\_\_\_\_  
Date





Attendant Care Worker  
Policy and Procedure  
Handbook

*January 2018*



# **Welcome to Granite State Independent Living!**

For more than 30 years we have been leaders in access and opportunity for people with disabilities and seniors. Through multiple programs we deliver services that allow people to navigate their lives and live as independently as they choose. Our programs and mission are built around our four core services; advocacy, information, education and support.

As the state's only Independent Living Center, we pride ourselves in being innovative leaders with the highest standards. We are committed to excellence and model what we want to see in society; inclusion for all through the elimination of attitudinal and physical barriers.

Your role as an attendant care worker is an important one. The work you do will have a direct, positive impact on someone's life. Be proud of the work you do and know that the team at Granite State Independent Living is here to support you and help you be successful.

This handbook is intended to serve as a guideline, describing the basic employment policies, practices and procedures. In addition, it outlines the conduct GSIL expects from you as an employee of our organization.

Please remember to follow all Medicaid rules and procedures, including those regarding proper recording of time worked and necessary signatures. It is only through compliance that we can assure that our consumers will continue to get the support they need to live independently. Again welcome and thank you for choosing GSIL as your employer.

Sincerely,

Clyde E. Terry  
Chief Executive Officer

## **Our Mission...**

*To promote quality of life with independence for people with disabilities and seniors through advocacy, information, education, support and transition services.*

## **Our Values...**

### ***At Granite State Independent Living, we believe...***

*...in the importance of mutual **Respect**.*

*... that everyone should have **Choices**.*

*... that everyone has the right to be **Empowered**.*

*... that everyone should be able to choose their own level of **Independence**.*

*... that everything we do must be done with **Integrity**.*

*... in **Collaboration**.*

## About our Handbook

This Employee Handbook contains information about the employment policies and practices of GSIL. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and GSIL. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. GSIL retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and GSIL. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

Except for the policy of at-will employment, which can only be changed by the CEO of Granite State Independent Living in a signed written contract, GSIL reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by the CEO of Granite State Independent Living. No oral statements or representations can change the provisions of this Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period.

Nothing in this Employee Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Employee Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

This Employee Handbook refers to current benefit plans maintained by GSIL. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

## At-Will Employment

**OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR GSIL MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF GSIL IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE CEO OF GSIL.**

## Code of Conduct Overview

*(These principles or standards are intended to apply to all employees, officers, directors, independent contractors, volunteers and entities representing or doing business for GSIL.)*

An organization's reputation for integrity is its most valuable asset and is determined by the conduct of its board members, officers, and employees, as well as agents, and attorneys. Each must manage his or her personal and business affairs in order to avoid situations that might lead to a conflict or even suspicion of a conflict between his or her self-interest and his or her duty to the organization and its customers. A person's position at Granite State Independent Living (GSIL) must never be used, directly or indirectly, for private benefit for himself or herself, a member of his or her family (i.e., related by blood or marriage), or any other person. Each member of the board, officer, and employee, as well as agents, and attorneys, must meet high standards of integrity and ethical conduct. This document does not address every potential issue. If you have a question concerning a specific proposed transaction, discuss it with any of the following: your supervisor, Human Resources, the Compliance Officer or the Chief Executive Officer (CEO).

At GSIL, we operate in accordance with all applicable laws, regulations, and standards. This Code of Conduct puts into writing standards that exist in various policies and procedures at GSIL and requires formal acknowledgment by all staff and board members.

We lead by example, collaborate, and inspire each other. While the GSIL Board of Directors and Executive Leadership have the ultimate responsibility for ensuring that GSIL operates at the highest ethical levels, all GSIL personnel agree to understand and comply with all aspects and principles of this Code of Conduct. We firmly believe that this understanding and commitment is at the heart of our work, so compliance is a condition of employment.

If something does not seem right, each of us has the ethical, and often legal, responsibility to seek guidance. ***If you are not sure about what to do in a particular situation; ask questions.*** As a valued staff member committed to honoring GSIL's standards, you need to understand your responsibility to:

- Communicate, perform, and document with honesty, integrity and with the highest ethical standards.
- Follow the principles set forth here, all organizational policies, as well as the laws and regulations under which GSIL operates.
- Ask questions if you are not sure about what is appropriate.
- Report or disclose any questionable situations promptly to the Compliance Officer, Human Resources or your supervisor. GSIL encourages you to report legal, regulatory, policy, safety and Code of Conduct violations without fear of retaliation or reprisal.

### **Providing Services:**

- GSIL is committed to delivering high quality services.
- GSIL respects each consumer's values and beliefs and encourage consumers to make and exercise their own choices.
- GSIL provides a statement of rights and responsibilities.
- GSIL is mindful of safety concerns.

### **Ethics & Boundaries:**

All officers, employees and agents of GSIL will demonstrate the highest ideals of honor and integrity to merit:

- Respect
- Trust
- Confidence of clients, consumers, public officials and the community

**Harassment:**

GSIL strives to provide a work environment that promotes equal opportunity and one free from illegal discriminatory practices.

Harassment of any form or by anyone based on the diverse characteristics or cultural backgrounds of those who work with us is not tolerated including:

- Degrading jokes
- Slurs
- Intimidation
- Other harassing conduct

**Drugs & Alcohol in the Workplace:**

- Workplace is free from the influence of alcohol or drugs in order to protect the health, safety and well-being of consumers and personnel.
- Personnel are expected to arrive for work and remain in a condition to carry out one's responsibilities.
- Legally prescribed drugs are permitted, subject to certain reasonable standards.
- Consumption of alcohol at GSIL sponsored events, where GSIL has authorized alcohol to be served, is allowed.

**False Claims or Information:**

- Personnel shall accurately record information submitted to or on behalf of GSIL.
- It is a federal and state crime to file false claims and/or reports with CMS or any other state or federal program and will be reported.
- Fraud is an intentional act of deception or misrepresentation committed for financial gain or other benefit

*Integrity is everyone's responsibility.  
The integrity of our organization begins with you!*

*(Please refer to GSIL's Code of Conduct document)*

## Professional Behavior Policy

It is the policy of GSIL that attendant care workers will behave in a professional and ethical manner. Activities, actions, statements or involvement in direct or indirect violation of the following will lead to disciplinary action, up to and including immediate termination of employment:

- Ask for or accept a gift from consumer and/or personal care representative.
- Ask a consumer and/or personal care representative to loan them money.
- Share their personal problems with a consumer and/or personal care representative.
- Bring their family, friends or pets to work.
- Engage in sexual activity with a consumer.
- Making use of corporal punishment or subjecting consumers to any unnecessary physical force.
- Endangering the well-being of a consumer through intent or neglect.
- Using unwanted, deliberate, repeated, unsolicited profanity, swearing, or vulgar, insulting, abusive or crude language.
- Falsifying events, statements, incident reports or documents.

This is not an inclusive list, nor is it listed in any particular order of severity. GSIL may, in its discretion, recognize other infractions that interfere with a healthy and safe work environment which may also result in disciplinary action.

\*Note: if an employee has a filing of abuse, neglect, or the like through the State of NH or any other state it is at the discretion of GSIL that the employee may be suspended with or without pay during the investigation and could lead termination depending on the outcome of investigation.

## What is Independent Living?

Essentially, independent living is living just like everyone else. It is having opportunities to make decisions that affect one's life. It is the ability to pursue activities of one's own choosing – limited only in the same ways that people without disabilities are limited.

Independent living has to do with self-determination. It is having the right and opportunity to pursue a course of action of one's choosing.

## What is Granite State Independent Living (GSIL)?

Founded in 1980, Granite State Independent Living (GSIL) is a statewide, non-profit, service and advocacy organization that provides tools for living life on an individual's own terms – so they can navigate their own life and participate as fully as they choose in their community, just like everyone else. GSIL's main business office is in Concord, New Hampshire.

Our mission is to promote life with independence for people with disabilities and those experiencing the natural process of aging through our four core services of Advocacy, Information and Referral, Independent Living (IL) Skills Training, and Peer Support.

GSIL is guided by the principle of consumer control and has empowered thousands of people with disabilities to live their lives as they choose, believing that the person with the disability is in the best position to make the decisions which affect their life.

To learn more about GSIL visit our website at [www.gsil.org](http://www.gsil.org).

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# GENERAL EMPLOYMENT POLICIES AND PRACTICES



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## **Equal Employment Opportunity**

GSIL is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis ["protected class"] including, but not limited to: race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, physical or mental disability, age (40 and over), veteran status, genetic information or any other protected class under federal, state, or local law.

In addition to the federal classes listed above, the following are also protected classes in the state of New Hampshire: marital status (including civil union status) and sexual orientation.

You may discuss equal employment opportunity related questions with the Human Resources department or any other designated member of management.

## **Americans with Disabilities Act (ADA)**

GSIL is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify Human Resources of the need for accommodation. Upon doing so, HR may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. GSIL will not seek genetic information in connection with requests for accommodation. All medical information received by GSIL in connection with a request for accommodation will be treated as confidential.

## **Reasonable Accommodations**

GSIL is committed to fully complying with the Americans with Disabilities Act (ADA) and the ADA Amendment Act (ADAAA) to ensure equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Reasonable accommodation will be considered for all employees with disabilities, where their disability affects the performance of essential job functions. All employment decisions are based on the merits of the situation, not the disability of the individual.

GSIL does not discriminate against any employee or applicant because they are related to or associated with a person with a disability. GSIL will follow any state or local law that provides individuals with disabilities greater protection than the Federal ADA or the ADAAA.

This policy is neither exhaustive nor exclusive. GSIL is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

An employee requesting an accommodation must complete a Reasonable Accommodation Request form which is posted on the Intranet or available through Human Resources and submit it to their supervisor.

## **Health Insurance Portability and Accountability Act (HIPAA)**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) rules create a framework to protect the medical privacy of patients and health plan members. In general, HIPAA privacy regulations allow covered organizations to share information for the purposes of treatment, payment and health care operations.

Granite State Independent Living has adopted a policy that protects the privacy and confidentiality of protected health information (PHI) whenever it is used by company representatives. The private and confidential use of such information will be the responsibility of all individuals with job duties requiring access to PHI in the course of their jobs.

PHI refers to individually identifiable health information received by the organization that relates to the past or present health of an individual or to payment of health care claims. PHI information includes medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability.

The company has designated a compliance officer, and any questions or issues regarding PHI should be presented to the compliance officer for resolution.

Personnel records and disclosures of PHI will be maintained for a period of six years as required by federal law, unless a state law requires a longer retention period. Records that have been maintained for the maximum interval will be destroyed in a manner to ensure that such data are not compromised in the future in accordance with the company record destruction policy.

## **Sexual Harassment**

Any type of sexual harassment is against company policy and may be unlawful.

We firmly prohibit sexual harassment of any employee by another employee, supervisor or third party. Harassment of third parties by our employees is also prohibited. The purpose of this policy is not to regulate the morality of employees. It is to ensure that in the workplace, no employee is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it may include: unwelcome sexual advances, requests for sexual favors, and/or verbal or physical conduct of a sexual nature including, but not limited to, sexually-related drawings, pictures, jokes, teasing, e-mails, text messages, uninvited touching or other sexually-related comments. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures.

Sexual harassment of an employee will not be tolerated. Violations of this policy may result in disciplinary action, up to and including discharge. There will be no adverse action taken against employees who report violations of this policy in good faith or participate in the investigation of such violations.

Any employee who believes that (s)he is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated as confidentially as possible.

Any employee who believes that (s)he has been harassed or has been retaliated against for complaining of sexual harassment should report the situation immediately to: Vice President of Human Resources at (603) 610-6506 and located at 21 Chenell Drive, Concord, NH 03301, or you may report it to any member of management. If an employee makes a report to any of these contacts and the coordinator either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee should report the situation to the Chief Executive Officer (CEO) or the Chief Operations Officer (COO) also located at the above office in Concord.

1. GSIL will investigate every reported incident immediately. Any employee, supervisor or agent of GSIL who has been found to have violated this policy may be subject to appropriate disciplinary action, up to and including immediate discharge. GSIL will conduct all investigations in a discreet manner.
2. GSIL recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all employees will continue to act responsibly.

3. The reporting employee and any employee participating in any investigation under this policy have GSIL's assurance that no reprisals will be taken as a result of a sexual harassment complaint. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior.

GSIL will investigate all such reports as confidentially as possible. Adverse action will not be taken against an employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted and may result in disciplinary action, up to and including termination.

## **Workplace Harassment**

We prohibit harassment of one employee by another employee, supervisor or third party for any reason based on a "protected class" including but not limited to: race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, physical or mental disability, age (40 and over), veteran status, genetic information or any other protected class under federal, state, or local law.

In addition to the federal classes listed above, the following are also protected classes in the state of New Hampshire: marital status (including civil union status) and sexual orientation.

The purpose of this policy is not to regulate the personal morality of employees. It is to ensure that in the workplace, no employee harasses another for any reason or in any manner. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, internet use or history, text messages, pictures, images, writings, words or gestures.

While it is not easy to define precisely what harassment is, it includes: slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes and teasing.

Any employee who believes that (s)he has been harassed or has been retaliated against for complaining of sexual harassment should report the situation immediately to: Vice President of Human Resources at (603) 610-6506 and located at 21 Chenell Drive, Concord, NH 03301, or you may report it to any member of management. If an employee makes a report to any of these contacts and the coordinator either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee should report the situation to the Chief Executive Officer (CEO) or the Chief Operations Officer (COO) also located at the above office in Concord.

GSIL will investigate all such reports as confidentially as possible. Adverse action will not be taken against an employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted and may result in disciplinary action, up to and including termination.

## **Immigration Reform and Control Act**

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, our company is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company.

## **New Employee Orientation**

Upon joining our company, you were given a copy of this Policy and Procedure Handbook. After reviewing this Handbook please sign the receipt page and return it to Human Resources.

If you lose your Employee Handbook or if it becomes damaged in any way, please notify HR as soon as possible to obtain a replacement copy.

## **Human Resources Department**

The Human Resources department acts as an information center for both employees and management. This department plays an important part in formulating and interpreting company policy and offers help with a variety of problems and matters that concern employees and management. Human Resources staff members are available to discuss subjects such as recruitment, employment, benefits, employee records, safety and disciplinary problems.

The Human Resources department is available Monday through Friday, 8:00 a.m. to 5:00 p.m.

You are encouraged to contribute suggestions or questions so the staff may be more responsive to your needs.

## **Open Door Policy**

GSIL has an open door policy and takes employee concerns and problems seriously. The company values each employee and strives to provide a positive work experience. We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to your coordinator so that the problem can be settled by examination and discussion of the facts. We hope that your coordinator is able to satisfactorily resolve most matters.

If you still have questions after meeting with your coordinator or if you would like further clarification on the matter, request a meeting with the dept. Vice President. (S)he will review the issues and meet with you to discuss possible solutions.

Finally, if you still believe that your problem has not been fairly or fully addressed, request a meeting with the HR Dept. or the CEO.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with your coordinator or the next level of management, discuss your concern with any other member of management with whom you feel comfortable.

## **Recruitment and Hiring**

The Company's primary goal when recruiting new employees is to fill vacancies with persons who have the best available skills, abilities or experience needed to perform the work. Decisions regarding the recruitment, selection and placement of employees are made on the basis of job-related criteria.

When positions become available, qualified current employees are encouraged and are welcome to apply for the position. As openings occur, notices relating general information about the position are posted. The coordinator of the department with the opening will arrange interviews with employees who apply.

We encourage current employees to recruit new talent for our Company.

## Categories of Employment

PER-DIEM (VARIABLE HOUR) EMPLOYEES work on an as-needed basis with a flexible schedule and are not eligible for most benefits.

SEASONAL & TEMPORARY EMPLOYEES are hired to work on a part-time basis during a particular time of the year, when extra help is needed, or to cover for absent employees, and are not eligible for any benefits.

NON-EXEMPT EMPLOYEES are entitled to overtime pay as required by applicable federal and state law.

## Anniversary Date

The first day you report to work will be recorded in company records as your anniversary date. This date may be used to calculate many different company benefits. If you have any questions regarding your anniversary date, please contact Human Resources.

## Certification, Licensing and/or Other Requirements

You will be informed by your coordinator or your job description may indicate, if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for discharge.

## Employee Conduct

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

Failure to do so may lead to corrective action up to and including termination of employment.

**Note: If an employee has a filing of abuse, neglect, or the like through the State of NH, or any other state, it is at the discretion of GSIL that the employee may be suspended, with or without pay, during the investigation and could lead to termination depending upon the outcome of the investigation.**

## Ethics and Boundaries

It is expected that all officers, employees and agents of Granite State Independent Living (GSIL) will demonstrate the highest ideals of honor and integrity in all public and professional relationships to merit the respect, trust and confidence of consumers, customers, public officials and the community.

- Not condoning or being a party to any illegal or improper activity.
- Not discriminating on the basis of race, religion, creed, age, gender, genetic makeup, marital status, national origin, physical or mental disability or any other reason.

- Not accepting fees, gifts or other valuable items of any kind for personal gain in the course of performing the duties and responsibilities of one's position or office.
- Not directly, or indirectly, seeking or accepting personal gain which would influence or appear to influence the conduct of one's duties.
- Not using GSIL property or resources for personal gain.

GSIL may, at its discretion, recognize other codes of conduct that it deems appropriate. Violations will result in disciplinary action up to and including immediate separation of employment. Depending on the nature of the infraction, if deemed appropriate in addition to disciplinary action, civil and/or criminal penalties may be sought.

## **Confidentiality**

GSIL intends that all employees be mindful of confidentiality in all their interactions and at all times during the course of their employment. This includes personal information about consumers and staff as well as information that can be considered private business information. Employees shall not discuss confidential information in public places nor leave sensitive information unattended.

Integral to Granite State Independent Living's business success is the protection of confidential, proprietary organizational information, as well as nonpublic information entrusted to us by employees, consumers and other business partners. Confidential and proprietary information includes such things as pricing and financial data, customer names/addresses, confidential product/service information, data on decisions, plans, strategies, or any other information which might be contrary to the interest of the organization or nonpublic information about other companies, including current or potential supplier and vendors.

Disclosure of any form of confidential or proprietary information, such as listed above, without proper authorization, is strictly prohibited and will subject an employee to disciplinary action up to and including immediate discharge.

All employees will adhere to HIPAA regulations in regards to the sharing of any personal medical information concerning consumers and staff and in accordance with signed "Business Associate Agreements" for external entities. When sending or receiving sensitive information via electronic media, employees are to notify intended recipients immediately prior to transmission and to physically stand by to receive known communications being sent.

GSIL will not disseminate personal or contact information including photographs about consumers or staff without prior individual consent. However, GSIL management will have access to employee phone numbers for emergency notifications. GSIL will not provide, sell or otherwise publish mailing list. GSIL will comply with the federal Fair Credit Reporting Act's requirements regarding disclosure and consent requirements and the destruction of personal information.

Violations of this policy are subject to disciplinary action, up to and including termination of employment.

All provisions of this policy shall remain in place and effect upon either voluntary or involuntary separation of employment with GSIL. Upon resignation/separation the employee shall deliver all records, notes, data, property, memoranda, models and equipment of any nature that are the property of, or related to, GSIL.

## **Gift and Honorarium Acceptance**

Employees shall not solicit or accept any gift, loan, gratuity or any item in excess of nominal monetary value for personal benefit, directly or indirectly, from any person or organization, whether currently conducting or seeking to conduct business with GSIL. Honorariums such as gift cards or pens typically given for participation on panels and plaques /certificates of appreciation are permitted. Meals and attendance at general consumer-appreciation events of nominal and of reasonable value are acceptable. Individuals or organizations wishing to make a donation to GSIL should be referred to the Development Director.

## Conflict of Interest – Outside Employment and Community Involvement

In general, GSIL expects our employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of GSIL. Business dealings that may create a conflict between the interests of GSIL and an employee are unacceptable. GSIL recognizes the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the employee must disclose any possible conflicts so that GSIL may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of GSIL's business dealings.

**Outside employment:** While GSIL does not prohibit employees from having a second job, secondary employment must not affect the employee's work hours, interfere or conflict with the employee's regular duties, raise any ethics concerns, or necessitate long hours that may impact the employee's working effectiveness. Employees who are contemplating secondary employment should notify their supervisor. The supervisor may request consultation with appropriate senior management if there is concern about possible conflict of interest. You may not work for competitors nor may you take an ownership position with a competitor unless approved in writing by the CEO. Employees may not conduct outside work or use company property, equipment or facilities in connection with outside work while on company time.

**Participation in Community Activities:** GSIL intends to be a good civic business partner and encourages employees to become active in community activities and to serve on committees as time allows. Employees should request supervisory/management permission if serving on particular committees will require time away from work. GSIL will attempt to accommodate the request and will consider the relevance of the activity to GSIL. Should time conflicts occur, GSIL business has priority.

## False Claims Act

The Federal False Claims Act states that it is a violation of Federal law for any person to knowingly present, or cause to be presented, to the Federal Government, a false or fraudulent claim for payment or approval or who knowingly makes or causes to be made a false record in order to get a false claim paid by the Federal Government. A violation of the FFCA can result in a civil penalty of not less than \$5,500 and not more than \$11,000, plus 3 times the amount of damages sustained by the Federal Government. The False Claims Act applies to claims submitted by healthcare providers to Medicare or Medicaid.

The policy of GSIL is to require all employees to report all known or suspected violations of the Federal False Claims Act or the New Hampshire False Claims Act (collectively referred to as "FCA"). A person violates FCA by knowingly submitting, or causing another to submit false claims for payment of government funds.

Examples of violations of a FCA are:

- submission of a claim to Medicare for payment for services not rendered, or
- **falsifying of timesheets** or any document in connection with a claim for reimbursement from a government agency, such as Medicaid.

The New Hampshire False Claims Act also has a whistleblower provision. Like the federal False Claims Act, the New Hampshire law includes provisions to prevent employers from retaliating against employees who report their employer's false claims. It is also the policy of GSIL that persons reporting such suspected violations (sometimes referred to as "whistleblowers") will not be retaliated against for making such reports in good faith.

## Reporting Concerns Regarding Fraud, Abuse and False Claims

GSIL takes issues regarding false claims, fraud and abuse very seriously. GSIL encourages all employees, management, and contractors to be aware of the laws regarding fraud, abuse and false claims and to identify and resolve any issues immediately. Issues are resolved fastest and most effectively when given prompt attention at the local level. GSIL, therefore, encourages its employees, managers, and contractors to report concerns to their immediate supervisor when appropriate. If the supervisor is not deemed to be the appropriate contact or if the supervisor fails to respond or does not respond in a manner the employee

deems satisfactory or consistent with this policy, then the employee is required to report the situation to the Vice President of Human Resources, Director of Compliance, or the CEO at 603-228-9680.

GSIL will investigate all such reports as confidentially as possible. Adverse action will not be taken against an employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted and may result in disciplinary action, up to and including termination.

## **Whistleblower Policy**

The whistleblower policy is intended to provide a mechanism for the reporting of illegal activity or the misuse of GSIL assets while protecting the employees who make such reports from retaliation.

### **Questionable Conduct**

This policy is designed to address situations in which an employee suspects another employee has engaged in illegal acts or questionable conduct involving GSIL's assets. This conduct might include outright theft (of equipment or cash), fraudulent expense reports, misstatements of any accounts to any coordinator or to GSIL's auditors, or even an employee's conflict of interest that results in financial harm to GSIL. GSIL encourages staff to report such questionable conduct and has established a system that allows them to do so anonymously.

Fraud is defined as an intentional act of deception or misrepresentation committed for financial gain or other benefit. By example, these acts require an element of intentional wrongdoing or deception:

- Forging or altering any document so that the information presented is false.
- Forging or altering any financial document so that the resulting payments or debts are credited or charged to the wrong person.
- Seeking or receiving payment from any other person in exchange for making a decision which favors that person.
- Destroying records, furniture, equipment, information, or other assets which are known to belong to GSIL without authorization.
- Intentionally taking any action which results in a benefit to which the recipient is not lawfully entitled.
- Taking steps intended to hinder the detection of any of the above activities.

### **Making a Report**

If an employee suspects illegal conduct or conduct involving misuse of GSIL assets or in violation of the law, he or she may report it, anonymously if the employee wishes, and will be protected against any form of harassment, intimidation, discrimination, or retaliation for making such a report in good faith.

Employees can make a report to any of the following GSIL executives at any time: CEO, COO or Vice President of Human Resources. GSIL will promptly conduct an investigation into matters reported, keeping the informant's identity as confidential as possible consistent with our obligation to conduct a full and fair investigation.

Alternatively, employees can make a report by calling either the board chair or the chair of the Finance committee. Their names and phone numbers are posted on GSIL's intranet.

### **No Retaliation**

An employee who has made a report of suspicious conduct and who subsequently believes he or she has been subjected to retaliation of any kind by any GSIL employee is directed to immediately report it to the CEO, COO or the Vice President of Human Resources.

Reports of retaliation will be investigated promptly in a manner intended to protect confidentiality as much as practicable, consistent with a full and fair investigation. The party conducting the investigation will notify the employee of the results of the investigation unless circumstances require that such disclosure would violate state or federal law.

GSIL strongly disapproves of and will not tolerate any form of retaliation against employees who report concerns in good faith regarding GSIL's operations. Any employee who engages in such retaliation will be subject to discipline up to and including termination of employment.

## IN THE WORKPLACE

A fair, collaborative, inclusive and respectful workplace is a vital prerequisite to GSIL achieving its mission and goals to promote life with independence for people with disabilities and seniors through advocacy, information, education, support and transition services.

GSIL embraces the concept of a respectful workplace as a core value and is committed to promoting an environment where employees respect each other regardless of their roles, levels of responsibility or the nature or extent of their contributions.

Successful job performance depends on an array of factors including a clear and full understanding of and commitment to workplace expectations and guidelines.



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## **Alcohol and Drug Free Workplace**

The use, sale or possession of an illegal or controlled substance is cause for separation from employment. If an employee is found to have engaged in the illegal use or distribution of a controlled substance on GSIL premises, the employee will be terminated immediately, and GSIL will turn all illegal substances over to the appropriate law enforcement agency and cooperate fully with authorities during any subsequent criminal investigation and/or prosecution.

No person, other than the one for whom it is prescribed, may bring any prescription drug on GSIL premises. Such drugs may be used only in the manner, combination and quantity prescribed.

Employees are required to promptly report to Human Resources any use of prescribed medication or over-the-counter medication that may affect the employee's judgment, performance or behavior. All medical information will be kept confidential as required by law. An employee may be required to provide a doctor's statement regarding the effect, if any, of the medication on his/her ability to perform the functions of their job.

Any employee who commits an unlawful act on or off GSIL premises or whose conduct discredits GSIL in any way will be subject to discipline that may include separation from employment.

Employees are required to cooperate in personal and/or facility searches and/or drug testing when GSIL has reason to believe that drugs or alcohol are present, performance is impaired or behavior is erratic. Refusing to cooperate with these procedures may result in disciplinary action up to and including immediate termination of employment.

Under the Drug-Free Workplace Act of 1988, employees must notify GSIL of any criminal conviction for drug-related offense within five (5) days of conviction.

## **Smoking**

In order to provide a safe and comfortable working environment for all employees, smoking is strictly prohibited at all times inside any GSIL building or property as well as any consumer home/vehicle.

"GSIL property" is defined as all GSIL-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under GSIL ownership or control. This policy applies to all GSIL owned or leased vehicles and all vehicles that come onto GSIL property.

Please be courteous and do not dispose of any smoking materials in or on the property of our neighbors or consumers.

## **Children in the Workplace**

GSIL values family and strives to be supportive of parental responsibilities through our various leave and insurance policies. However, prudent risk management and courtesy to others working in the building warrants us to discourage employees from bringing children into the work place, including consumer residences and transportation vehicles.

## Dispute / Conflict Resolution

It is GSIL's intent that conflicts, disputes and problems be resolved promptly with direct and open communication and that satisfaction is achieved by the parties involved to the extent possible. In any business organization where people must work together toward a common goal, problems and issues will occur. Problems may arise where an employee feels that he or she has not been treated fairly or believes that a mistake has been made regarding the administration of policies.

If there is any aspect of your job that concerns you it is expected that an open and direct conversation about it will occur. Discuss the problem frankly with your supervisor who will try to assist you with a resolution. Listed below are steps to issue resolution. It is your choice to ask that the dispute/conflict continue to next level of management or HR. To the extent possible, all complaints, regardless of their nature, will be kept confidential. However, disclosure is sometimes required in order to resolve a problem, or because the law requires it. Retaliation against an employee who has filed a complaint will not be permitted or tolerated.

Complaint procedure for conflict resolution:

- Speak with the person involved or present the situation to your supervisor.
- If dissatisfied with the outcome of the direct communication, or you do not wish to discuss the matter with your supervisor, you may take the problem to the next level of management or to HR to resolve.
- If you disagree with the coordinator response you may request a review by Human Resources.
- If the problem still has not been resolved you may request a review by the CEO or COO.
- Last step to resolution is to submit a written request for review by the Chairperson of the GSIL Board of Directors.

## Disciplinary Action

The company reserves the right to discipline and/or terminate any employee who violates company policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business;
- Unauthorized use of company property, equipment, devices or assets;
- Damage, destruction or theft of company property, equipment, devices or assets;
- Removing company property without prior authorization or disseminating company information without authorization;
- Falsification, misrepresentation or omission of information, documents or records;
- Lying;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary company information without permission;
- Illegal or violent activity;
- Falsifying injury reports or reasons for leave;
- Possessing unauthorized weapons on premises;
- Disregard for safety and security procedures;
- Disparaging or disrespecting supervisors and/or co-workers; and

- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. GSIL reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by GSIL at its sole discretion as it deems appropriate.

## **Weather Related Emergencies**

Every effort will be made to ensure consumer services continue during inclement weather. GSIL reserves the right to decide if and/or when its office(s) and or home visits cannot be made to consumers. Employees will be contacted during such emergencies. The guiding principle is always employee and consumer safety.

## **Dress Code**

GSIL intends that all employees represent GSIL in a professional manner at all times, including professional appearance. All employees are expected to be well groomed and to wear clothing and closed-toe footwear that is neat, clean and in good repair and appropriate to the work performed. Clothing should be discreet and properly fitted.

**Note:** For your safety and the safety of our consumers dangling jewelry and acrylic nails are not permitted.

GSIL consumers may have allergic reactions to chemical scents and therefore we request that minimal use of strong smelling substances, such as perfumes or lotions.

Management has the discretion to require the employee to change their attire. Continual disregard of acceptable attire may result in disciplinary action up to and including separation.

## **ID Badges**

As a way to formally associate employees with GSIL while on company business, GSIL has adopted a policy for employee identification (ID) badges. This policy encourages all employees to have GSIL-issued photo IDs on their person at all times while in any GSIL facility or while conducting GSIL-related business.

The ID badges are only valid for GSIL related business and should not be used for any other purpose. If an employee loses their ID badge or has a change in status you must notify the Human Resources Department in order to receive a new badge.

If an employee separates his/her employment with the GSIL, the employee is required to return his/her ID-badge directly to their coordinator or to the Human Resources Department prior to the employee's final day of work.

## **Mandatory Training**

GSIL may require annual mandatory training for employees. It is the employee's responsibility to attend such trainings. GSIL will provide access to these trainings either in-house, off-site or online, however, it is your responsibility to complete the training.

## **Personnel Records**

A confidential file is established for each employee and contains pertinent personnel data: resumes and notes of previous experience, periodic performance reports, and evaluation of current job performance, as well as other records pertinent to salaries, promotions, and employee work history. The HR department maintains all personnel records.

- An employee may request access to his/her personnel file through a request to the Human Resources Dept.
- Personnel files will not be released to any source outside of GSIL unless GSIL receives a properly documented release form signed by the employee or past employee.
- The HR department has the responsibility to ensure records are retained in accordance with state and federal regulations and that all archived records are securely stored in the storage facility so that access is restricted.
- Reference checks: The Human Resources department of GSIL does not give employee references. The only information provided is date of employment and position.

It is important that personnel files accurately reflect each employee's personal information. Employees are expected to inform the company of any change in name, address, home phone number, home address, marital status, number of dependents or emergency contact information.

GSIL retains all employee medical information in separate confidential files. Employees have the right to access their medical files as a part of their personnel records in accordance with RSA 275:56.

## **Pets and Service Animals**

At no time are employees to bring their pets into consumer's homes while on GSIL business. Employees are expected to follow proper etiquette when interacting with service animals and their owners. Failure to adhere to this policy may result in disciplinary action.

### **Service Animal Etiquette**

Remember these animals are working. Do not do anything to interrupt the service animal while it is performing its tasks.

### **Interacting with People with Service Animals**

- Speak to the person first. Do not distract the service animal.
- Do not touch the service animal without asking for, and receiving permission.
- Do not offer food to the service animal without permission.
- Do not be offended if the handler does not wish to chat about their service animal.
- Do not ask personal questions about the handler's disability.
- If you are afraid of the animal, you may ask the owner to have the service animal lie down if it does not interfere with its work.

### **Employee Allergies and/or Fear of Animals in the Workplace**

Should an employee be allergic to or have fear of another employee's or a guest's service animal, GSIL will make every effort to accommodate the needs of both parties. The employee should discuss this with their coordinator /or Human Resources.

## Phone Use While at Work

In order to maintain consumer safety, GSIL strictly prohibits the use of cell phones or a consumer's phone for personal phone calls and/or text messages.

Personal phone calls and/or texts should be conducted outside of work hours. If a personal phone call/text must be made, it should be conducted during your break time only. EMERGENCY phone calls may be placed or received when necessary.

Use of cell phones that interferes with the safety and provision of care may be grounds for separation.

GSIL will not be liable for the loss of personal cellular phones brought into a consumer's home. Further, it is the responsibility of each employee to ensure any usage does not compromise GSIL's proprietary or sensitive information, nor the confidentiality of consumers or employee, including taking unauthorized photos.

Use of phones while driving is distracting and poses a safety hazard. It is expected that GSIL employees will not use phones while driving on company business.

It is the responsibility of each employee to abide by this policy. Employees found by GSIL to be in violation of this policy are subject to GSIL disciplinary measures up to and including separation from employment.

## Consumer Emergencies/Issues with Contact

Consumer emergencies require the care provider to take appropriate action. Situations such as consumer falls or injuries, difficulty breathing, chest pains, signs of distress, the employee should call 911. Make the consumer comfortable until assistance arrives. Do not move them unless they are in danger. **Report the incident immediately to the Home Care Administrator/Coordinator of Care.**

### Inability to Access the Consumers Premises

In the event the consumer does not respond to the doorbell or a knock on the door, attempt access to the home. If the door is unlocked, enter and call out their name to determine if an emergency has occurred. If they are not home, please leave immediately. If the door is locked, see if you can view the consumer. If you view a cause to suspect an emergency, call 911. **In both cases immediately contact the Home Care Administrator/Coordinator of Care.**

## Social Networking Policy

Granite State Independent Living "GSIL" takes no position on your decision to participate in social networking activities. However, it is the right and duty of the company to protect itself from unauthorized disclosure of information. GSIL's social networking policy includes rules and guidelines for company-authorized social networking and personal social networking and applies to all staff.

### General Provisions

Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with GSIL.

Unless specifically instructed, employees are not authorized and therefore restricted to speak on behalf of GSIL. Employees may not publicly discuss consumers, employees or any work-related matters, whether confidential or not, outside company-authorized communications. Employees are expected to protect the privacy of GSIL and its employees and consumers and are prohibited from disclosing personal employee and non-employee information and any other proprietary and non-public information to which employees have access. Such information includes but is not limited to consumer information.

### **Discipline for Violations**

GSIL investigates and responds to *all* reports of violations of the social networking policy and other related policies. Violation of the company's social networking policy will result in disciplinary action up to and including immediate separation. Discipline or separation will be determined based on the nature and factors of any blog or social networking post. GSIL reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

### **Professional Licenses and Certifications**

It is the responsibility of each employee to maintain their professional license or certification. Certain licenses, certifications and/or insurances are conditions of employment for various positions at GSIL. Such requirements are made known at time of hire and reinforced by coordinators as requirements may change. Failure to adhere to these requirements will subject an employee to disciplinary action up to and including termination of employment.

### **Attendance and Punctuality**

Attendance and punctuality are important factors for your success within our company. We work as a team and this requires that each person be in the right place at the right time.

Personal issues requiring time away from your work, such as doctor's appointments or other matters, should be scheduled during your non-working hours if possible.

If you are going to be late for work or absent, you must call your supervisor as far in advance as is feasible under the circumstances, but at least 2 hours prior to the beginning of your shift. Absences of three days or more for illness may require a medical note to return to work. If you are absent for three days without notifying the company, it is assumed that you have voluntarily abandoned your position with the company and your employment will be terminated.

### **Meal Periods & Breaks**

Employees are encouraged to take an unpaid meal period of at least thirty (30) minutes during an uninterrupted work period of five (5) or more hours.

### **Hours Worked**

- All Attendant Care Workers are considered to be per diem, hourly employees.
- Attendant Care Workers **may not work more than 40 hours per week; unless authorized by the Home Care Administrator or your coordinator due to on call hours and/or consumer need.**
- Each consumer is eligible for a specific number of hours through GSIL. Each week the hours worked are recorded on a time sheet and must not exceed the number of hours allowed on the consumer's plan of care.
- GSIL is not responsible for payment of hours that a consumer may have with another agency.
- No paid leave time is earned (i.e., vacation, sick, personal, etc.).
- Time worked on weekends or holidays is paid at the regular rate of pay.
- A weekly, on call rotation is required for in case of employee call out/lack of staff in order to cover consumer needs. Every effort will be made to modify schedules to prevent employees from exceeding 40 hours worked per week.

## **Overtime**

From time to time, in order to accommodate business needs, GSIL may require employees to work extra hours. Whenever possible, a reasonable effort will be made to provide advance notice to allow employees to make arrangements as necessary. Only non-exempt employees qualify for overtime pay. Employees who work overtime hours will be paid in accordance with State and Federal laws. Payment will be made to non-exempt personnel for time worked in excess of forty (40) hours in one week at a rate of time and one half the average base rate of pay. Calculation and payment of overtime is based on hours worked, and does not include hours paid but not worked such as holidays, earned time, etc. Overtime is defined as hours actually worked by an hourly or non-exempt employee in excess of 40 hours in a workweek. Overtime must be approved in advance by the coordinator to whom the employee reports.

## **Workers' Compensation**

GSIL provides workers' compensation insurance, as required by law. Approved workers' compensation insurance claims cover payment of medical treatment provided for that incident and work time lost in accordance with the insurance policy and NH law.

Employees must report any work-related injury or illness within 24 hours to Human Resources. HR will follow up with the employee regarding care and any lost work time. The employee is expected to comply with recommended treatment and to keep contact with GSIL with regard to ability to return to work. GSIL will attempt to accommodate light duty restrictions to the extent possible.

Employees should comply with recommended procedures.

## **If You Must Leave Us**

It is requested that employees give at least two (2) weeks' notice of resignation. GSIL reserves the right to prohibit the employee from working the notice period. Upon separation, GSIL will pay any wages earned but not yet paid in accordance with state and federal law. Benefits will cease in accordance with plan documents. Items belonging to GSIL should be returned to your supervisor or HR prior to your last day of work.

## **Reinstatement after a Break-In-Service**

On occasion, employees are re-hired who have previously been employed by GSIL. In such situations, GSIL adjusts employees' service dates and gives them credit for previous service if the break in service is less than 12 months. For employees who have worked for GSIL in the past, left the organization and returned within 12 months, their total prior service is used to establish their Adjusted Service Date. Employees will be required to verify all pertinent information for accuracy.

## **Contact with the Media**

All media inquiries regarding the company and its operations should be referred to the CEO or COO. Only the CEO and/or the COO are authorized to make or approve public statements on behalf of the company. No employees, unless specifically designated by the CEO or COO, are authorized to make statements on behalf of or as a representative of the company.

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## TIME AWAY FROM WORK

GSIL provides time away from work to eligible employees for a variety of reasons — personal, family and other outside needs and obligations. At the same time, it is necessary to place reasonable limits on time away from work to ensure that each staff member's job responsibilities are properly carried out, and that all employees are treated fairly and consistently in dealing with time away from our organization.

Time away from work must be approved and recorded in a manner that protects the interests of both GSIL and its employees.



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## **Jury Duty**

Employees summoned for jury duty are granted an unpaid leave in order to serve.

Make arrangements with your coordinator as soon as you receive your summons.

When permitted by state law, we expect you to return to your job if you are excused from jury duty during your regular working hours.

## **Military Leave**

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, unless state law dictates otherwise.

Military orders should be presented to your coordinator and arrangements for leave made as early as possible before departure. Employees are required to give advance notice of their service obligations to the company unless military necessity makes this impossible. You must notify your coordinator of your intent to return to employment based on requirements of the law.

Additional information regarding military leaves may be obtained from Human Resources.

## **Veterans Day Leave**

Employees who are honorably discharged veterans from the United States armed forces shall be permitted to take unpaid leave if their regular schedule requires them to work during the 24 hours comprising Veterans' Day. Employees must make arrangements with their coordinator in advance and in accordance with the company's leave policy.

## **Disaster and Emergency Services Leave**

During an officially declared state of emergency, employees who serve as members of a fire department, a rescue squad, or emergency service agency and who are called to service are entitled to an unpaid leave unless the employee is essential to the company's own emergency or disaster relief activities. Employees utilizing this leave shall provide written notice to the company.

## **Witness Leave**

Employees are given the necessary time off without pay to attend, participate in or prepare for a court proceeding in accordance with state law. We ask that you notify your coordinator of the need to take witness leave as far in advance as is possible.

## **Victims of Crime Leave**

The company will grant reasonable and necessary leave from work, without pay, to employees who are victims of a crime to attend court or other legal investigative proceedings associated with the prosecution of the crime. Affected employees must give the company reasonable notice that leave under this policy is required. This leave will be unpaid.

An employee requesting leave under this policy must provide GSIL with a copy of the notice of each scheduled hearing, conference, or meeting that is provided to the employee by the court or agency responsible for providing notice to the employee.

## **Federal Family and Medical Leave Act (FMLA)**

The Family and Medical Leave Act ("FMLA") provides eligible employees the opportunity to take unpaid job-protected leave for certain specific reasons. The maximum amount of leave an employee may use is either 12 or 26 weeks within a 12-month period depending on the reasons for the leave.

### **Employee Eligibility**

To be eligible for FMLA leave, you must:

- have worked at least 12 months for the company in the preceding seven years (limited exception apply to the seven-year requirement);
- have worked at least 1,250 hours for the company over the preceding 12 months;
- and**
- currently work at a location where there are at least 50 employees within 75 miles.

### **Conditions Triggering Leave**

FMLA leave may be taken for the following reasons:

- birth of a child, or to care for a newly-born child (up to 12 weeks);
- placement of a child with the employee for adoption or foster care (up to 12 weeks);
- to care for an immediate family member (employee's spouse, child, or parent) with a serious health condition (up to 12 weeks);
- because of the employee's serious health condition that makes the employee unable to perform the employee's job (up to 12 weeks);
- to care for a covered service member with a serious injury or illness related to certain types of military service (up to 26 weeks) (see Military-Related FMLA Leave for more details);
- or**
- to handle certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on duty under a call or order to active duty in the Uniformed Services (up to 12 weeks) (see Military-Related FMLA Leave for more details).

Contact Human Resources for additional information.

## **New Hampshire Pregnancy Disability Leave**

Employers with at least six employees must allow eligible employees to take time off work if they have a disability relating to pregnancy, childbirth, or related conditions. Employees are entitled to be restored to the same or a comparable position when they are able to return to work, unless business necessity makes this impossible or unreasonable.

The required leave is for the period of disability only, not for the purposes of childcare and bonding.

## EMPLOYEE BENEFITS

GSIL recognizes that employees are our key resource and primary asset. Employee benefits come in many forms and are an important part of the overall compensation package offered to employees.

We will summarize our current benefit offerings in this handbook, however, should you have specific questions, please refer to the actual plan documents and summary plan descriptions, as those documents are controlling.

GSIL reserves the right, in its discretion, to change the nature of the benefits offered to employees, or to change insurance carriers, deductibles, premiums, or other features of any benefit. In addition, GSIL may decide to discontinue one or more benefits. Covered employees will be notified of such changes or discontinuations.



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# Health Insurance

## Medical Insurance

### Eligibility:

Part-time and Per-Diem (variable hour) employees are eligible for medical insurance based on established parameters set by the ACA (Affordable Care Act).

If eligible, you will receive enrollment information and coverage details from Human Resources approximately 30 – 45 days before your eligibility date.

To assist you with the cost of this insurance, GSIL pays a portion of a single contract. You are responsible for paying the balance of a single contract and any dependent coverage through payroll deduction. The amount of the premium paid by GSIL is reviewed and announced annually. Employee contributions for premiums are treated on a pre-tax basis.

A booklet containing the details of the plan and eligibility requirements may be obtained from Human Resources.

Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents are controlling.

Upon termination of employment, you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact Human Resources.

## Dental Insurance

Part-time and Per-Diem (variable hour) employees are eligible for medical insurance based on established parameters set by the ACA (Affordable Care Act).

If eligible, you will receive enrollment information and coverage details from Human Resources approximately 30 – 45 days before your eligibility date.

The employee is responsible for paying 100% of the premium amount through payroll deduction. Employee contributions for premiums are treated on a pre-tax basis.

A booklet containing the details of the plan and the eligibility requirements may be obtained from Human Resources.

Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents are controlling.

Upon termination of employment you may be entitled to continuation or conversion of the group dental insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact Human Resources.

## Voluntary Short Term Disability

If you have been employed 6 consecutive months and have worked 20 or more hours per week, you are eligible for a **voluntary** Short Term Disability Plan. Payroll deductions are based on your age and salary and are 100% paid by the employee.

Contact GSIL Human Resources for more detail.

## Late Applicants

Once eligible, you are given an opportunity to elect certain benefits. If you waive participation in any of these programs for either yourself or your eligible dependents, you will generally be allowed to apply for entry into the various plans only during Open Enrollment.

## Open Enrollment

The Open Enrollment period allows employees to add or change their benefits coverage. Applications for the medical plan, dental plan and, voluntary short-term disability may be submitted during this period. Changes, additions and other elections made during Open Enrollment will take effect on the effective date following the Open Enrollment period. Once you have made a change, you generally cannot change that selection until the next Open Enrollment period (except in the case of certain life events; see Special Enrollment).

## Special Enrollment

Special enrollment allows individuals who previously declined coverage to enroll in the plan upon loss of eligibility for other coverage and upon certain life events, such as marriage and the birth, adoption, or placement for adoption of a child. Employees must generally request enrollment within 30 days of the loss of coverage or life event triggering the special enrollment. For specific details regarding special enrollment, please refer to your Summary Plan Description.

## COBRA

You and your covered dependents may have the opportunity to continue medical and/or dental benefits for a period of time under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) when group medical and/or dental coverage for you and your covered dependents would otherwise end because:

- your employment terminates, for a reason other than gross misconduct; or
- your employment status changes due to a reduction in hours; or
- your child ceases to be a "dependent child" under the terms of the medical and/or dental plan;
- or
- you become divorced or legally separated; or
- you become entitled to Medicare.your death.
- 

In the event of divorce, legal separation, or a child's loss of dependent status, you or a family member must notify the plan administrator within 60 days of the occurrence of the event.

The plan administrator will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage.

For more information regarding COBRA, please contact Human Resources.

## **Flexible Spending Account (FSA)**

As an active employee working on average 30 hours per week you are eligible to enroll in the flexible spending accounts the 1st of the month after 60 days, following a 4 month look back period. You must sustain the average of 30 hours per week to continue this benefit. FSAs provide employees with an important tax advantage that can help you pay health care and dependent care costs on a pre-tax basis.

There is a “use-it-or-lose-it” requirement with FSAs: Any money left in the account by March 15th of the following year, is lost to the employee, so it’s important to only allocate for expenses that you know you’ll incur. FSAs can be used in conjunction with high deductible or more traditional health plans.

Contact the HR Dept. for further information.

## **Retirement**

### **403(b) Plan:**

Employees working a minimum of 20 hours per week may elect to participate in the GSIL 403(b) Retirement Plan. Pre-tax contributions as well as Roth contributions are allowed under the plan. There is no minimum age requirement to make salary deferrals.

### **Company Match:**

After one year of employment, GSIL will match employee contributions. Refer to the schedule of matching contributions in the plan documents. Employees must be 21 years of age or older to receive a match.

Refer to the actual plan document and summary plan description if you have specific questions regarding the benefit plan. Those documents are controlling.

## **Other Benefits**

### **Direct Deposit**

You have the option of receiving your pay in a payroll check or having your pay deposited into your bank account through our direct deposit program. Your money is automatically deposited into your bank account(s) each pay period and available to you on pay day.

If you are on vacation, you don’t have to wait until you are back to get your paycheck. In addition, if you are sick or payday falls on a holiday, you don’t have to wait to get your money. Typically, when payday falls on a holiday, you will usually get your deposit the day before the holiday.

If you would like to take advantage of this benefit, please contact the HR dept.

### **“Refer a Friend” Bonus Program**

If you know someone who you think would be a great addition to our organization and they meet the qualifications for an existing open position, you could be eligible for a \$100.00 if you refer them for employment and they are hired. All GSIL employees are eligible to participate in the Refer a Friend Bonus Program.

The criteria for the referral bonus program is as follows:

- The hiring of the referred applicant must occur within six months of the initial referral date.
- Management is excluded from receiving referral bonuses.
- The referral must represent the applicant's first contact with our organization. Temporary, contract and former employees are not eligible candidates.
- To be eligible for the bonus, the employee making the referral should submit the required form to Human Resources at the time of the referral.
  
- The applicant, on their application, must indicate the current employee's name as the referral source.
- Once the applicant being referred is hired and completes 6 months of service, working an average of 15 hours per week during those months, the employee responsible for the referral will receive a \$100 bonus (less taxes).

The first employee to refer the applicant will be the only employee eligible for payment. The referring employee must be an active, GSIL employee at the time the bonus is to be paid.

All applicants will be evaluated for employment consistent with our organization's policies and procedures. All information regarding the hiring decision will remain confidential.

The required form is available on the GSIL intranet or by calling Human Resources. Please contact HR for further details or with any questions.

## **College for America**

Granite State Independent Living is helping its employees earn a college degree in partnership with College for America at Southern New Hampshire University, a nonprofit, fully accredited college built specifically to help working adults succeed.

- Very affordable tuition per year
- Flexible online work with 24/7 access
- Accredited University
- AA & BA college degrees
- Eligible for tuition reimbursement

## **Tuition Reimbursement**

During GSIL's fiscal year, Oct 1 through September 30, up to 20 Attendant Care Workers are eligible for tuition reimbursement from GSIL for up to \$250 every six months. If more than 20 qualify for this program, they will be put on a waiting list for the following year and will be eligible if they

Are in a learning environment then. Employees are eligible upon hire to participate in this program, however, reimbursement will not occur until the employee has successfully completed 6 months of employment. To be eligible for the program upon hire, the employee must be currently enrolled and actively attending an accredited college/university or a training program. Reimbursement will not be made retroactively to new employees who have completed their course or training program prior to their current hire date.

Supervisor and HR approval must be obtained for using a Non-Corporate Employee Tuition Reimbursement Form. HR will evaluate the request based on these qualifications:

- Relevance to the employee's job
- Employee has been employed 6 months for GSIL, prior to requested reimbursement
- Employee has worked on average 20 hours a week during the 6 months of employment

- Employee is attending any accredited college or training program
- Receive a grade of C or higher for the course, a “Pass” grade if a certificate program or has mastered 12 or more competencies per term

### **Employee Assistance Program (EAP)**

An employee assistance program (EAP) is a work-based intervention program designed to identify and assist employees in resolving personal problems (e.g., marital, financial or emotional problems; family issues; substance/alcohol abuse) that may be adversely affecting the employee's performance

Our EAP is available 24 hours a day, 7 days a week to all employees and their household members. It is administered and monitored by a third-party and is 100% confidential.

The EAP can be accessed by calling toll-free (800)865-1044 or online at [www.anthemeap.com](http://www.anthemeap.com). Enter *Granite State Independent Living* to login.

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## COMPENSATION

GSIL intends to pay employees fairly and competitively. In establishing its wage and salary administration program, GSIL strives to achieve the following:

- Attract and retain highly competent employees
- Offer competitive wages to the extent possible
- Maintain internal equity among employees based on similar education, skills and responsibilities
- Reward individual efforts
- Comply with all governmental regulations



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## **Recording your Time**

Non-exempt employees must record all hours worked accurately to insure that you are paid for all hours worked. You are expected to follow the established procedures in keeping an accurate record of your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work before your meal period.
- Immediately before resuming work after your meal period.
- Immediately after finishing work.
- Immediately before and after any other time away from work.

All employees subject to this policy are required to accurately record all time worked.

The workweek starts on Saturday and ends on Friday.

GSIL expects true and accurate time reporting from all employees

## **Payment of Wages**

Attendant Care Workers are paid weekly on Thursdays. When our payday is a holiday, you normally will be paid on the last working day before the holiday.

Please review your paycheck for errors. If you find a mistake, report it to payroll immediately. They will assist you in taking the steps necessary to correct the error.

## **Paycheck Deductions**

The company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

## **Direct Deposit**

You have the option of receiving your pay in a payroll check or having your pay deposited into your bank account through our direct deposit program. Your money is automatically deposited into your bank account(s) each pay period and available to you on pay day.

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## ACCIDENT PREVENTION AND SAFETY

Safety is a joint venture at GSIL. We recognize the importance of safety and health in the workplace and are committed to providing a workplace for employees which is safe. We realize that our employees are the greatest resource we have as an organization, and we strongly encourage safety, health and wellness practices in everything we do.



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## Safety in the Workplace

As an employee, you have a duty to comply with the safety rules of GSIL, and you are expected to take an active part in maintaining a hazard-free environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your workspace should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get hurt while at work, you must notify your coordinator immediately. Failure to do so may result in a loss of benefits under the state workers' compensation law.

The philosophies and objectives behind this commitment are as follows:

- The safety and health of all GSIL employees is a priority
- All employees will be required to make safety and the safety of their coworkers a priority
- As a condition of employment, each individual within the organization will be expected to conduct daily tasks in a manner that is consistent with the philosophy and objectives of this policy, as well as any safety rules or procedures that GSIL practices.
- GSIL employees will be provided with a complete Safety and Health Manual which they are expected to read and sign an acknowledgment stating they have read and understood the contents and intent of the manual. This signed form will be placed in their personnel file.
- GSIL management will ensure that sufficient resources and time are allocated to safety issues.

Employees should recognize any potential fire hazards and be aware of fire escape routes and fire drills. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards.

Failure to abide by GSIL's safety and accident rules may result in disciplinary action, up to and including termination.

## Adult Protection Law

### What To Do If You Suspect Adult Abuse or Neglect

The Adult Protection Law (Title X11, Public Safety and Welfare, Chapter 161-F Elderly and Adult Services, Protective Services to Adults, Section 161-F:46) requires any person who has a reason to believe that an elderly or incapacitated adult has been subjected to abuse, neglect, exploitation or self-neglect to make a report immediately to Bureau of Elderly & Adult Services (BEAS).

### Make a Report

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

### Helpful Information

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

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

- The name, address and phone number of a guardian or someone who is legally responsible for the individual.
- The full nature and extent of the individual's injuries, maltreatment, or neglect and where the incident/situation occurred.
- The type of living arrangement for the individual.
- Any information about previous injuries, abuse, maltreatment, or neglect.
- How great a risk you believe this may be to the individual.
- How you learned of this situation.
- Any action that has been taken to treat or assist the individual.
- The name, address, phone number, sex, and relationship of the person believed responsible for the abuse, neglect, or exploitation of the individual.
- Any other information that could be helpful.

Sometimes people are unsure if a situation is abusive. Even if you're in doubt, call. BEAS has extensive experience in adult protection. BEAS may find no abuse or neglect has taken place but may still offer assistance to the individual.

#### **To Report Abuse or Neglect**

Contact the Bureau of Elderly & Adult Services 8:00 AM – 4:30 PM

Monday – Friday at: 1-800-351-1888 or 603-271-4680

**Source:** <http://www.dhhs.nh.gov/DHHS/ADULTPROTECTION/elder-abuse.htm>

## **Consumer Home Safety Checklist**

***It is the policy of GSIL that each employee shall review the safety items detailed below with each consumer and/or representative.***

### **Entrances & Stairways**

- Employee will be made aware of location of lighting for all entrances and stairways
- Stairways/entrances are kept free of clutter, ice and snow
- Entrances and stairways are kept free of throw rugs or loose carpet
- Hand railings are securely fixed

### **Living Areas / Bedroom**

- Electrical cords and telephone cords run along walls
- Employee will be aware of any unstable furniture that could lead to injury
- Floors are free of clutter to prevent tripping accidents

### **Kitchen**

- Employee will be aware of location of fire extinguisher
- Employee will be oriented to safe and proper use of all kitchen appliances
- Main pathway is free of throw rugs/runners
- Employee will be aware of locations of existing throw rugs and runners

### **Bathroom**

- Hot water temperature must be 120 degrees or lower
- Non-skid surfaces and grab bars applied as needed
- Employee will be oriented to proper use of all transferring and adaptive equipment to be used for all activity of daily living purposes
- Employee will be instructed on how to perform a transfer (see "Proper Lifting Techniques) for both consumer and employee

- Electrical Safety
- Electric cords are in good repair
- Employee will review electrical shock and safety information
- Miscellaneous
- Employee will be made aware of issues regarding individual safety concerns in relation to any pets of the consumer
- All weapons in the work environment are stored in an area that is not threatening or accessible to worker
- Employee will be made aware of any existing toxic chemicals on the premises of their work environment as well as the safety standards for each individual substance
- All smoke detectors are working properly and checked regularly
- Emergency numbers are available to all employees
- Employee will be aware of an emergency exit plan in case of fire

## Proper Lifting Techniques/Body Mechanics Policy

Proper lifting and transferring technique is critical to your back safety and the safety of the consumer. Equally important is proper planning. Before you begin, take a moment to consider the following:

- How much assistance does the consumer need to move safely?
- What are you trying to accomplish? (transfer, ambulate, move)
- Are there any obstacles in the way? (throw rugs, pets, furniture)
- When helping the consumer to move, position yourself as close to them as possible.
- Think about where you are going.
- Make sure that you have adequate lighting.
- If the consumer uses a lift device, make sure you understand how to use the lift correctly and have been trained by the Home Care Administrator and/or Coordinator of Care prior to use.

It is the responsibility of the employee to request instruction from the Home Care Administrator and/or Coordinator of Care if the employee isn't trained in how to properly perform the consumer's preferred *\*method of transfer* prior to assisting them.

**Method of transfer** - GSIL is committed to ensuring the safety of our consumers and employees. A consumer's method of transfer may be reviewed by the Home Care Administrator and/or Coordinator of Care if there is a question of safety.

- **CHECK YOUR FOOTING!!!** Your feet should be far enough apart to give you a wide base of support and good balance.
- Wear low comfortable shoes with non-skid soles. Higher heels will throw off your center of balance.
- Squat to lift and lower. Do not bend at the waist.
- Keep your **back straight**, bending at the knees and hips so you will be lifting with your stronger leg and hip muscles. DO NOT lift with your back.
- **Get close** to whatever is being lifted instead of reaching for it. Move in and hold close.
- **Lift smoothly** to avoid the strain of jerky movements. Act together with the person helping you. It's a good idea to count to 1-2-3.
- Transfers are easier and safer if done at the same height. So if you can adjust the height of a bed or chair take the time to do so.
- If you need to turn, shift the position of your feet and move your body as a **Unit**. **Never** twist your body.
- Remember it is easier to push or pull something instead of lifting, for example, using a draw or pull sheet may be easier to adjust someone's position in bed.
- Size up the person to be lifted. Do not attempt to lift alone if you have any doubt about your ability to do so. If you've misjudged and you feel that the person is starting to slip from your

- support, you should use your body as a slide to slowly ease them to the floor, cushioning their fall and then summon assistance.
- If you're having problems with transfers, discuss it with the Home Care Administrator and/or Coordinator of Care. Hopefully, the two of you will be able to work out a way to make the transfer safe for both of you. Remember you can always ask the Home Care Administrator and/or Coordinator of Care to recommend different types of lifts and transfers.
  - If you have an injured back, you need to check with your physician on what his restrictions will be regarding lifting and transfers.

Prior to lifting or beginning work, a few stretching exercises can reduce the chance of injuring your back.



☹ The wrong way!

☺ The right way!

## Standard Precautions Policy

***It is the policy of GSIL to encourage all employees to use precautions to protect both the worker and the consumer from possible infections through exposure to bodily fluids.***

**Goal:** By using gloves, the goal is to minimize possible risk of exposure to any type of infection. Gloves will be worn during any procedure when hands will/or have the potential to come in contact with bodily fluids, mucous membranes or broken skin, including the following:

- Whenever blood is present and visible (i.e., cuts, in urine, in stool, menstruation, etc.)
- When handling excretions such as vomit, urine and stool/feces.
- When coming in contact with any open skin wounds or lesions, including handling dressings.
- During all bladder and bowel care.
- When providing oral care, especially if gums are broken or bleeding.
- Whenever secretions are present (i.e., nasal secretions, sputum from a cough, etc.)
- Whenever handling soiled linens or clothing, incontinence and peri pads, etc.
- Whenever cleaning urinals, bedpans, drainage bags, or toilets.
- Whenever an employee has any cuts, open or chapped areas on hands.
- Gloves should be disposed of after use.



**HANDWASHING MUST BE DONE BEFORE AND AFTER PROVIDING ANY DIRECT CARE.**

**EACH EMPLOYEE WILL HAVE GLOVES AVAILABLE FOR USE ON ALL CONSUMERS.**

Each employee and consumer have individual needs and may wish to use gloves in circumstances other than those outlined above. GSIL strongly encourages both parties to discuss their needs.

## **Violence in the Workplace**

GSIL seeks to provide a work environment that is free from violence or threats of violence against individuals, groups, or employees, or threats against GSIL/consumer property which may occur on our property. This policy requires that all individuals on GSIL premises or while representing GSIL conduct themselves in a professional manner consistent with good business practices and in absolute conformity with non-violence principles and standards. Violations of this policy will lead to disciplinary action, up to and including termination of employment and/or referral to appropriate law enforcement agencies, for arrest and prosecution. GSIL reserves the right to take any necessary legal action to protect its employees.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on GSIL or consumer premises shall be removed from the premises as quickly as safety permits and shall remain off GSIL/consumer premises pending the outcome of an investigation.

Following the investigation, the organization will initiate an immediate and appropriate response. This response may include, but is not limited to, suspension and/or separation of any business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person or persons involved.

GSIL encourages employees to provide Human Resources with a copy of any restraining order they have. All individuals who apply for and obtain a protective or restraining order which lists GSIL locations as being protected areas, must provide to the HR Dept. a copy of the petition and order.

## **Weapons Policy**

Granite State Independent Living is committed to providing a safe work environment. As such, GSIL restricts the possession of weapons to "authorized" persons such as safety/law enforcement personnel.

To maintain a workplace safe and free of violence for all employees, GSIL prohibits the possession or use of dangerous weapons. Employees may **not** possess or use any weapon, at any time, while on any property owned, leased or controlled by GSIL, including anywhere that GSIL business is conducted, such as consumer locations, consumer homes, or while transporting a consumer.

Regardless of whether an employee possesses a concealed weapons permit or is allowed by law to possess a weapon, GSIL prohibits weapons on any GSIL property and in any location in which the employee represents GSIL for business purposes, including but not limited to those listed above.

All employees are subject to this provision, including contract and temporary employees, volunteers, visitors and customers on GSIL property.

"GSIL property" is defined as all GSIL-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under GSIL ownership or control. This policy applies to all GSIL-owned or leased vehicles and all vehicles that come onto GSIL property.

"Dangerous weapons" include, but are not limited to, firearms, explosives, electric weapons, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for complying with all aspects of this policy.

GSIL reserves the right at any time and at its discretion to search all GSIL-owned or leased vehicles and property including but not limited to desks, lockers, bookcases, enclosures for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy.

Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination.

## **Workers' Compensation**

As required by law, GSIL provides workers' compensation benefits for the protection of employees with work-related injuries or illnesses. If you are injured on the job, no matter how slightly, report the incident immediately to your supervisor and Human Resources. Failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

Employees are expected to comply with recommended treatment and to keep contact with employer in regard to ability to return to work.

GSIL will attempt to accommodate light duty restrictions to the extent possible. Employees should comply with recommended procedures.

## **Non-Solicitation Policy**

For reasons of safety, security, privacy and to minimize employee work disruption and distractions from potential solicitations; it is the policy of Granite State Independent Living (GSIL) to prohibit solicitation/posting of materials on its premises by non-employees and to limit solicitation by employees as outlined below. GSIL employees may not solicit GSIL consumers except for GSIL sponsored or sanctioned events. Solicitation includes verbal and written communication, the distribution of e-mails, circulars, handbills or other literature.

### **Non Authorized Solicitations:**

Persons who are not employed by GSIL are prohibited from soliciting funds or signatures, conducting membership drives, posting, distributing literature, offering to sell or to purchase merchandise or services (except by representative of vendors properly identified), or engaging in any other solicitation, distribution, or similar activity on any GSIL premises. Soliciting funds for a nonemployee by GSIL staff is prohibited.

### **Authorized Solicitations:**

As a member of the nonprofit community GSIL recognizes the importance of promoting community fund-raising events conducted for other nonprofit organizations to support the very important work that they do as well as the right of individuals to voluntarily contribute to such campaigns. Therefore, GSIL may authorize a limited number of fund drives by employees on behalf of charitable organizations or for employees' gifts. Prior approval of the CEO and/or the COO is required. Solicitations shall not interfere with work time. GSIL employees have no obligation to participate.

### **Guidelines:**

- GSIL staff may place approved solicitation and/ or informational materials in the kitchen area at all GSIL locations.
- Employees may not promote solicitations/fundraisers in any other manner including E-mail.
- Removal of outdated material is the responsibility of the employee promoting the fundraiser/event.
- All coordinators are responsible for administering this policy.
- Failure to abide by this policy may result in disciplinary action.

# **AGENCY DIRECTED PROGRAM (HOME CARE SERVICE)**



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# Program Description

## Home Care Service Program

The Home Care Service Program (HCSP) is an agency-directed program which provides in home personal care and homemaking services to people with disabilities or who are aging and offers an alternative to the consumer-directed program that is also available.

**All duties/assistance provided by a HC-PCSP/HMKR are performed in accordance with the consumer's plan of care. A HC-PCSP/HMKR may not transport the consumer.**

## What is a Home Care - Personal Care Service Provider (HC-PCSP)?

A **HC-PCSP** is a person who can provide personal care and homemaking services in the consumer's home.

A HC-PCSP does things for a consumer that he/she is unable to do independently.

## What is a Homemaker (HMKR)?

A **Homemaker** is a person who can provide homemaking services in the home and assist the consumer with errands or shopping.

## Home Care Service Program - Job Description

**Important to note:** Criminal Background Check and BEAS (Bureau of Elderly and Adult Services) State Registry Check required for all positions, along with 2 step TB test and physical exam. GSIL reserves the right to do additional criminal background checks as deemed necessary.

In accordance with the vision, mission and values of GSIL, the Home Care - Personal Care Service Provider (HC- PCSP) and Home Care - Homemaker (HC-HMKR) is responsible for providing quality direct care services that meet the personal needs of consumers, to include, housekeeping services and errands, as well as shopping to assist consumers at the direction of the consumer's plan of care and/or Home Care Coordinator. Assistance is provided in the home.

### Qualifications:

- Must be at least 18 years of age.
- Must be their own legal guardian.
- Flexibility in terms of tasks performed.
- Commitment to maintain confidentiality.
- Must be able to perform the duties of the job.
- Sensitivity to the needs of aging persons, or those with a disability, or chronically ill.
- Must be dependable, responsible, patient and punctual.
- Have effective communication and interpersonal skills.
- Possess an ability to establish professional and appropriate relationships with consumers.
- Maintain policies and procedures as outlined in the GSIL employee handbook.
- Good organizational and time management skills to establish priorities and plan work.
- Committed to respect the values, customs, preferences and spiritual beliefs of clients.

### Responsibilities:

- Assist consumers with personal care activities, which may include: bathing, dressing, grooming, as well as bowel and bladder care.
- Assist consumers with housekeeping activities, which may include: sweeping, mopping, dusting and general straightening.
- Assist consumers with laundry activities, which may include: washing, drying, folding, and putting away laundry, changing linens, and ironing clothes.
- Assist consumers with transfers.
- Assist consumers with meals, which may include: cooking, setting up, assisting with intake of food/hydration, storing meals, and washing dishes.
- Assist consumers with shopping, which may include: grocery shopping, and personal shopping.
- Assist consumers with recreation in home.
- Complete timesheet and task log daily, have it verified and signed by consumers weekly.
- Attend 8 hour orientation and yearly mandatory in-services.
- Attend any additional training required in order to provide a safe, healthy environment for you and your consumer.
- Assist consumer with reminders for self-administration of medication and self-administration of an injection.

**NOTE:** Medical acts such as or in addition to: Assist with Transfers/mobility, wound care, suctioning, catheter care (other than peri-care and emptying drainage bag after training), ostomy care (other than in a long term, well healed, trouble free ostomy such as assisting in application of stoma bag when trained), administering medications or injections are not allowed under any circumstances and hours worked as a HC-PCSP/HC HMKR with GSIL will not meet LNA active-in-practice hours.

# Orientation

## HC-PCSP/Homemaker Orientation

HC-PCSP/Homemaker Orientation is a mandatory program for all new HC-PCSP OR Homemakers. The orientation program will provide HC-PCSP OR Homemakers with an overview of GSIL's HC-PCSP and Homemaker programs, the nature of HC-PCSP OR Homemaker, and an insight into disabilities and types of assistance. Topics included in the orientation:

- Overview of the Independent Living Philosophy
- The Role of an Independent Living Center
- HC-PCSP and Homemaker Policies and Procedures
- The Types of Disabilities
- Communication Strategies
- Self Care for the HC-PCSP OR Homemaker
- Other Services and Supports offered by GSIL
- Assistive Technology and Equipment
- Blood-borne Pathogens / Standard Precautions/Infection Control
- Consumer Rights/Responsibilities/HIPAA/Confidentiality
- Fire Safety/Emergency Preparedness
- How to provide personal care and homemaking services

The program is eight (8) hours in length and individuals will be compensated for the time spent in class. Employees must attend an orientation prior to working with consumers.

New HC-PCSP/Homemakers will be informed by GSIL when and where the next orientation session will be held. The Orientation program is not a substitute for the on-the job training that will be provided by the Home Care Administrator and/or Coordinator of Care in order to learn specialized skills on a case by case basis.

## Annual Mandatory Training

Annually every employee of GSIL's Home Care Service program will be required to attend a mandatory in service training covering Infection Control, Consumers Rights and Responsibilities, Fire/Emergency and Safety, HIPPA and any other new or revised policies the agency sets forth. Employees are also encouraged to attend other outside educational trainings available to them.

## Time Sheets and Tasks

According to the NH Department of Labor (RSA 279:28), every employer (GSIL) must keep a true and accurate record of hours worked by each employee. This record is your time sheet.

Additionally, as mandated by the State of New Hampshire Department of Health and Human Services, HC-PCSP and Homemakers must note which tasks they assisted consumers with on the **HC-PCSP and Homemakers Activity Notes** which must be turned in weekly no later than Mondays at 5:00 pm to the Home Care Administrator or Coordinator of Care. Send with the timesheet.

Currently, blank time sheets (paper and/or electronically fillable) are available from payroll. Please verify with your consumer/representative that you have indicated the correct program on the time sheet.

- Time sheets and tasks must be filled out daily and submitted weekly.
- Time sheets must be approved by both the HC-PCSP or Homemaker and the consumer/representative.
- Time sheets are then sent in weekly to GSIL to be processed for payroll.
- It is the responsibility of the employee to submit HC-PCSP and/or Homemaker time sheets to the Home Care Administrator for review and signature as dictated by the payroll department schedule for submission. Currently time sheets must be submitted no later than Mondays at 5 pm.
- In the event that changes need to be made to the time sheet, the time sheet will be returned to the Home Care Administrator and must be initialed by the HC-PCSP or Homemaker.
- Time sheets and Activity Notes must be submitted together for verification. If this is not done the employee could be subject to disciplinary action.

Time sheets can be submitted in person or sent by either mail or fax machine (fax# 603-717-0889).

## Electronic Timekeeping

During 2018, GSIL will be replacing our current time sheet procedure with a new and more efficient, electronic timekeeping system called "**Advance Systems**". The new program will be rolled out in phases and you will receive detailed instructions and login information well in advance of the transition.

### Why Electronic Timekeeping?

Electronic Timekeeping allows a discontinuation of paper timesheets. No longer will timesheets need to be mailed, faxed, scanned/mailed or dropped off for them to be processed. Hours worked will be captured in real-time allowing for more accurate and timely processing of payroll.

Looking towards the future, Medicaid is requiring all providers to utilize an Electronic Visit Verification System (EVVS) by January 1, 2019. Advance Systems will meet Medicaid's EVVS requirement.

## Payroll Processing

### Pay Period / Pay Dates

GSIL is an authorized bi-weekly employer by the NH Department of Labor. However, in order to provide better service to the HC-PCSP and Homemakers, **GSIL will process payroll on a weekly basis if time sheets are received by the weekly processing deadline (Monday, 5:00 pm)**. The first week's pay will be processed upon receipt of the first time sheet in addition to all of the necessary new hire paperwork.

A Payroll Calendar detailing the pay dates for the current year has been included with your Welcome packet.

**If the time sheets are received by the Monday deadline, they are processed for the next weekly payroll.** If the time sheets are late, a supplemental check will be issued but only after an internal review to verify dates and times worked.

### Paychecks and Direct Deposits

Paychecks and Direct Deposit vouchers are mailed directly to the employee's home address unless otherwise stipulated in writing by the employee. Paychecks are dated on Thursday and are mailed to arrive at the employee's address either on or before the pay date. **If a check is received before the pay date, the check should not be cashed until the pay date (check date).**

Employees who prefer to have their pay automatically deposited into their bank accounts must complete a Direct Deposit Request Form and submit it to the HR for processing. **All new direct deposit requests will be pre-noted by the bank, usually for two pay periods. During the pre-note period, the employee receives a live paycheck.** Once the pre-note period is complete, the employee will receive a voided check and pay stub containing the pay information for that pay period.

## **Performance Evaluation Policy & Procedures**

Per state regulations performance evaluations must be completed for all home care service employees. The Home Care Administrator and/or Coordinator of Care and employee will complete an evaluation and sign it, then return it to Human Resources. Each HC-PCSP/Homemaker will also have a direct, face-to-face supervisory visit with the Home Care Administrator and/or Coordinator of Care at least every 6 months.

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# CONSUMER-DIRECTED PROGRAMS



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# Program Descriptions

## What is an Attendant Care Worker?

- A **Personal Care Attendant** is a person who can provide personal care and homemaking services in the consumer's home and/or place of employment. Services can also be provided in a community setting if they would have otherwise been provided in the home (i.e., assistance with meals or toileting). A PCA does things for a consumer that he/she is unable to do independently.
- A **Personal Care Service Provider** is a person who can provide personal care and homemaking services in the home and assist the consumer in accessing their community.
- An **Independent Care Options Worker** is similar to a PCSP. They can provide personal care and homemaking services in the home and assist the consumer in accessing their community.

## Attendant Care Worker Orientation and Training

The **Orientation** program is designed to acclimate you to the agency and the responsibilities of the position. The Consumer, your supervisor, will review with you the following training topics to best orient you to your position. Specifically, you will be oriented to the following, not all inclusive: Training specific to the tasks that you will be responsible for to assist the consumer; tasks related to the consumer's care plan; Attendant Care Employee Handbook, Supervisory support & boundaries, and your work schedule. After your orientation you and your consumer will be asked to sign the *Attendant Care Worker Training Confirmation Form* and the *Attendant Care Worker Agreement to Abide by GSIL Policies & Procedures form*.

Attendant Care Education (ACE) is a **mandatory TRAINING PROGRAM** for all new attendant care workers. The training program will provide attendant care workers with an overview of GSIL's attendant care programs, the nature of attendant care, and an insight into disabilities and types of assistance. Topics included, but not limited to, in the orientation:

- Overview of the Independent Living Philosophy
- The Role of an Independent Living Center
- Attendant Care Policies and Procedures
- The Types of Disabilities
- Communication Strategies
- Self-Care for the Attendant Care Worker
- Other Services and Supports offered by GSIL
- Assistive Technology and Equipment
- Autonomic Dysreflexia
- Bloodborne Pathogens / Universal Precautions
- Medicaid Compliance

So that all new employees can conveniently attend the training session, GSIL has made the ACE Training available on DVDs (available from your consumer) and on our website [www.gsil.org](http://www.gsil.org).

This training takes approximately 3 hours. You will be paid a **maximum of 3 hours** for the time spent either viewing the DVD or completing it on the web. **\*\*Please note that the test cannot be taken if it will cause you to exceed a total of 40 hours for the week.** You will be required to take a post-test which you must pass. Once you have completed the training and test, complete the training timesheet (available in your hire packet). Please send the timesheet to payroll for processing.

You **MUST** complete this training within 30 days of your start date with your new consumer. If you do not complete the training within the 30 day timeframe you will **NOT** be able to continue working for GSIL until you have completed the training.

The Attendant Care Education program is not a substitute for the on-the job training that will be provided by the employee's consumer and/or personal care representative.

**Ongoing Training Opportunities.** GSIL offers training through the year through the GSIL website and/or scheduled training. When these trainings are available you and your consumer will be notified. In addition, please review the Personal Connection Newsletter for ongoing educational opportunities and such notices.

### **Performance Evaluation Policy & Procedures**

Per state regulations performance evaluations must be completed for all personal care employees. Our HR dept. will be in contact consumers 1-2 months prior to the anniversary of the employee's hire date. The consumer and employee will complete the evaluation and sign it then return it to HR.

## **Personal Care Attendant (PCA) Program**

The Personal Care Attendant (PCA) Program is a consumer-directed program which enables people with significant physical disabilities to hire and manage their own personal care staff.

Employees who work under the PCA Program are called Personal Care Attendants (PCAs). All duties/assistance provided by a PCA are performed in accordance with the consumer's plan of care. A PCA may not transport the consumer.

### **GSIL Service Termination Policy for PCA Program**

**GSIL has the right to terminate a consumer's Personal Care Services for one or more of the following reasons:**

- The consumer is no longer eligible for Medicaid services,
- The consumer is not able to self-direct his or her PCA,
- The consumer does not abide by roles and responsibilities as detailed in the Verification of Consumer's Roles and Responsibilities form, and
- The consumer's care plan is found to be unsafe due to the level of services available to the consumer.

### **Personal Care Attendant Job Description**

**Supervised and trained by:** Consumer

**Qualifications:**

- Must be at least 18 years of age.
- Must be their own legal guardian.
- May not be related to the consumer.
- Must be able to perform the duties of the job safely.
- Sensitivity to the needs of persons who are significantly physically disabled.
- Willingness to be oriented and trained by an employer with disabilities.
- Must be dependable, responsible, patient, and punctual.
- Flexibility in terms of tasks performed.

**Physical/Mental demands:** While performing the duties of this position, the individual, on an average work day, may be required to: lift, push/pull objects including but not limited to household items, individuals, in order to implement care plans and daily living activities. Activities include: sitting, standing, walking, driving, bending, stooping, climb stairs, kneel, balance, squat, grasp, crouch, crawl, repetitive hand movements and reaching. You may also be asked to lift a weight of 50 pounds or more, as well as assist individuals in and out of a wheelchair and/or car. This position requires the ability to express or exchange ideas and to comprehend and present detailed and critical information. Exceptional judgment is regularly required.

**A PCA can assist with any of the following tasks:** Bathing/showering and grooming; dressing and undressing; bowel care; bladder care; transfers to and from wheelchair; range of motion exercises if necessary; meal preparation and eating if necessary; household chores such as cleaning, shopping and laundry. Under the direction and supervision of the consumer, a PCA can assist the consumer with **self-administration** of medication and **self-administration** of an injection.

**A PCA cannot perform any medical acts such as:** wound care; suctioning; administering medications; and giving injections.

Licensed Professionals cannot receive contact (CEU) hours.

LTS RN Program Coordinators are available as a resource as needed.

## **Personal Care Services (PCS) Program**

The Personal Care Services (PCS) program is a service of the Home and Community Based Care/ Elderly and Chronically Ill Waiver (HCBC-ECI) program also known as Choices for Independence (CFI). GSIL is a provider of the PCS consumer-directed model. The program is designed to provide personal care services that assist individuals to live in a community setting. (see PCS Program Job Description for definitions of tasks).

Employees who work under the PCS Program are called Personal Care Service Providers (PCSPs). All duties/assistance provided by a PCSP are performed in accordance with the consumer's plan of care.

### **GSIL Service Termination Policy for PCSP Program**

GSIL has the right to terminate a consumer's Personal Care Services for one or more of the following reasons:

- The consumer is no longer eligible for CFI services,
- The consumer is not able to self-direct his or her PCS worker and does not have a personal care representative,
- The consumer and/or the personal care representative is unable to manage program,
- The consumer does not abide by roles and responsibilities as detailed in the Verification of Consumer's Roles and Responsibilities form, and
- The consumer's care plan is found to be unsafe due to the level of services available to the consumer.

### **Personal Care Services Provider Job Description**

**Supervised and trained by:** Consumer and/or Personal Care Representative

#### **Qualifications:**

- Must be at least 18 years of age.
- Must be their own legal guardian.
- May not be the consumer's legally responsible relative (i.e., spouse), legal guardian, personal care representative, a person granted power of attorney or consumer's case manager.
- Must be able to perform the duties of the job safely.
- Sensitivity to the needs of persons who are significantly physically disabled or have chronic health care needs.
- Willingness to be oriented and trained by consumer and/or their personal care representative.
- Must be dependable, responsible, patient, and punctual.
- Flexibility in terms of tasks performed.

**Physical/Mental demands:** While performing the duties of this position, the individual, on an average work day, may be required to: lift, push/pull objects including but not limited to household items, individuals, in order to implement care plans and daily living activities. Activities include: sitting, standing, walking, driving, bending, stooping, climb stairs, kneel, balance, squat, grasp, crouch, crawl, repetitive hand movements and reaching. You may also be asked to lift a weight of 50 pounds or more, as well as assist individuals in and out of a wheelchair and/or car. This position requires the ability to express or exchange ideas and to comprehend and present detailed and critical information. Exceptional judgment is regularly required.

A PCSP can assist with any of the following tasks (as defined by Dept of Health and Human Services – BEAS):

## Covered Tasks (PCS):

Tasks for which a consumer may bill for PCS are as follows:

1. **Hands-on assistance with the activities of daily living or cuing a consumer to perform a task.**
  - a. Description: "Activities of daily living" are defined at He-E 801.02 (a), and include assistance with grooming, eating and toileting. The assistance to be provided through PCS is limited to activities pertaining directly to the participant. It **does not** include care of pets or services to assist others in the home.
2. **Assisting the consumer with eating, as specified in the care plan.**
  - a. Description: This means helping the consumer serve him/herself food and/or beverages that are prepared.
3. **Under the direction of the consumer, assistance with self-administration of oral or topical medication as prescribed, to include:**
  - a. Reminding the consumer regarding the timing and dosage of the medication, and to take his or her medication as written on the medication container;
  - b. Placing the medication container within reach of the participant;
  - c. Assisting the consumer with opening the medication container;
  - d. Assisting the consumer by steadying shaking hands; and
  - e. Observing the participant take the medication and recording the same in the consumer's record."

Description: These tasks pertain only to medication prescribed by the consumer's practitioner, both those that are legend (prescription required) and non-legend (over the counter).

4. **Accompanying the consumer when:**

- a. The assistance of the personal care worker is required for the participant to access necessary services that are documented in the comprehensive care plan; and the
- b. need for re-direction or direct assistance, or both, is documented in the clinical assessment, or, if the consumer needs oxygen or other equipment during the course of the trip that he or she cannot manage independently, is documented in the comprehensive care plan."

Description: This task was added to the administrative rule in 2011, due to BEAS' agreement that there are some consumers who are unable to go to places they must go without direct assistance. Authorization of PCS units for this purpose is done on a case- by-case basis, and is based on each participant's clinical needs.

Service units for this purpose are not authorized when:

- a. The clinical need for the assistance is not documented; or
- b. When the reason for the request is:
  - i. That the consumer would prefer having the company of the PCS worker rather than going independently; or
  - ii. For the PCS worker to transport the consumer to the destination.

When service units are authorized for the purpose of accompanying the consumer, the authorization does not include the provision of transportation, and the employing agency may not bill for both PCS and transportation by the same worker at the same time.

When non-medical transportation services are authorized, hands-on assistance at the authorized destination when the comprehensive care plan documents that this assistance is required at the destination."

Description: The service units authorized for this purpose **do not** include the time spent traveling to or from the destination.

5. **General household tasks, limited to the following:**

- a. Laundering the consumer's personal clothing items, towels, and bedding;
- b. Light cleaning limited to the consumer's bedroom, bathroom, and mobility and medical devices;

- c. When the consumer lives alone, light cleaning of the kitchen and entryway areas, in order to maintain a safe environment;
- d. Errands for necessary tasks identified in the comprehensive care plan; and
- e. Preparing non-communal meals and snacks, unless for multiple CFI consumers, including cleaning the food preparation area after the food is served.”

Description: Service units authorized for this purpose do not include general household laundry, household cleaning beyond the limitations described in the rule or preparing meals for the family when the consumer will join the family.

### **Non-Covered Tasks (PCS):**

Tasks that are not covered through PCS.

**1. For the purpose of transportation.**

**Description:** This means that the time spent providing non-medical or medical transportation **cannot** be billed as personal care.

**2. For the purposes of food preparation for meals and snacks provided to both the consumer and non-consumers.**

**Description:** This means that service units will not be authorized for someone to prepare a meal for the family when the consumer will join the family at mealtime.

**3. When provided in any of several certain settings, including: hospitals, nursing homes, residential care facilities, rehabilitation facilities, adult family care homes, and adult medical day programs.**

**Description:** This means that reimbursement for these services includes the provision of personal care. Therefore, billing for PCS in addition as a separate service would result in a duplication of payment and **is not** allowed.

**4. When provided by any of the following individuals: the consumer's spouse, consumer's personal care services representative, the consumer's legal guardian, and the consumer's designated power of attorney, regardless of whether the power of attorney has been activated.**

**Description:** This means that the PCS agency cannot bill for PCS provided by any of these individuals.

A PCSP *cannot* perform any medical acts such as: wound care; suctioning; administering medications; and giving injections.

Licensed Professionals cannot receive contact (CEU) hours.

LTS Program Coordinators are available as a resource as needed.

## **Independent Care Options (ICO) Program**

The Independent Care Options (ICO) Program is modeled after the PCS program but is for individuals who have the ability to self-pay for services or have access to a funding source. The program offers individually tailored personal care services designed to meet the care needs and lifestyle of the recipient. ICO services may be utilized at home or in the community. If authorization has been granted by facility administrators, personal assistant services may also be utilized in a residential care facility, nursing facility or rehabilitation facility.

Employees who work under the ICO Program are called ICO Workers. All duties/assistance provided by an ICO Worker are performed in accordance with the consumer's plan of care.

### **GSIL Service Termination Policy for ICO Program**

GSIL has the right to terminate a consumer's Personal Care Services for one or more of the following reasons:

- The consumer no longer has a legitimate funding source,
- The consumer is not able to self-direct his or her worker and does not have a personal assistant representative,
- The consumer is unable to manage program with or without a personal assistant representative,
- The consumer does not abide by roles and responsibilities as detailed in the Verification of Consumer's Roles and Responsibilities form, and
- The consumer's care plan is found to be unsafe due to the level of services available to the consumer.

### **Independent Care Options Worker Job Description**

**Supervised and trained by:** Consumer and/or Personal Care Representative

#### **Qualifications:**

- Must be at least 18 years of age.
- Must be their own legal guardian.
- May not be the consumer's legal guardian, personal care representative, a person granted power of attorney or consumer's case manager.
- Must be able to perform the duties of the job.
- Sensitivity to the needs of persons who are significantly physically disabled or have chronic health care needs.
- Willingness to be oriented and trained by consumer and/or their personal care representative.
- Must be dependable, responsible, patient, and punctual.
- Flexibility in terms of tasks performed.

**Physical/Mental demands:** While performing the duties of this position, the individual, on an average work day, may be required to: lift, push/pull objects including but not limited to household items, individuals, in order to implement care plans and daily living activities. Activities include: sitting, standing, walking, driving, bending, stooping, climb stairs, kneel, balance, squat, grasp, crouch, crawl, repetitive hand movements and reaching. You may also be asked to lift a weight of 50 pounds or more, as well as assist individuals in and out of a wheelchair and/or car. This position requires the ability to express or exchange ideas and to comprehend and present detailed and critical information. Exceptional judgment is regularly required.

**An ICO Worker can assist with any of the following tasks:** Housekeeping and cleaning; meal planning and cooking; errands and shopping; paying bills; basic personal care and grooming; dressing; transfer assistance; mobility assistance; assistance with toileting and toileting hygiene measures; assistance with personal appliances; community integration; driving; yard work and more. Under the direction and supervision of the consumer, an ICO Worker can assist the consumer with **self-administration** of medication and **self-administration** of an injection.

**An ICO Worker cannot perform any medical acts such as:** wound care; suctioning; administering medications; and giving injections.

Licensed Professionals cannot receive contact (CEU) hours.  
 LTS Program Coordinators are available as a resource as needed.

### Differences between the Programs

PCA Program	PCS Program	ICO Program
<ul style="list-style-type: none"> <li>• Must meet the PCA Program eligibility requirements;</li> <li>• Must be Medicaid eligible;</li> <li>• Must have a severe physical disability;</li> <li>• Must require a wheelchair for mobility;</li> <li>• Must be able to self-direct.</li> <li>• Family members may <b>not</b> be PCAs;</li> <li>• Services are provided only in the home and/or work.</li> </ul>	<ul style="list-style-type: none"> <li>• Must be CFI eligible;</li> <li>• Must be a senior or adult with a chronic illness or disability;</li> <li>• Does not need to be a wheelchair user;</li> <li>• If unable to self-direct their care, may have an authorized personal care representative manage their care;</li> <li>• Family members may be PCSPs, as long as they are not a legally responsible relative or spouse;</li> <li>• Services can be provided in the home and/or to access the community.</li> </ul>	<ul style="list-style-type: none"> <li>• Must have the ability to self-pay for services or have access to a funding source;</li> <li>• Must be a senior or adult with long term or short term care needs;</li> <li>• Does not need to be a wheelchair user;</li> <li>• If unable to self-direct their care, may have an authorized personal care representative manage their care;</li> <li>• Family members may be personal care workers unless restricted by the payer source;</li> <li>• Services are provided at home, work, or in the community. May also be provided in a long-term care facility with approval from administration.</li> </ul>

## Respite Program

GSIL's respite program is a program that provides relief for caregivers in 24 hour blocks. The workers under this program are called Companions.

A Companion is a personal care attendant worker who is providing a 24 hour block of respite care to include any or all of the following: Homemaking, Personal Care, Meal Preparation, Transportation and/or companionship.

**Supervised and trained by:** Home Care Administrator and/or Coordinator of Care

Qualifications:

- Must be at least 18 years of age.
- Must be their own legal guardian.
- May not be the consumer's legally responsible relative (i.e., spouse), legal guardian, personal care representative, a person granted power of attorney or consumer's case manager.
- Have a pre-employment physical
- Attend an 8 hour training class
- Attend an annual training class
- Must be able to perform the duties of the job safely.
- Sensitivity to the needs of persons who are significantly physically disabled or have chronic health care needs.
- Willingness to be oriented and trained by consumer and/or their personal care representative.
- Must be dependable, responsible, patient, and punctual.
- Flexibility in terms of tasks performed.

A Companion **cannot** perform any medical acts such as: wound care; suctioning; administering medications; and giving injections.

Licensed Professionals cannot receive contact (CEU) hours, LTS coordinators/RNs are available as a resource as needed.

## Attendant Care – Additional Hours

For Attendant Care Workers seeking additional hours, GSIL has an active registry for our Attendant Care Workers.

This registry lists worker contact information, experience, availability and travel areas so that both consumers and service coordinators can easily find help when they need it. This registry is housed on the GSIL website and is password protected so that only consumers and coordinators have access.

If you are interested in additional hours and would like to be added to the registry, please contact our recruitment coordinator at 800-826-3700 x1112 or 603-410- 6512. The Registry will be updated bi-monthly.

## Opportunity for Hepatitis B Vaccinations Policy

In keeping with established OSHA standards, GSIL provides employees who have reasonable occupational expectation of exposure to blood or other potentially infectious materials (OPIM) the opportunity to receive the hepatitis B vaccinations at no cost to the employee. Individuals infected with the hepatitis B virus face a risk for liver ailments which can be serious. Employees are encouraged to contact the Human Resources Office for more information or to learn where you may go to receive the series of injections.

Employees declining the hepatitis B vaccination series **must** sign a form indicating that the vaccination series has been offered and that they have declined. However, if the employee initially declines and decides at a later time to accept the vaccination series, GSIL will make the Hepatitis B vaccination series available at no charge to the employee at that time.

## Time Sheets and Tasks

According to the NH Department of Labor (RSA 279:28), every employer (GSIL) must keep a true and accurate record of hours worked by each employee. This record is your time sheet.

Additionally, as mandated by the State of New Hampshire Department of Health and Human Services, PCAs and PCSPs must note which tasks they assisted consumers with on their timesheets must be turned in weekly no later than Tuesdays at 5:00 pm to Payroll, for all hours worked the previous pay week..

Currently, blank time sheets (paper and/or electronically fillable) are available from payroll. Please verify with your consumer/representative that you have indicated the correct program on the time sheet.

- Time sheets and tasks must be filled out daily and submitted weekly.
- Time sheets must be approved by both the PCA/PCSP and the consumer/representative.
- Time sheets are then sent in weekly to GSIL to be processed for payroll.
- It is the responsibility of the employee to submit time sheets to the payroll department for processing. Currently time sheets must be submitted no later than Tuesdays at 5 pm.
- In the event that changes need to be made to the time sheet, the time sheet will be returned to the PCA/PCSP and must be initialed.

Time sheets can be submitted in person, sent by mail or faxed to 603-228-1673.

## Electronic Timekeeping

During 2018, GSIL will be replacing our current time sheet procedure with a new and more efficient, electronic timekeeping system called "**Advance Systems**". The new program will be rolled out in phases and you will receive detailed instructions and login information well in advance of the transition.

### Why Electronic Timekeeping?

Electronic Timekeeping allows a discontinuation of paper timesheets. No longer will timesheets need to be mailed, faxed, scanned/emailed or dropped off for them to be processed. Hours worked will be captured in real-time allowing for more accurate and timely processing of payroll.

Looking towards the future, Medicaid is requiring all providers to utilize an Electronic Visit Verification System (EVVS) by January 1, 2019. Advance Systems will meet Medicaid's EVVS requirement.

## Payroll Processing

### Pay Period / Pay Dates

GSIL is an authorized bi-weekly employer by the NH Department of Labor. However, in order to provide better service to our Attendant Care Workers, **GSIL will process payroll on a weekly basis if time sheets are received by the weekly processing deadline (Monday, 5:00 pm)**. The first week's pay will be processed upon receipt of the first time sheet in addition to all of the necessary new hire paperwork.

A Payroll Calendar detailing the pay dates for the current year has been included with your Welcome packet.

**If the time sheets are received by the Monday deadline, they are processed for the next weekly payroll.** If the time sheets are late, a supplemental check will be issued but only after an internal review to verify dates and times worked.

### Paychecks and Direct Deposits

Paychecks and Direct Deposit vouchers are mailed directly to the employee's home address unless otherwise stipulated in writing by the employee. Paychecks are dated on Thursday and are mailed to arrive at the employee's address either on or before the pay date. **If a check is received before the pay date, the check should not be cashed until the pay date (check date).**

Employees who prefer to have their pay automatically deposited into their bank accounts must complete a Direct Deposit Request Form and submit it to the HR for processing. **All new direct deposit requests will be pre-noted by the bank, usually for two pay periods. During the pre-note period, the employee receives a live paycheck.** Once the pre-note period is complete, the employee will receive a voided check and pay stub containing the pay information for that pay period.

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