

ACS POLICY REVIEW

This handout is designed to give you guidance about how to solve problems that may come up on the job. The statements below are ACS company policies. Failure to comply with these policies may result in termination. Please contact your supervisor if you have any questions at all.

HARASSMENT

All forms of harassment are forbidden. This includes, but is not limited to, conduct that demeans or belittles any individual on the basis of race, religion, national origin, sexual preference, age, disability, or sex or that results in a hostile or offensive work place. You cannot harass your clients, client families, or co-workers. We also will not tolerate them harassing you. If you feel that you are being harassed **you are required to immediately notify your supervisor** or another company official that you feel comfortable with. This would include any Program Supervisor, Area Supervisor, Area Manager, or Director and/or the CEO (Ryne) or COO (Wendi) _____

PORNOGRAPHY

You cannot view or use pornography, induce others to view or use pornography, or discuss pornography or other sexual materials or activities with your clients or co-workers. Such activities are reason for immediate separation of employment and possible criminal and/or civil action. _____

ABSENTEEISM/TARDINESS

The ability to show up as scheduled is a critical job function. Even a single “no call/no show” absence is a reason for separation of employment. Two consecutive occurrences are automatically considered job abandonment and a voluntary resignation. _____

It is also crucial that you arrive on time for your scheduled shift. Most of our clients do not have “alone time” and cannot be left unattended for even one minute. Even a single instance of tardiness may be a reason for separation of employment if a client is endangered.

If you have an emergency and are going to be absent or late, you must notify your supervisor and your client’s guardian immediately and prior to the start of your shift. _____

PROFESSIONALISM

You were hired to provide a very important service to vulnerable person. Your client and his/her family look to you for guidance, leadership, and expertise. **You are required to behave in a professional manner and have a good attitude at all times.** This includes your tone of voice, word choice, facial expression, and posture. This also includes not using your cell phone while at work and not bringing other people to work with you (no children, significant others, or family members). Exceptions must be at the invitation of the client’s guardian and be pre-approved by your supervisor. _____

SERVING NON-CLIENTS

It is a violation of ACS policy to care for non-DDD clients when being paid to provide HCBS services. Simply put, **you cannot watch your client’s brothers or sisters while you are being paid by Arion Care Solutions, LLC.** _____

LICENSED SETTINGS

If you hold a license to provide ADH, CDH, or Foster Care services in your home – you have disclosed this to ACS, and you are aware of the policy regarding billing for multiple individuals.

Staff **MAY NOT** take any client to their home, or their friends home or anyone’s home, unless it has been licensed by OLCR. Taking a client to a home that is not licensed may be grounds for termination. _____

FMLA LEAVE

If you will be off of work for more than two weeks due to illness or family emergency, you are required to take FMLA leave. Contact the CEO or COO for information about FMLA leave. _____

PAYMENT FOR FA/CPR AND FINGERPRINTS

ACS will deduct the costs for the above from your paycheck, if you choose to have us pay. _____

LEAVE OF ABSENCE/NOT WORKING

If you do not work for 90 consecutive days, we will assume your voluntary resignation. If you wish to take an extended leave of absence (for example: to attend school), you will need to make arrangements with the CEO.

PAYCHECKS

It is very important to us that you be paid correctly.. If your paycheck is inaccurate, notify your Area Manager immediately. **Please be aware that monthly Habilitation reports are due with your time sheet on the first of every month.** Failure to turn these reports in, or failure to turn your time sheet in on time may result in disciplinary action which may include termination and/or payment for Respite services rather than Habilitation.

NO BORROWING OR LENDING

Do not borrow from, nor lend money or other property to your clients or their guardians or families.

“VOLUNTEERING” HOURS

Because of Department of Labor rules, employees are not permitted to volunteer (work without pay) with ACS clients.

HOSPITALIZATION/THERAPY

DDD/AHCCCS Rules and Regulations do not allow anyone to bill hours while a person is hospitalized.. Employees are able to bill when they accompany an individual to a therapy session (eg.OT, PT, SPT) and they are actively involved in the therapy. If therapy is being billed privately, and not through AHCCCS or Medicare, staff are able to bill the hours.

RESIGNING FROM A CLIENT

We provide services to people with developmental disabilities. We contract with DES/DDD to provide these services; we DO NOT guarantee any work hours. There are instances where an employee may lose their hours and/or services due to the client losing services, or services being reduced. In accordance with our agency purpose we will attempt to seek to place our employees with individuals who qualify for services. Refusal to work with a qualified individual constitutes a refusal to work for our agency which is considered to be a voluntary resignation. Simply put, we will not employ people who refuse to work. Resigning from a client may be considered a voluntary resignation. For example, if a staff is currently working with a person, and they decide they don't want to work with that person anymore, this will be considered a voluntary resignation from ACS. We can not guarantee that your job will be located less than 20 miles from your home. Remember, we do not guarantee any hours for any position. Client hours are based on DES/DDD approval, and are subject to change.

WORKING WITH MULTIPLE AGENCIES

ACS does not prohibit its staff from working with other agencies. However, if you are billing hours with another agency for an ACS client, you must inform your Supervisor. This is to ensure that DDD is not being double billed for services.

TIME SHEET ACCURACY

Your time sheet must accurately reflect the hours you work. For example, if you work from **6:00 am to 8:00 am** and again from **10:00 am to 12:00 pm**, don't write that you worked from **6:00 am to 10:00 am**. Even though both equal 4 hours, it is not accurate and would be Medicaid Fraud. **You must also use AM and PM.** Time sheets that don't reflect AM and PM are not accurate, and may not be accepted. Time sheets must be initialed by the responsible person, in the appropriate place, **every day**. Time sheets that are not properly completed may not be paid.

ARION CARE SOLUTIONS, LLC
ANNUAL EMPLOYEE POLICY REVIEW

STATEMENT OF UNDERSTANDING: I, the undersigned, have read and understand the Policies and Procedures contained in this document and agree to act in accordance with them.
I acknowledge that I have asked any questions that I have.

Employee Name Printed

Date

Signature

The policy statements above do not supersede statements made in the ACS Policy and Procedure Manual, the Employment Agreement, or the Code of Conduct. They are designed to amplify and clarify those documents and provide staff with guidance about how to resolve issues that may arise in the course of performing their job duties.
Policy 05/25/2011