

Arion Care Solutions, LLC

Employee Policies Review

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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 of employment. Please initial each item after review and contact your immediate supervisor if you have any questions at all.

PRE SERVICE ORIENTATION (PSO)

Initial: _____

A client orientation (PSO) is **REQUIRED** prior to working with anyone. You must submit a properly completed PSO to your supervisor for every person you work with **PRIOR** to beginning work. All time sheets submitted without a corresponding PSO will be held for payment until the PSO is received.

CURRENT CERTIFICATIONS

Initial: _____

ACS is required by our contract with DES/DDD to ensure that all our employees keep their certifications current. As a courtesy, we send reminder letters at least 2 months prior to expiration of certification(s) (e.g., First Aid, CPR, Article 9, Fingerprint Clearance cards, etc.). Regardless of whether you receive a courtesy reminder, or not, you are expected to renew and submit copies of your certifications **PRIOR** to their expiration dates. We also send out courtesy reminders for the annual Motor Vehicle Reports, and expiring Insurance and Registration documents for employees who drive. Failure to maintain current certifications may result in disciplinary action including suspension and or termination of employment, or suspension of driving privileges, if applicable. No employee may work without current certifications on file.

HARASSMENT

Initial: _____

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 gender 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, Director and/or the CEO (Ryne Reed) or COO (Wendi Reed)

PORNOGRAPHY

Initial: _____

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

Initial: _____

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 cause for termination 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

Initial: _____

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/computer for personal reasons 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.

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SERVING NON-CLIENTS

Initial: _____

It is a violation of ACS policy to care for non-DDD clients when being paid to provide HCBS services. Simply put, **you cannot care for your client's siblings, relatives, or other individuals while you are being paid by Arion Care Solutions, LLC.**

LICENSED SETTINGS

Initial: _____

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 unless it has been licensed by OLCR. Anyone over 18 residing in a licensed home must be fingerprinted and copies must be submitted to ACS. Taking a client to an employee's home that is not licensed may be grounds for termination. Visits to other's homes must be approved in writing, and in advance. All outings must be approved by the Responsible Person (parent/guardian) in advance.

FMLA LEAVE

Initial: _____

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

PAYMENT FOR FA/CPR AND FINGERPRINTS

Initial: _____

Employees are responsible for fees associated with these requirements. However, arrangements can be made to deduct these costs from your paycheck(s). Please contact your supervisor for more information.

LEAVE OF ABSENCE/NOT WORKING

Initial: _____

If you do not work for 90 consecutive days, we will assume you have voluntarily resigned from your employment with ACS. If you wish to take an extended leave of absence (for example: to attend school), you **MUST** make arrangements in advance with the CEO.

PAYCHECKS

Initial: _____

It is very important to us that you be paid correctly. If your paycheck is inaccurate, please notify your supervisor immediately, and we will resolve the issue as soon as possible.

NO BORROWING OR LENDING

Initial: _____

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

"VOLUNTEERING" HOURS/MONTHLY ALLOTMENTS

Initial: _____

The Department of Labor rules state that employees are not permitted to volunteer (work without pay) with ACS clients. The number of hours a consumer receives per month may vary based on assessed needs of the individual so it is imperative that you are aware of the number of hours that you are allowed to work with your assigned client on a monthly basis. Contact your supervisor if you have **ANY** questions regarding hours.

HOSPITALIZATION/THERAPY/TRAVEL OUT OF THE COUNTRY

Initial: _____

DDD/AHCCCS Rules and Regulations do not allow anyone to bill hours while a person is hospitalized due to a double bill situation. Employees are able to bill when they accompany an individual to a therapy session (e.g., Occupational, Physical, Speech Therapies) AND are actively involved in the therapy. If therapy is billed privately (i.e., not through AHCCCS or Medicare) the hours may be billed. If a client travels out of the country, no billing is allowed.

RESIGNING FROM A CLIENT

Initial: _____

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 when 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 an employee is currently working with a

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client, and they decide they do not want to work with that person anymore, this will be considered a voluntary resignation from ACS. Also, we do 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

Initial: _____

ACS does not prohibit its staff from working with other agencies. However, if you are billing hours with another agency for an ACS client, or providing group services involving other agencies, you **MUST** inform your direct supervisor. This is to ensure that DDD is being billed appropriately for services.

TIME SHEET ACCURACY AND HABILITATION

Initial: _____

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**, do not record on your time sheet that you worked from **6:00 am to 10:00 am**. Even though both equal 4 hours, it is not accurate and would be considered *Medicaid Fraud*. **You must also use AM and PM to denote time of day.** Time sheets that do not reflect AM and PM are considered inaccurate, and may not be accepted. Time sheets must be **initialed** by the Responsible Person for **every line entered on the time sheet**, and then **signed** by the employee and the Responsible Person in the appropriate place at the end of the pay period. Time sheets that are not properly completed may not be paid. **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 delay of payment, and may also result in disciplinary action which may include termination of employment.

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 contacted my supervisor and asked any questions that I may have regarding any of the issues listed above.

Employee Name (PLEASE PRINT)

Date

Employee 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.