
PERSONNEL POLICIES HANDBOOK

NORTH END SENIOR SOLUTIONS AND ADULT DAY SERVICE

Safety, Comfort, and Well-being

Revised January 18, 2014,
Jan Molnar Fitzgerald, Exec Dir.
Model: Mt Sinai Personnel Policies
Doc/...AdultDayService/Operations Policies and Procedures/Personnel Policies NESS

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EMPLOYEE ACKNOWLEDGEMENT

North End Senior Solutions Personnel Handbook
Effective Date: 01/08/14 Supersedes: _____ Approved by: Jan Molnar Fitzgerald

I acknowledge that I have been shown how to use the electronic version of North End Senior Solutions' (NESS) Personnel Handbook

I understand that this handbook contains important information on NESS policies, benefits, and my rights and responsibilities as an employee. I have read the policies in this current handbook. I understand that I will be notified about policy updates in writing and I agree to read all updates.

POLICY: I understand that this is the preliminary handbook and will be replaced by updated handbooks, manuals, policies, and revisions, on the subjects included in this handbook, and that it is not intended as a complete statement of my rights and responsibilities, and that it is not a contract of employment. I understand that my employment with NESS is *At Will*; that means NESS is free to discharge me for any reason or no cause at all, and I am free to quit, strike, or otherwise stop working for any reason. I also understand that NESS reserves the right to change, substitute, discontinue, interpret and apply, in its sole judgment, all NESS policies, procedures and benefits.

This Personnel Handbook cannot be waived or changed, except in writing, signed by the Chief Executive Officer (CEO) or President of the Board.

PROCEDURE: The employee is to be aware of the contents of the Personnel Handbook. Employees should review the policies and if they have any questions or objections, they are to discuss these with the Executive Director. Violation of personnel policies described in this handbook could lead to disciplinary action up to and including termination of employment.

Employee Name (please print)

Employee signature

Date

MISSION STATEMENT OF NORTH END SENIOR SOLUTIONS

Our mission is to ensure the safety, comfort, and well-being of senior citizens living in the North Lincoln County area and to help them maintain their independence and fulfill their desire to remain living at home. We achieve this mission by providing the following:

- North End Adult Day Services
- Outreach and Referral Program
- Handy Buddies Program
- The Northender's Mercantile
- Education and Training: care giving, nutrition, and other topics of well-being and how to remain living at home

INTRODUCTION

Procedures: Employees of North End Adult Day Service will be familiar with the following:

History

North Lincoln County, Oregon (Depoe Bay to Three Rocks) has an estimated population of 18,225 with approximately 50% over the age of 45, a higher older population per capita than any other place in the entire state. Nine thousand participants are age 45-69 and 2733 are over 70.¹ There are two assisted-living facilities in North Lincoln County: the Lakeview and Hillside Assisted Living. The Lincoln City Rehabilitation & Long-term Care Facility and the Lakeview, combined, can only care for (how many***) 95 participants in long-term care, including those with Alzheimer's disease and dementia (and only a percentage of those can be on Medicaid/Medicare.) There is simply not enough room in the institutional setting to house the growing number of aging seniors. Besides, most people *want* to remain living at home, and they can if we assist them, if we help each other. The savings in costs to governments and society—by avoiding admissions to long-term-care facilities—is unimaginable since never in history have we had so many aging at one time and so many people living so long. Keeping the elderly in their own homes, in foster homes, in retirement housing, or living with their children, is a logical solution. This is our mission. Without such solutions, homelessness could take on a new meaning.

In 2010, remedies for Oregon State budget deficits eliminated programs for *Seniors and People with Disabilities* in Lincoln County, specifically the Oregon Project Independence, Lifespan Respite, Senior Companions, and Outreach. Now with reduced funds, the Family Caregiver Program offers only eight hours of respite per month and has a waiting list. Caseworkers accessing Medicaid applications work fewer hours and emptied positions go unfilled because of State budget cuts. These factors and more spurred us to file our Articles of Incorporation with the State of Oregon on October 29, 2010. *Action comes out of Despair—Joan Baez*

This coastal community, Otis to Lincoln City to Depoe Bay is a rural and remote community. The cost of living and medical services is higher than other places in the state making life even more difficult for seniors. We want to address those financial issues and create ways for seniors to continue living here in spite of higher cost.

¹ Source: McGinnis, W.J., Phillips, R.H., Raettig, T.I. and K. Connaughton 1997 Populations Past and Future. http://www.pcouncil.org/wp-content/uploads/draft_comdoc_May2000_apdxa4.pdf (pages 7-8)

The first goal of our mission is to operate an Adult Service providing activities for seniors and other adults with disabilities and chronic diseases and respite for their caregivers. On January 31, 2011, we opened the Adult Day Service at the Panther Creek Community Center, in Otis, Oregon.

In May 2011, the management of the Dorchester House Retirement Living, in Lincoln City, offered rent-free space for NESS offices and the Adult Day Service. The Board of Directors agreed to move to the Dorchester and completed the move the week of June 13, 2011. The Adult Day Service reopened on Monday June 20. Other organizations in the community—Hospice, In-home health, AARP—have offered us encouragement. The community sorely needs our services, a nonprofit filling the gap between services offered by government and private enterprise.

Our Philosophy

North End Senior Solutions is dedicated to meeting the long-term needs of the seniors in the North Lincoln County area. We encourage all participants of the community to be as independent as possible, to continue their socially contacts and make new contacts, and to continue to pursue lifelong skills and interests. We expect all of our staff to facilitate these aims.

Through the Adult Day Service, we provide services and activities to maintain or improve the capabilities of each participant, their families, and caregivers, with an emphasis on what they “can do” instead of what they “can’t do,” with the goal of maintaining or achieving their personal maximum level of functioning.

With our optimistic attitude, we offer creative solutions to encourage everyone in the community—families, caregivers, elders, neighbors—to make their own choices and to promote the least restrictive lifestyle.

Range of Services

The Services listed below are NESS program goals. As a grassroots organization, these programs are in the development process. Your participation in all aspects of this development is expected. We achieve our mission, to support seniors in their desire to remain living at home, by providing the following five activities:

1. An **Adult Day Service (ADS)** is a place where seniors and people with disabilities benefit socially and emotionally by engaging in activities and by communicating with other people. During the time seniors spend at ADS their caregivers enjoy a respite (time off) from their demanding care-giving job. ADS activities include:
 - Painting and Drawing

- Music and singing, including live performances by local talent
- Exercise by dancing; chair dancing if necessary
- Promoting nutritional food and preventing dehydration
- Crafts, puzzles, and games.

Our Activities Director plans the daily activities. All volunteers, employees, and administrators are trained caregivers participating in the care and activities offered to our participants. Many of us engaging with the participants are trained nursing assistants or experienced caregivers. We will train all caregivers to assist in specific activities.

ADS is offered two days a week (Monday and Wednesday) and eventually will be available Monday-Friday, 8 a.m. to 5 p.m. at the Dorchester House, room #3 on the Lower Garden level. Addition days and times will be determined by participation and needs. Business aspects of NESS are conducted at the Office within the Day Service and at the home of Jan Molnar Fitzgerald, the Executive Director and at the home of the Bookkeeper.

ADS furthers NESS's exempt purposes by keeping seniors active and able and by giving respite to families and caregivers who care for the aging. Without activities, seniors often become isolated, which can cause behavior problems—humans are social animals by nature. Without proper nutrition, the health of the elderly declines; without adequate exercise, falls become more prevalent. ADS makes it more likely that the elderly can remain living at home, by themselves or with their families. By providing these benefits, we can anticipate fewer people having to live in nursing homes.

Seniors and people with disabilities pay \$10.00 per hour with a minimum of three hours. We are in the process of certification to receive Medicaid and Veterans payments. Sponsor grants may be available for those who are unable to pay.

2. Provide **Outreach and Referral** to seniors in the North Lincoln County area: finding those in need and referring them to social services, such as our services, food pantries, long-term-care facilities, medical and social agencies.

Our Outreach Coordinator organizes this program, but all Board members, employees, and volunteers are responsible for referring inquiries to the Coordinator or to basic services.

In a sense, this is a 24/7 activity since we will all be aware of our responsibility to assist seniors at all times. Outreach pamphlets and a bulletin board with referral information are in the ADS Office.

By reaching out to those seniors and families in need, we are able to help those who go without adequate nutrition, medical assistance, social interaction and sufficient financial resources.

3. The **Handy Buddies Program** provides minor home repairs and personal services for seniors. Personal Services include transportation to medical and professional appointments, laundry services, housekeeping, grocery shopping, bookkeeping, bill-paying assistance, and personal letter writing. Seniors can pay for help from other Handy Buddies or trade their hours of volunteering which they save up in their personal Hours Bank. For seniors who are unable to contribute hours or pay, volunteers and donated funds may be available to help.

By helping seniors with the upkeep of their homes and other personal needs, we will be making possible their dream to remain living at home instead of having to go to a nursing facility.

4. **Education:** Provide care-giving training, nutritional awareness, and other training about growing older and how to remain living at home. We will conduct care-giving and nutritional training during ADS hours to family members of ADS participants, to our volunteers, and to our employees. Educational literature and posters will be available. Special classes may be held in the evening for those unable to attend during the day (future.) The teaching and training of seniors and their families is important to maintaining independence and ensuring that seniors can remain at home. Sometimes simplifying the difficult tasks or learning how to handle difficult situations can make independent living a viable option for seniors.
5. Organize and operate the **North Enders' Mercantile**, providing cost savings to members and seniors for select food and household items. The Mercantile also provides a means of fundraising by selling "North Enders" novelty items in the Mercantile and in our future on-line Store.

Employees and Volunteers will design and implement this program as directed by the Board's Fund Raising Committee. Soliciting and receiving donations, by its nature, is an ongoing activity, and the future Web site makes it a 24/7 opportunity. Actual office and physical store hours will coincide with other administrative hours.

The Mercantile will be a word-of-mouth enterprise in which its managers will notify interested participants of possible bulk-purchase items. Eventually a store will be part of the administrative offices. The on-line store, of course, will be conducted on line.

It is our goal to make available foodstuffs and household items that will contribute to the health and well-being of seniors. Many people go without basic comforts in order to pay for necessary prescription and utilities. We hope to provide such comforts at lower costs.

The Mercantile and on-line store shall be self-sustaining and profitable enough for the organization to use the proceeds for general business operations, operations of Adult Day Service, and to provide for those in need---providing discounts to some, gifts to others.

Seniors and People are our Business

The people we serve may have special limitations, thus they need understanding, patience, and support. They especially need respect and dignity as individuals. Regardless of their age or the severity of any limitations, pride is a person's most valued possession. We all feel proud when we are a value to our community.

In order to provide this to our community of seniors, here are some practical things employees need to remember:

- Each person's personal privacy must always be respected. Individuals should not enter a person's home (or space) without permission.
- If another person exhibits verbally abusive behavior, employees will not react; rather leave the area to defuse the behavior. Keep in mind the role an illness or life situation may play in such an instance. Show empathy.
- Employees must not engage in arguments with Adult Day Service Participants or his/her family, or with anyone we may do business with, through our Handy Buddies Program, Outreach, or Mercantile. Notify your supervisor of any incidents that occur.

THIS IS NOT A CONTRACT

THIS PERSONNEL HANDBOOK IS NOT A CONTRACT

POLICY: North End Senior Solutions (NESS) reserves the right and authority to interpret and apply, in its sole judgment, all policies and procedures including all those summarized in this handbook. NESS reserves the right to be the exclusive authority determining how those policies and procedures apply to specific issues in specific circumstances. NESS's determination on all matters is final and binding. The employee may not be entitled to any benefit, procedure or right greater than provided in this handbook without an express written agreement signed by the Chief Executive Officer. No provision of this handbook may be modified or supplemented except in writing, signed by the Chief Executive Officer.

PROCEDURE: This handbook provides information on NESS's personnel policies and benefits and supersedes all previous policies, rules, procedures and benefits, both oral and written, as well as past practices. This handbook is not exhaustive statement of the employee's rights or responsibilities and is not a contract of employment. NESS will remain flexibility in making changes in its policies and procedures has in order to improve working conditions and benefits, and thereby in order to meet future challenges, it reserves the right to amend, modify and eliminate any of these policies and procedures at any time.

Many of the provisions in this handbook are required by federal and state laws and are subject to change to comply with changes in those laws and regulations.

The information contained in this handbook applies to all staff, including volunteers, with the exception of instances where the contract between the Chief Executive Officer and the Board of Directors supersedes. The employee is responsible for being familiar with the contents of this handbook. If they have any questions, employees should review the handbook with their supervisor or administrator. Violation of personnel policies described in this handbook could lead to disciplinary action up to and including termination of employment.

These policies are in a 3-ring notebook so that changes in policies can be made easily. Employees are responsible for keeping the Handbook up-to-date. Employees will be notified when changes are made to policies. Changes will posted on the company's Web site. Copies of new policies will put into the office copy of Personnel Procedures. Employees may consult it during office hours.

EMPLOYMENT RELATIONSHIP

Employment with North End Senior Solutions (NESS) is entered into voluntarily, and employees are free to resign at any time (see RESIGNATION). Similarly, NESS is free to end the employment relationship at any time for any reason or no reason. Like all other provisions in this handbook, this provision may not be changed for anyone except in writing, signed by the Chief Executive Officer.

Equal Opportunity Employer

NESS is an equal opportunity employer. NESS treats staff and applicants on the basis of qualifications and merit, and without regard to race, color, creed, religion, gender, age (over 18), national origin, marital status, physical or mental disability, genetic information, veteran status, sexual orientation, juvenile record that has been expunged, or any other status or characteristic protected by any law applicable (except in limited circumstances where gender or another protected characteristic is a bona fide occupational qualification). NESS adheres to the Oregon Fair Employment Practices Act.

Discrimination or harassment based on any of the above factors is inconsistent with the philosophy of North End Senior Solutions and will not be tolerated. This policy of nondiscrimination will prevail through all employment relationships, including recruitment, selection, compensation, promotion, transfer, layoff, recall, termination and dispute resolution.

Management provides and supports the Grievance Procedure for receiving and resolving complaints which allege discrimination in employment relations. Employees are to bring any questions, issues, or complaints regarding discrimination to the attention of management.

Americans with Disabilities Act (ADA), Reasonable Accommodation

NESS ensures equal employment opportunities to qualified individuals with disabilities and if hired will accommodate for the physical or mental limitations, unless undue hardship to the organization would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should request such an accommodation at the time of hiring from the person interviewing them or from their supervisor. NESS will acknowledge if the limitation or barriers hamper the employee or applicant's ability to perform his or her job. NESS will identify possible accommodations, if any, that will

help eliminate the limitations. If the accommodations are reasonable and will not impose an undue hardship, NESS will make the accommodation.

Definition of Employment Status

[This information is presented in the Handbook for future information needed when NESS has a benefit program. There are no benefits at this time.

The working time section is written to include future programs, such as a residential care facility, as well as the existing Adult Day Service]

POLICY: North End Senior Solutions (NESS) classifies its employees based on specific definitions. These definitions are used in determining employees' eligibility for benefits.

PROCEDURE: Following is the list of terms use to describe classifications of employment:

REGULAR BENEFIT

Full-time and part-time staff who have regularly scheduled hours of work and are eligible for benefits. On-call staff are not regular employees.

NURSING REGULAR LIMITED-BENEFIT

Full-time and part-time nursing staff who have regularly scheduled hours of work and are eligible for limited benefits.

FULL-TIME

Staff regularly scheduled 30 hours or more per work week.

PART-TIME

Staff regularly scheduled to work under 30 hours per work week.

ON-CALL

Staff who do not have a regular schedule but work on an as-needed basis. These employees are not eligible for benefits.

SALARY/EXEMPT

Staff who are paid on a monthly basis and whose positions meet specific tests established by the Fair Labor Standards Act (FLSA). Such employees are exempt from overtime pay requirements. Job descriptions will state which employees are in this category.

HOURLY/NON-EXEMPT

Staff who are paid on an hourly basis and whose positions do not meet FLSA exemption tests. Such employees are paid one and one-half times their regular rate of pay for hours worked in excess of 40 per week.

WORK DAY

A normal working day at the Adult Day Service and other programs varies from day to day and week to week. One day a "work day" may consist of eight hours, although there is no guarantee of this or any other amount of work. Some staff may be scheduled to work more or less than eight hours per day.

WORK WEEK

The workweek begins at 12:01 a.m., Sunday and ends at 12:00 midnight, Saturday. The workweek is the week used in determining overtime.

MINORS

The Oregon Wage and Hour Commission is responsible for setting minimum standards for the wages, hours, and working conditions for anyone not yet 18 years of age. Applications for work permits may be obtained from any high school office, most Oregon Employment Offices, or any Bureau of Labor and Industries office at no charge.

Hiring of Employees

POLICY: North End Senior Solutions is responsible for recruiting, hiring, orienting and maintaining a work force that will meet the needs of the population served. All staff employed must be appropriately screened and oriented prior to starting work.

PROCEDURE: The Executive Director will post the position on the Web site, letting all staff know of the opening, as well as advertise the position publicly.

For qualifying applicants, the Executive Director and administrative assistant will complete the following:

1. Make a copy of a current license or certification if required for the position will be verified in writing as being current and duly noted on the application.
2. Contact two, or more, employment references listed on the application or resume. Dates of employment, salary, job responsibilities, and salary will be verified.
3. A formal interview will be scheduled with each qualified applicant in order to assess skills appropriate for the position and verify the applicant's qualifications meet the requirements of the job description. All employment offers are contingent upon the successful passing of a criminal history screening and drug test.
4. Complete form 1-9, verifying legal status.
5. Upon satisfactory completion of #1, #2, #3, #4 complete an Employment Invitation form, and have applicant complete W-2 and submit it with the application and a copy of the license/certification to the bookkeeper for payroll.

[The following is needed when NESS has Medicaid Certificate or government contracts]

6. Ensure all information is complete and arrange a post-offer pre-employment drug test for the applicant, if required.
7. Ensure that the applicant has completed criminal history paperwork; these documents need to be forwarded to the Criminal Background Unit of the State of Oregon. Once the confirmation of successful completion of the drug test is received and the criminal background check has been sent/faxed to Seniors and People with Disabilities Division, the supervisor/designee will notify the applicant that they are eligible to begin employment.
8. Employees will be "actively monitored by someone who is fit" through the orientation and training while on duty until a fitness determination has been

made. Employees living outside of Oregon for 60 or more continuous days during the last three years will also be subject to fingerprinting (OAR 411-009-000 through 411-009-0110). If fingerprints are requested, employees have five (5) working days to obtain the prints and forward them the Executive Director.

9. The department supervisor/designee will ensure the completion of the new employee packet and initiation of TB test before the new employee starts regular work.
10. A post-offer employment physical agility assessment will be conducted to ensure the employee's proper body mechanics with or without reasonable accommodations.

Length of Service

POLICY: Length of service may affect the employee's rights in layoffs and recall, scheduling vacations, extended illness, and other benefits. The last day of work will be treated as the date of separation from employment. **[This is for future information. Vacations and Sick time are not benefits since all positions are temporary part-time]**

PROCEDURE: The date of hire is the first day the employee reports to work as scheduled. The employee will be credited with one year of service for every year worked from date of hire. If the employee returns to work within 120 calendar days after voluntary separation, layoff, or leave, length of service rights will be restored. In such a case, the employee will be rehired contingent upon successful completion of pre-employment screenings.

Employment of Relatives

POLICY: Applicants who are related to staff or former staff members are considered solely on the basis of their qualifications and without regard to family relationships.

PROCEDURE: The sole exception to this policy is that employees will not be hired, promoted or transferred into a position which places them under or over their family member who has authority over them. Members of an employee's family means domestic partner, wife, husband, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, uncle, niece, nephew, stepparent or step-child of the employee.

Job Descriptions

POLICY: Every position has a job description indicating the responsibilities and educational, and training.

PROCEDURE: A job description lists job responsibilities. Each employee has a job description. Each job description is designed to meet the needs of participants of the Adult Day Service; individuals in the community, and residents in the residential care facilities. and may change from time to time. It is the employees' responsibility to be familiar with their job descriptions and discuss any questions with their supervisor.

Performance Evaluations

POLICY: Employees will receive a performance evaluations following the first three months of employment and annually thereafter; more often is there is a problem.

Transfers and Promotions

POLICY: It is the policy of North End Senior Solutions to enhance personal and professional growth of employees by promoting from within the organization. Employees may be transferred, promoted, or assigned to perform work outside their regular job classification or department.

PROCEDURE: Employees interested in pursuing transfer or promotion within NESS organization should notify and obtain approval from their current department supervisor prior to pursuing the transfer or promotion. The following are some factors to be considered in determining eligibility for promotion or transfer:

- Attendance, safety and disciplinary records;
- Skill and ability to do the required work;
- Past production record and work performance;
- Effect of the promotion or transfer on the efficiency of other operations with the organization

It is the responsibility of the employee's supervisor to complete appropriate forms for transfer or promotion. The supervisor will strive to make transfers occur within 45 days of the date that a transfer decision is agreed upon.

If the transferred employee is unable to perform the required work in the new position, the employee may be returned to their original job if a vacancy exists. If no vacancy exists in the original position, the employee may apply for any job vacancy for which he or she is qualified.

Position openings are posted on the website until filled.

Payroll

POLICY: Payroll is paid on a monthly pay schedule on or before the 5th of the month following the end of the payroll period.

PROCEDURE: Employees are required to pick up checks in person. No paychecks will be issued to anyone other than the employee without signed authorization. If possible, checks will be distributed on the day before the scheduled payday when the payday occurs on a holiday. Employees are expected to review his or her paycheck every pay period for accuracy.

AUTOMATIC BANK DEPOSIT

Many of our employees find it convenient to have their regular paycheck automatically deposited in their bank account. Your funds are available the morning of each payday, subject to the policy guidelines of your bank. Although automatically deposited paychecks may be available in your bank account prior to the payday, NESS makes no commitment to deliver funds before the actual payday. Employees are responsible for ensuring that funds have been received in their bank account prior to issuing checks against those funds. Employees interested in initiating automatic deposit should contact the Payroll Department.

PAYROLL DEDUCTIONS

Certain amounts required by law are automatically deducted from paychecks, such as Social Security, Federal and State taxes, and garnishments. Employees may authorize a limited number of other deductions such as health insurance premiums, tax sheltered annuity payments and money for deposit into savings accounts.

SOCIAL SECURITY

Employees are covered by the Federal Social Security Act. A required percentage of each employee's pay is deducted to pay that employee's portion of this protection, and NESS's contribution is in compliance with Federal law. This plan is designed for the employees' future security and that of their dependents by providing retirement, disability, survivor and Medicare benefits.

SALARY ADVANCES

No salary advances are given, except on the first month of hire. Employees who work a full pay period and plan to leave on vacation before payday may make special arrangements with the payroll coordinator (at least a week in advance) to obtain their paychecks early.

LOST OR STALE DATED PAYCHECKS POLICY: Lost paychecks or paychecks that have not been negotiated (cashed, deposited) in a timely manner will be replaced as quickly as possible. A \$20.00 fee associated with the cost of replacing each payroll check will be assessed (charged) to the employee. That fee will be waived (canceled) if the employee elects and maintains an automatic electronic direct deposit of their payroll check through NESS concurrent with the replacement of the lost or stale dated check.

PROCEDURE: Employees who have lost their payroll check or are in possession of a check that has not been negotiated in a timely manner must request from the Bookkeeper a replacement check. The bookkeeper will cause a stop payment order to be issued for the original check and will create a replacement check for the amount of the original check, less the \$20.00 replacement fee.

If the employee elects at that time to receive their paycheck through direct deposit, the \$20.00 fee will be waived (canceled).

Types of Pay

POLICY: NESS offers hourly/non-exempt employees comparable pay rates based on the wage index. Salary/exempt employees' pay rates may be negotiable upon hire.

Hourly/non-exempt employees receive overtime pay, which meets or exceeds the requirements of federal and state laws. NESS also offers job specific differentials and bonuses for certain classes of employees and under certain circumstances.

PROCEDURE:

OVERTIME

Non-exempt employees will receive one and one-half times their regular rate for hours exceeding 40 in a workweek. The workweek begins at 12:01a.m., Sunday and ends at 12:00 midnight, Saturday. The workweek is the week used in determining overtime. Status).

Holidays or other time paid but not worked are not included in the computation for overtime pay. All overtime must have prior authorization from employees' supervisor/designee. If an employee has unauthorized overtime that employee will be paid, but will be subject to disciplinary action.

Available shifts will be offered to on-call staff first.

STAND-BY ON-CALL

Hourly/non-exempt part-time and full-time staff who are scheduled and authorized by their supervisor to be on stand-by on-call duty during time off hours will receive an on-call premium in addition to any hours worked during the designated on-call period of time.

SHIFT DIFFERENTIALS

Nursing and Health Services staff members who work evening and night shifts will receive a shift differential. Other differentials may be made for reasons such as additional duties or responsibilities.

BONUSES

- Discretionary bonuses may be made to exempt staff based on production, efficiency and extra performance hours.
- Certified Nursing Assistants and Personal Assistants will receive an attendance bonus for fulfilling their scheduled shifts with no unexpected absences. This is determined on a pay period by pay period basis.
- Bonus programs for specific positions or departments may be implemented in response to recruitment needs and market demands for qualified individuals

- Bonus programs for specific positions or departments may be implemented in response to recruitment needs and market demands for qualified individuals.

WORKING OUT OF CLASS

- NESS staff members who work out of class for more than three consecutive days in duration will receive a 15% temporary wage increase. Working out of class is defined as instances when an employee is assigned additional responsibilities of a higher-level job class/job description.
- Employees are not eligible for working out of class pay if they are fulfilling job tasks/duties as described in their current job title or job description.

RATE ADJUSTMENTS

- Job classifications are periodically reviewed, and where appropriate, wage adjustments may follow. Performance appraisals and anniversary dates do not automatically result in salary increases.

Break and Mealtimes

POLICY: Employees are entitled and required to take one paid 15-minute break for every four hours worked or major portion thereof in the work period. The Bureau of Labor defines “major portion thereof” as anything over two hours worked. Employees will be given one 15-minute break if they have worked over two hours since their last break/meal period. Therefore, in a six-hour shift, an employee is required to take two 15 minute breaks.

Employees are also entitled and required to take one 30 minute unpaid mealtime break for every shift over 6 hours. At 5 hours worked, the time clock will deduct 30 minutes. Employees who do not take a 30-minute break during a 5-6 hour shift must inform their supervisor so that their hours will be adjusted appropriately.

PROCEDURE: Unused break time cannot be accumulated or added to another break or mealtime. Employees are considered to be on duty call during break times and may occasionally be called off of break to assist with problem situations. If such a situation occurs, the employee will be rescheduled for an uninterrupted rest break as soon as the problem situation has been resolved.

COMPLIMENTARY MEALS

All employees are entitled to one complimentary meal. Because we consider the meal as an activity, employees are expected to eat with participants.

Attendance and Tardiness

POLICY: Employees are expected to report to work as scheduled by their supervisors, prepared to begin work. All hourly/non-exempt personnel are required to use the time clocks to record all hours worked. Employees will be considered tardy if they punch in more than five minutes late.

[FUTURE POLICY: NESS operates on a 24 hour per day, seven day per week schedule. A Monday through Friday schedule may not be routinely expected. Employee schedules will be assigned by their supervisors, and the number of hours employees work may vary with the work load of the campus. Employees may be either sent off the job early or asked to work overtime hours.

PROCEDURE:

RECORDING HOURS WORKED

Employees are responsible for keeping their own time sheets for hours worked.

An employee who has more than one job description or is temporarily assigned to a department other than his or her home department should contact the Personnel Office for instructions on how to list hours.

DISCIPLINE RELATED TO RECORDING HOURS WORKED & TARDINESS

Please note that for all policy violations, NESS, at its sole discretion, may impose any form of discipline it deems appropriate. Factors such as an employee's conduct, past record, the surrounding circumstances and the business concerns of the campus may or may not be taken into account. Although employees generally are given an opportunity to correct problems before termination is imposed, NESS reserves the right to impose termination at any time, with or without cause or notice. Written and oral counseling and reprimands, suspensions and other penalties may be imposed, but there is no requirement of any specific number or sequence of disciplinary measures.

ATTENDANCE/ABSENTEEISM

Nursing or Health Services employees unable to report to work must call NESS according to the schedule below, and speak directly to his/her supervisor, or in the supervisor's absence, to the supervisor's designee so that arrangements can be made to cover the absent employee's shift.

Employees who have an emergency must call their supervisor as soon as possible. If an employee is absent from work three days or more due to illness or injury, NESS may request a doctor's release to return to work to ensure that the employee is well enough to resume his/her work schedule.

If an employee must leave work early due to illness or emergency, written notice must be given to his/her supervisor. The employee must obtain a call-in memo with his/her supervisor's signature.

Consolidated Annual Leave

There is no leave time given at this time. This space is for future policies.

Holidays

POLICY: There are no paid holidays. This space is for future policies.

The following holidays ADS will be closed without pay.

New Year's Day Memorial Day

Independence Day Labor Day

Thanksgiving Day Christmas Day

Employee Benefits

There are no employee benefits.

Personnel Records

POLICY: In accordance with state and federal laws, NESS maintains a personnel file on each employee.

PROCEDURE: Important forms and documents such as the following are maintained and updated in the personnel file: performance reviews, change of status records, commendations, disciplinary warnings, educational attainment records and records of absences and C.A.L. hours used. Personnel files are available for the employee's inspection in the personnel office. Employees wishing to review or obtain copies of their personnel file should contact the personnel office.

The personnel record is the property of NE. The employee may purchase a copy at the market copy rate. Access to personnel files by unauthorized persons, within or without NESS is not permitted. Upon receipt of a signed release of information, NESS will supply date of hire, separation, the position held by an employee and other information at the employee's request.

It is the responsibility of employees to inform the personnel office of changes in family status, address or telephone number. This information is important to ensure accurate record keeping for mailing purposes, insurance benefits, payroll tax withholdings, and in the event NESS needs to contact the employee at home. This responsibility continues while the employee is on layoff status or leave of absence.

Leave of Absence

[This is for future policy, but NESS will work with employees when a leave is necessary. There is no guarantee that the job will be available upon return.]

POLICY: NESS provides for leave of absence to eligible employees. Requests for leaves must be made in writing and as far in advance as possible. Requests are subject to approval by employees' supervisors, the personnel policies and federal and state laws under which certain leaves are protected.

Employee Garnishments

POLICY: All employees are expected to carry out their financial obligations promptly so that creditors will not have to ask for NESS assistance in collecting amounts owed to them.

NESS is required by law to recognize certain court orders, liens and wage attachments. Garnishment is a legal procedure, usually ordered by a judicial or taxing authority, requiring an employer to withhold a prescribed amount of earnings from an individual employee to be applied to the payment of a debt or obligation incurred by the employee. NESS will deduct the required amount from the employee's paycheck when NESS is served with a writ of garnishment, or any other similar order requiring payment of a portion of an employee's compensation to someone other than the employee. The amount deducted will not exceed that permitted by law.

Garnishment actions must be processed manually on an on-going basis, placing an additional administrative burden upon NESS. The State of Oregon and various authorities recognize this burden and allow employers to charge for certain garnishments. Employees will be charged for garnishments as specified below.

PROCEDURE: When a garnishment order or levy against an employee's salary or wages is received by NESS, it will be immediately forwarded to the Payroll Office under confidential cover.

The Payroll Office will in turn notify and provide the employee with a copy of the order, and advise him or her of NESS's obligation to honor the order. The Payroll Office will implement the order as required by the authority. The employee has the right to contact the proper authority to verify the order. The employee may wish to discuss with the proper authority alternate payment options such as direct payment, etc. In either case, the employee must secure from the authority a written notification releasing NESS from the obligation to withhold. This release must be forwarded by the authority to the Payroll Office.

The employee will be charged a NESS administrative service fee, as specified by law.

Specific garnishment processing fees vary depending on the laws and conditions allowed by the government and/or the authority.

Each accounts payable check issued in relationship to an employee garnishment will incur a processing fee where applicable. NESS will not charge more than a \$5.00 processing fee for each garnishment related accounts payable check. For all garnishments subject to NESS administrative service charges, fees will be assessed per paycheck and will be deducted from the employee's paycheck.

Personal Conduct

POLICY: Employees of NESS are expected to conduct themselves professionally, and show respect toward participants, residents, volunteers, and fellow employees. When employees engage in misconduct, NESS reserves the right to exercise any of a series of disciplinary actions including termination of employment.

PROCEDURE: The following is a list of examples of misconduct that will result in disciplinary action that may include immediate termination. This list is intended to illustrate types of prohibited conduct, and is not intended as a complete list of all prohibited conduct. The listing of these examples of misconduct does not limit or restrict the disciplinary authority reserved by North End Senior Solutions.

- Disrespectful conduct, threatening, intimidating, coercing or using profane or abusive language or physical abuse of anyone.
- Any breach of confidentiality as it relates to facility and participants. *
- Failure to report for work as scheduled.*
- Conducting personal business on company time.
- Using cell phones, smart phones, readers, tablets, and other devices without prior permission. Devices should be used only when used to engage participants in an activity, such as educational purposes. Must have permission to use devices for any reason. (Staff will use devices for recording purposes when required or requested)
- Non-compliance with the dress code.*
- Unauthorized possession of NESS or another employee's property
- For Fraud
- Unauthorized gambling
- For carrying weapons or explosives, or violations of criminal laws.
- Smoking in prohibited areas.*
- Sleeping on the job
- For restricting operations or inciting others to do so.
- Leaving the job during work hours except for break periods, lunch without prior permission from your supervisor.

- Violating or disregarding cleanliness, health, or sanitation standards.
- Violating rules regarding solicitation and gratuities.*
- Falsification of NESS records, including but not limited to employment application or time records.
- Any violation relating to drugs and alcohol.*
- Harassment of any kind.
- Theft, or possession without prior permission from the Chief Executive Officer, of NESS property or the property of others, including participants and other staff.
- Violating safety rules or common safety practices, including the unauthorized removal of safety guards or devices and failure to wear protective equipment.*
- Staff is not permitted to consume food prepared for the participants or others, including food trays, supplements, nourishments, juices, ice-cream, sandwiches, etc. All uneaten food must be returned to the kitchen or destroyed. Food may be ordered and purchased by staff.
- Engaging in other practices that may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of NESS.
- Employees are expected to communicate in English (unless conversing directly with someone in their own language) specifically and directly so that everyone is able to understand the course of the conversation to the best of their abilities. This applies to direct communication to participants or other employees. Speak clearly so that everyone can understand you. No Whining. No baby talk. No whispering.
- Discussing work grievances with participants or visitors is prohibited because it places an undue burden on them.
- Discussing personal problem with participants is also prohibited; leave you troubles on the doorstep.
- Other circumstances in which NESS deems discipline warranted.

Confidentiality

POLICY: The Health Insurance Portability and Accountability Act (HIPAA) requires North End Senior Solutions (NESS) to protect the health information of the clients it serves and its employees.

Employees of NESS are required by NESS and by HIPAA to ensure and promote the privacy of participants and staff. Each employee will practice confidentiality regarding all aspects of information received while on the job. Employees are required to secure protected health information (PHI) as mandated by HIPAA regulations. Employees are also required to notify the HIPAA breach log administrator about all NESS inappropriate uses of PHI, HIPAA breaches, through the use of the e-mail breach log database.

PROCEDURE: Protected Health Information (PHI) is defined as any form of information that identifies an individual to a physical or medical condition. Electronic protected health information (E-PHI) is defined as protected health information that is transmitted by electronic media or is maintained in electronic media. A breach involves the disclosure, acquisition, access or use of PHI not permitted under the Privacy Rule. Breaches apply to paper, electronic and oral PHI.

A few examples of HIPAA breaches include an e-mail communication containing PHI that was sent to an incorrect e-mail address/recipient, a medical record that was mistakenly sent to a physician who does not provide services to the specified participant or a fax containing PHI which was transmitted to an incorrect recipient.

NESS employees are required to set their keyboard lock/screen saver setting to a maximum time of five minutes, close their software application if they are leaving their workstation and ensure that their monitors are not readily viewable to the general public. In addition, employees are required to change their passwords every 120 days.

Staff members who utilize cell phones or devices to obtain or send NESS e-mail messages must either password protect their phone or refrain from utilizing their cell phone to transmit or receive NESS e-mail messages.

When disclosing or requesting a participant's health information, disclosure or requests should be limited to the minimum amount necessary to accomplish the task. Exceptions include disclosures or requests for the sole purpose of treatment. PHI or E-PHI may be disclosed to authorized individuals or organizations in order to care for participants or perform job tasks. Please note that only authorized staff may disclose PHI or E-PHI on

behalf of NESS. If you are unsure as to whether protected health information may be disclosed, please speak to your supervisor or administrator.

Confidentiality is respecting the rights of personal privacy and information pertaining to any individual, staff member, participant, board member or any other person affiliated with NESS, or the organization as a whole. Examples of violating confidentiality include, but are not limited to the following:

- Talking to participants, family members, visitors or other staff about another participant's private affairs, medical condition, diagnosis or treatment without the other participant's permission.
- The sharing of information about participant or other employees in a non-professional manner.
- Disclosure of medical records to non-staff except with the written permission from the participant, t or the attending physician.
- Not protecting medical records and other confidential information such as financial status, information about other family members, etc., from casual observation. This also pertains to posting information in places such as bulletin boards.
- Not following guidelines established to protect staff personnel record.
- Taking photographs or video taping participants or staff members without permission. Written permission must be obtained for publication of such photographs.

Employees will secure PHI through a variety of methods. Examples of securing PHI include but are not limited to:

- Securing face sheets to cover registration sheets and PHI carried during field trips.
- Double checking e-mail addresses, mailing addresses and fax numbers when transmitting information containing PHI.

Employee Dress Code

POLICY: Employees are expected to dress in a manner appropriate for the work environment, yet their attire should reflect the home-like atmosphere of our program. Specific dress standards may be developed and required by each work category.

PROCEDURE: This is an overview of NESS's policy on dress and grooming standards.

- Name tags provided by NESS should be worn by all staff while on duty.
- Clothing and shoes will be clean and in good repair, presenting a neat, well-groomed, professional appearance, appropriate to each job.
- Employees are expected to follow good personal hygiene practices.
- Clothing must fit properly for appropriate appearance, safety and job performance.
- Clothing should be appropriate for the activities that job duties entail.
- Shoes: Personnel should wear flat, closed-toed shoes that provide good support and have anti-static, non-slip soles.

In order to promote a professional impression to our participants, families and co-workers, these variations in dress/apparel/uniforms are not acceptable:

Bare midriff clothing

Halter tops; Tops that expose cleavage

Hats and caps

Head phones (exception for staff answering phones)

Jewelry that could cause injury to participants, participant or staff

Leggings

See-through clothing

Shorts more than two inches above the knee

Sleeveless and/or low cut tops

Sunglasses (except when prescribed by MD)

Sweat pants

Tank tops

Tight fitting stretch pants

Tights worn without pants or a skirt.

Policy Against Harassment

POLICY: NESS is committed to providing a work environment free from harassment. NESS will not tolerate conduct by any employee that harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive or hostile work environment.

We want to maintain a working environment free from all forms of harassment, whether based upon race, color, religion, ancestry, national origin, age, marital or veteran status, physical or mental disabilities, genetic information, on-the-job injuries, sex or any other legally protected characteristic or status. This policy covers conduct in the workplace, at social functions sponsored by the organization (such as holiday dinners, picnics, sporting events, etc.) and business functions (such as conventions, trade shows, etc.).

Each manager/supervisor has a responsibility to maintain the workplace free of any form of sexual harassment. No manager/supervisor shall threaten or insinuate, explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, wages, advancement, assigned duties, shifts or any other condition of employment or career development. Sexual harassing conduct in the workplace, whether committed by managers/supervisors, non-managerial employees or outside individuals (vendors, customers, etc.) is also prohibited.

Any messages or communications sent or received through our electronic communications systems are subject to our anti-harassment, anti-discrimination and non-solicitation policies. Please refer to the Email and Internet Policies (#419 and #420) of this handbook for additional guidance. The use of information systems (including e-mail, Intranet or the Internet) for the display or transmission of sexually explicit images, messages, off-color jokes or anything that may be construed as harassment or showing disrespect for others is prohibited.

DEFINITION:

Harassment: Behavior such as telling ethnic jokes, making religious slurs, using offensive "slang" or other derogatory terms denoting a person's race, age, national origin, disability or mimicking one's speech, accent or disability, are examples of harassment and will not be tolerated in our organization.

Retaliating or harassing individuals by making derogatory comments regarding protected statuses or characteristics and any other words or conduct that might create a hostile or offensive working atmosphere are also prohibited.

Sexual Harassment: Sexual harassment is harassment related to or because of an individual's gender. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when that conduct is directed toward an individual because of that individual's gender and:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, or
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
3. such conduct is of such frequency and/or severity that it has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
4. conduct such as sexual or sexist language, jokes or innuendo: nude, profane or obscene cartoons, drawings or photographs; whistling, staring, inappropriate touching, hugging or kissing is strictly prohibited and is not tolerated at NESS.

PROCEDURE: As an employee of North End Senior Solution, you have the right and the responsibility to ask anyone making you uncomfortable by creating an intimidating, hostile, or offensive working environment to stop. At NESS, the accepted method for doing that is to tell the offending individual, "Please stop. That makes me uncomfortable."

If you say this statement to someone on our premises, or if someone says that statement to you, it will be recognized as the first step in resolving an issue that is perceived as harassment.

You further have the right and the responsibility to immediately report any actions or words that you believe to be unwelcome harassment to your manager/supervisor, or any other manager, or to the next level of management, if the complaint involves your direct supervisor or manager, so that we can quickly and fairly resolve complaints. The organization will not retaliate against you for filing a complaint or cooperating in an investigation, and NESS will not tolerate or permit retaliation by management, employees, co-workers or non-employees such as clients, vendors and contractors.

All complaints of harassment will be investigated promptly and in an impartial manner. Discretion will be used during the investigation in order to maintain as much confidentiality as is possible while still being able to effectively complete the investigation. Supervisors and/or Administration will document the findings of the investigation. If you are not satisfied with the handling of a complaint or the action taken by the manager, then you should bring the complaint to the next higher level of authority. In all cases, you will be advised of the findings and conclusion.

Any employee or member of management who is found, after appropriate investigation, to have engaged in harassment of another employee or to have retaliated against an employee for reporting harassment, will be subject to appropriate corrective action, depending on the circumstance, ranging from a personal apology to termination.

Employee Education

POLICY: North End Senior Solutions encourages and supports employees who wish to further their education in order to better perform in their current position or to secure increased responsibility and advancement within the company. From time to time employees will be asked to attend seminars and workshops, and are also encouraged to seek out relevant seminars and workshops that they feel will be beneficial. Seminars and workshops that are pre-approved by the employee's supervisor and the administrator will be paid for by NESS.

NESS will also pay some eligible tuition costs for regular benefit employees with at least six months continuous employment at NESS. Employees must receive approval from their supervisor and the Administrator prior to taking the course in order for NESS to pay the tuition costs.

[FUTURE: During each calendar quarter, full-time employees will be eligible for a maximum payment equal to the current tuition cost of a three credit undergraduate course at Portland State University. Part-time employees will be eligible for a maximum payment equal to the current cost of a two credit undergraduate course at Portland State University.]

Eligible costs include tuition, institutional fees, and textbooks. Other costs are not payable under this policy. Employees that do not obtain a grade of at least 'C' (or pass for a 'pass/no pass' class) in classes paid for by NESS may not be eligible to receive tuition payment on future classes until a passing grade is obtained.]

PROCEDURE:

To receive tuition costs from NESS, please follow these procedures:

- Employee must complete the pre-approval section of the Tuition Payment Form, obtaining approval of their supervisor and the administrator.
- Upon receiving approval, the employee can submit the request to the accounts payable department who will write a check to the employee during the next check writing process.
- The employee should retain the original form and send a copy to the Payroll department to be kept in the employee's file.
- Upon completion of the course, the employee must resubmit the original form to the payroll department along with receipts for tuition paid and evidence of passing grade in order to remain eligible for future tuition payments.

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- Employee agrees to remain employed with CSP for a minimum of six months after receiving tuition payments.

Drug, Controlled Substance, and Alcohol Policy

PURPOSE: North End Senior Solutions promotes employees' safety and productivity by providing and maintaining a work environment free from the effects of drug and alcohol use.

DEFINITIONS: For purposes of this policy, the following definitions apply:

Reasonable suspicion of a violation of this policy is specific describable observations, including, but not limited to, odor of alcohol, slurred speech, altered gait, personality changes, errors of judgment, impaired coordination, impaired memory recall, a positive gaze nystagmus test (if administered by a qualified person), impaired balance, unusual changes in work performance or appearance, and other signs or symptoms of being under the influence. Reasonable suspicion also includes credible reports and information from any source, discovery of drugs not subscribed for employee or controlled substances in the employee's possession or in the employee's work area (other than inventory medications maintained by the facility for the treatment of patients), missing medications under the employee's control, and other information or evidence deemed reliable by NESS indicating a violation of this policy.

Under the influence is defined as any detectable level of alcohol or drugs (not prescribed) or controlled substances in an employee's blood or urine or any observable impairment of the employee's mental or physical faculties.

Controlled Substances is defined as all forms of narcotics, depressants, stimulants, hallucinogens, and cannabis, and any other substance, whose sale, purchase, transfer, use or possession is prohibited or restricted by law.

Over-the-counter drugs are those that are generally available without a prescription and, for the purpose of this policy, are limited to those drugs which are capable of impairing the judgment of an employee to safely perform his or her duties.

Possession means to have on one's person, in one's personal effects, in one's vehicle, in one's work area, in one's locker, or otherwise under one's care, custody, or control.

Prescription drugs are defined as those drugs that are used in the course of medical treatment and have been prescribed and authorized for use by a provider such as a practitioner, physician or dentist licensed to prescribe the substance.

Premises includes all property, facilities, buildings, structures, installations, work locations, work areas, or vehicles owned, operated, leased, or under the control of NESS or its affiliated entities. Private vehicles parked on our premises or properties are also included under this definition.

PRE-EMPLOYMENT SUBSTANCE TESTING: Individuals to whom a contingent offer of employment is made must submit to substance tests of saliva, urine, blood or hair in accordance with this policy and our testing provider's protocols. An offer of employment is contingent upon the results. Individuals to whom a contingent offer is made whose pre-employment substance tests return positive (except with respect to prescription drugs and over-the-counter medications) will be ineligible for employment. NESS will decline to extend a final offer of employment to any applicant with a verified positive result, and such applicant may not reapply for a period of 90 days.

PROHIBITED ACTIVITIES AND CONDITIONS: The following conditions and activities are expressly prohibited on our premises or property or during work time, while performing employee's duties anywhere, or while representing us in any work-related fashion:

- The manufacture, sale, use, transfer, receipt, transportation or possession of alcohol, and controlled or illegal substances (except strictly in accordance with medical authorization) or any other substances that impair job performance or pose a hazard when use or possession occurs. This provision does not prohibit moderate and responsible consumption of alcohol at an event at which NESS management has approved the consumption of, or provided, alcoholic beverages.
- Reporting for work having consumed alcohol or used illegal drugs or controlled substances (not prescribed) at a time, or in such quantities, or in a manner that may impair work performance. For purposes of this policy, having any detectable level of an illegal or controlled drug in one's system while covered by this policy is a violation.
- Possessing, consuming or being under the influence of any other substances, including prescribed medications that substantially impair job performance or pose a hazard when use or possession occurs, unless medical authorization is presented to the supervisor before beginning work and the supervisor has approved working while using the medication or substance.
- The theft, unauthorized use, diversion, or intentional mishandling or misuse of any medication or substance that is present at NESS for the purpose of treating patients.
- A criminal conviction for a drug related activity.
-

PRESCRIPTION MEDICATION USE: If your doctor prescribes medication for you, it is your responsibility to ensure that your ability to work safely will not be affected by taking the medication. If you are in doubt, please discuss this with your physician. If you are unable to safely work due to the effects of prescribed medication, you are

required to provide a doctor's statement to your supervisor before your scheduled time to begin work. Any medical issues discussed will be kept confidential.

PENALTY FOR VIOLATIONS: Any individual engaging in prohibited conduct or otherwise violating this policy is subject to discipline, up to and including termination of employment pursuant to the applicable policies and procedures, and may also be subject to legal action, including reporting to law enforcement, licensing and regulatory authorities.

Failing or refusing to consent to testing and taxi transportation as required under this policy, failure to provide samples for testing, tampering with samples, attempting to falsify the test results, or reasonable suspicion of tampering or attempting to alter test results are violations of this policy and subject the employee to discipline in accordance with the policies of North End Senior Solution up to and including termination of employment.

Employees who suspect co-workers of substance or alcohol use should address concerns to their supervisor, the administrator, or the chief executive officer. Such information and the reporting employee's identity will be confidential to the extent possible.

SEARCHING FOR EVIDENCE OF A VIOLATION: An employee reasonably suspected of being under the influence or in possession of illegal drugs or alcohol on the premises may also be required to submit to a search of the employee's clothing, locker, desk, work area, automobile or other property located on NESS's premises. If the employee refuses to allow a reasonable search, the employee violates this policy.

TESTING EMPLOYEES FOR SUBSTANCES: Employees may be required to submit to testing for the presence of substances under the following conditions:

- Reasonable Suspicion of Violation. Where we have a reasonable suspicion that an employee is in violation of this policy, the employee will be required to submit to testing to determine the presence or use or any involvement with alcohol or drugs. We reserve the right to determine whether reasonable suspicion exists. In instances of reasonable suspicion, employees are required to be transported to the drug testing site and then to their home via a taxi at NESS's.
- Missing Substances: This portion of the Drug and Alcohol Policy applies to any healthcare personnel employed by NESS, who have access to controlled substances. When there is a medication administration or handling discrepancy or where a substance is missing, all personnel who were involved in the handling of, or had access to, the missing substance will be immediately be required to submit to a substance test. Employees who refuse a substance test under these circumstances or who are reasonably suspected of stealing or

intentionally diverting a controlled substance kept for administration to patients will be reported to the appropriate regulatory and licensing agencies. Employees who admit to diversion of medications will undergo substance testing. Refusal to submit to a substance test is a violation of this policy.

- Having been involved in an accident or incident on organization premises, which results in physical injury, property damage, or where the employee is the subject of an accident investigation involving a fatality, bodily injury or damage to property.
- Unexplained absenteeism or tardiness.
- Reports of individual or group drug or alcohol use in violation of this policy.
- Admitting the use of drugs or alcohol in violation of this policy.
- Upon return to work from a leave of absence of any kind which lasts longer than 45 days.

EMPLOYEE ASSISTANCE (FUTURE): NESS will assist any employee who voluntarily requests assistance in seeking help with a personal drug and/or alcohol problem before being counseled, disciplined or before testing is initiated, under this policy. Treatment programs for drug and alcohol problems may be available through health insurance coverage, subject to the provisions of the health insurance plan documents. If employees who qualify for employee assistance as described above, have a problem with drugs and/or alcohol and wish to undertake rehabilitation, they will be granted an unpaid leave of absence for this purpose if the employee has been employed at least three months, unless discipline is required.

However, it is the employee's responsibility to seek NESS's assistance BEFORE drug or alcohol problems lead to on-the-job safety or misconduct concerns, or a violation of this policy. If an employee fails to do so, and uses alcohol or drugs in connection with work, or otherwise violates this policy. The employee will be disciplined, in accordance with this policy and the other applicable policies of NESS. North End Senior Solutions, in its sole discretion and unfettered judgment, may allow a disciplined employee to enter a treatment program, and provide other assistance, if warranted by the circumstances which may include, but are not limited to duration of employment, work performance history, sincerity, attitude, prior history of discipline, severity of the violation of this policy, and other factors which may enhance the likelihood of successful rehabilitation.

The employee may be required to sign a Last Chance Agreement to continue in employment after disclosing a substance abuse problem, or after being disciplined for a violation of this policy.

DISCRETION OF North End Senior Solution: This policy is not intended to cover or foresee every situation that might arise. NESS retains absolute authority to evaluate any drug, alcohol, or substance related problem, and take whatever action it deems best without any requirement that the action taken be for cause and without any right of appeal or grievance by any employee.

LEGAL COMPLIANCE: The provisions of this policy are subject to any federal, state, or local laws that may prohibit or restrict their applicability, and testing for substances shall be conducted in accordance with and limited by such laws, as amended, notwithstanding any terms of this policy to the contrary.

Telephone Use

POLICY: The telephones at NESS are for business purposes only. Employees are expected to use their break time and one of the employee lounges for personal telephone calls.

Under no circumstances will an employee use a participant or participants telephone for personal use. Personal cell phones may not be used while giving direct care. Personal cell phones may be used only at break time.

PROCEDURE: If an employee receives a call when not on break, a message will be taken. In the case of an emergency, the employee will notify his/her supervisor so that arrangements can be made to manage the work load in the event the employee needs to leave work. Employees who make long-distance calls are expected to either use their telephone credit card or call collect, or ask permission. In no case will NESS be charged for such calls.

Viral Containment Plan Leave Reimbursement[Future]

Gratuities and Tips

POLICY: Employees accept their position at North End Senior Solutions with the knowledge that their hourly or biweekly rate plus the fringe benefits will be their total remuneration package.

Employees who either ask for or accept tips or gifts of any kind are subject to disciplinary action, including possible discharge.

PROCEDURE: Participants or family members occasionally wish to express appreciation of services through gifts or money. Employees should encourage participants or family members to contribute to the Employee Recognition Fund in that employee's name instead. The Business Office collects money for this fund which is divided and distributed to all employees on an annual basis. Gifts such as food or flowers may be accepted if they are shared with co-workers. If a participant makes something for an employee in the Activity Department, that employee is permitted to accept it. This and all gifts should be discouraged.

Use of Vehicles (Future)

Solicitation and Distribution

POLICY: Employees should not be disturbed, interrupted or distracted in performing the duties of their jobs by solicitations (to contribute to or support some organization, purchase some item, etc.) or by distribution of literature.

PROCEDURE: Employees who wish to solicit or distribute literature to another staff member may do so only when both are on non-working time. (e.g., during break periods) and in nonworking areas. No one may solicit or distribute literature to staff members who are or should be working. Non-staff may not solicit staff or distribute literature on NESS premises at any time.

The distribution or posting on bulletin boards or elsewhere of any literature or notices in work areas is prohibited at all times, unless permission from the Executive Director and regards community service. However, such materials may be distributed in non-work areas, such as staff lounges.

Favors or retribution based on solicitation will be investigated and where a violation is discovered, disciplinary action including possible discharge will be taken.

Communication Network

POLICY: It is the responsibility of employees to actively participate in the communication networks of North End Senior Solutions.

PROCEDURE: Information is disseminated to employees in a variety of ways. Examples include:

- Service Plans
- Care Plans
- Daily report, staff to staff
- Suggestion box
- Memos
- Employee newsletter
- Chain of command
- Staff meetings
- Mailboxes
- In-service information
- Personnel handbook
- Inserts with paychecks
- Clinical Records
- Work orders
- Minutes of meetings
- Monthly schedule
- Activity board for group activities
- Electronic Mail (E-Mail)
- Voice Mail
- Posted announcements; educational opportunities, positions available for work, staff communications, policy changes

- Employee bulletin boards in employee lounges for information such as results of Safety Committee meetings, contests, policy on fire, disaster and safety rules.
- Occasionally, a flyer will be put into your pay envelope with important information. Many departments also have mailboxes for employees. NESS will occasionally solicit your opinions about its policies, and also will request completion of forms regarding various surveys or mandatory in-services.

Inclement Weather

POLICY: A significant weather event or winter storm will probably close NESS Club. We follow the local school closures.

(Future: more detailed plans)

Corrective Counseling

POLICY: Each employee is expected to adhere to all policies and procedures while employed at North End Senior Solutions (NESS). This policy is a schedule of graduated consequences to address violation of these policies.

PROCEDURE: NESS is justifiably proud of its employees and the manner in which they conduct themselves. NESS and each of its employees are expected to conduct all work-related matters in accordance with the law and the highest ethical standards. For the protection of our property, business interests and the health and safety of all employees, we have established certain standards of conduct, performance and production. These standards will also ensure superior service to our participants. Corrective action may result from not following or meeting these standards. If the breach is considered serious, immediate discharge will occur. NESS reserves the right to interpret the severity and appropriateness of the corrective action based on the circumstances of the situation and also reserves the right to handle each situation on a case by case manner.

NESS, at its sole discretion, reserves the right to determine when and if progressive discipline should be used. Nothing in this policy should be considered to be a promise or agreement that NESS will use progressive discipline. NESS always retains the right to terminate employment without warning, cause or notice.

Warnings for Violation of Major Organization Rules: Violation of a major organization rule will generally result in immediate termination. These rules, although not all inclusive, are listed below. All terminations need to be approved by a department manager and the administrator. If both the manager or the administrator cannot be reached, the employee should be suspended until the termination can be reviewed and approved. If management decides not to terminate, the employee is issued a final written warning.

Major Organization Rules (do not consider this list all-inclusive):

- Violation of security and critical safety rules
- Abusing, destroying or intentionally damaging NESS or participant equipment or property
- Possession of firearms, weapons or explosives on NESS premises or while conducting organization business
- Falsification of NESS records, including but not limited to falsification of hours worked

- Theft or any dishonest act impacting either NESS, participant, other employees, or organizations serving NESS
- Disclosure of proprietary or confidential information
- Misusing or removing NESS records or confidential or proprietary information without proper authorization
- Withholding information from NESS concerning the theft of organization property or assets
- Abusive or threatening physical or verbal acts against co-workers or participants
- Insubordination (i.e., not submitting to authority or disobedient)
- Sexual, racial or other prohibited forms of harassment of employees, participants or other business associates
- Possession, use, dispensing or sale of illegal drugs including drug paraphernalia while on organization time or on CSP property
- Possession or consumption of alcoholic beverages on CSP property
- Reporting to work while under the influence of alcohol or a controlled substance
- Failure to report anyone violating a major organization rule

Elements of Investigation: The various corrective action and/or counseling steps will give consideration to the following, and each case will be reviewed individually:

- The circumstance and/or explanations given by the employee
- The past work, service record and position/level of the employee
- The policy violated
- The extent and severity of the violation
- The frequency of the infraction
- The consistency with action taken with other employees for similar violations under similar circumstances

Verbal Conversation: The immediate supervisor informs the employee of the misconduct or substandard performance. If the problem is corrected and not repeated

within a six-month period following the conversation, no further action will be taken. The supervisor will make a record of such conversations and will retain for future reference.

First Written Action: The immediate supervisor will document performance issues that reoccur and identify the steps necessary to correct the problem. The employee, the supervisor and his/her administrator will all sign the form. The employee is welcome to make written comments on the form or attach another sheet if necessary. The original of this form is forwarded to the Personnel Office to be filed in the employee's personnel file. Both the employee and the supervisor will keep a copy.

Second Written Action: If an employee does not correct a performance issue addressed by a first written action, the supervisor will complete an Employee Counseling Form or a Performance Improvement Plan. The employee, the supervisor, and his/her administrator will all sign the form. The original of this form is filed in the employee's personnel file. The employee and the supervisor will both keep a copy.

If at this point the performance issue reoccurs within a twelve-month period, the supervisor has the following options, depending on the circumstances.*

- Suspension without pay
- Termination
- Final written warning: This would be similar to a second written action, except that both the employee and the supervisor understand that any further occurrences of issues or problems will result in the employee's termination*
- Disciplinary actions taken pursuant to NESS's Drug, Controlled Substance & Alcohol Personnel Policy may not conform to this policy if in the discretion of management, enforcement of the Drug, Controlled Substance & Alcohol policy requires a different approach.

Suspension Pending an Investigation: Suspensions may be used when an employee is suspected of a serious violation requiring further investigation by management. Examples might include but are not limited to: theft, falsification of NESS records, suspected misappropriation of controlled substances, fighting with a co-worker, and using abusive language with a customer, etc. Non-exempt (hourly) employees are suspended without pay. Salaried (exempt) employees may not be suspended without pay unless the suspension will last at least one week (five days). If NESS finds the employee committed no wrongdoing, the employee will be reinstated with back pay if applicable

Grievance Procedure

POLICY: North End Senior Solutions believes that when misunderstandings, problems, or questions arise, they should receive prompt attention. NESS strives to maintain an open line of communication with all employees. Suggestions, complaints, problems, etc. are welcome, and employees are encouraged to bring concerns to the company's attention. No one will be discriminated or retaliated against for doing so in a reasonable manner.

PROCEDURE: A grievance, for purposes of this policy, is any unresolved complaint concerning pay, benefits, hours, performance appraisal or working conditions (including complaints concerning discipline, discrimination and harassment), or the interpretation of any provision in this handbook.

Employees must present the complaint according to the following procedures:

Step 1: Employees must (unless the complaint falls within the Special Cases and Sensitive Complaints provision below) present their complaint to their supervisor. This must be done within thirty calendar days of the event that gives rise to the complaint. The supervisor must respond within seven working days.

Step 2: If an employee is not satisfied with his/her supervisor's response, the employee may present the complaint in writing to the supervisor's supervisor within seven calendar days after receiving the results of Step 1. A response to Step 2 must be given within seven days of the employee's written complaint.

Step 3: If the response in Step 2 is not satisfactory, the employee may appeal his/her complaint in writing to the Administrator or in his/her absence to the Chief Executive Officer or his or her designee, within seven calendar days after you receive the Step 2 response. A response to an appeal in Step 3 must be provided within seven days.

Step 4: If the Step 3 response to the appeal is not satisfactory, the employee may appeal his/her complaint in writing to the President of the Board of Trustees within seven calendar days of receipt of the Step 3 response. The decision of President of the Board is final and binding upon both the employee and North End Senior Solutions.

Special Cases and Sensitive Complaints: Although the employee's supervisor is in the best position to resolve problems or answer questions, NESS recognizes that there may be situations where the employee believes that a supervisor is either the cause of the problem or does not have the authority to resolve a problem or answer questions. In those unusual situations, the employee may omit Step 1 and present his/her complaint in writing at Step 2 or Step 3, provided that the written grievance is presented within seven calendar days of the event giving rise to the complaint.

Employees may also use NESS's anonymous reporting hotline to express concerns or grievances. Reporting to the hotline does not preclude any available actions detailed in this policy.

Waiver: Failure to use the procedure outlined in this section or failure to act within these time limits will waive the employee's right to any further consideration of the complaint.

CODE OF ETHICS

POLICY: Employees of North End Senior Solutions will maintain professional relationships with participants and their families, coworkers, and supervisors as directed by the Code of Ethics.

Employee/Participant Relationship

Professional Relationship: Relationships with participants should be consistent with service plans, interactions normally expected of health care professionals and these policies.

Conflicts of Interest:

- Employees shall be alert to and must avoid conflicts of interest that interfere with the exercise of professional duties and impartial judgment. Employees shall inform both the participant and the administration when a real or potential conflict of interest arises and take all reasonable steps promptly to resolve the issue in a manner which places the participants' interests as primary and protects them to the greatest extent possible.
- Employees shall not take advantage of any relationship with participant or their families to further their personal, religious, political, or business interests.
- Employees will not engage in dual or multiple relationships with participant or former participant in which there is a risk of exploitation or harm to the participant (see dual relationships as defined below). In instances when dual or multiple relationships are unavoidable, employees should take steps to protect participants. Employees are responsible for setting clear, appropriate, and culturally sensitive boundaries. Employees shall disclose to their supervisor the existence of any dual relationship.

Privacy and Confidentiality:

- Employees shall respect all participants' right to privacy. Employees shall not solicit private information from participants except where it is essential to providing services or care. When private information is appropriately shared, standards of confidentiality apply (see Participants' Bill of Rights).
- Employees shall protect the confidentiality of all information obtained in the course of service and care provided
- Employees shall not disclose confidential information to third parties unless participants have given written authorization for such disclosure.

- Employees shall discuss confidential information only in the course of their duties and where privacy can be ensured. Employees shall not discuss confidential information in public or semipublic areas such as hallways, waiting areas, and elevators.
- Employees shall take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, cell phones and other electronic or computer technology.
- Employees shall not photograph or video tape participants without permission. Written permission must be obtained for publication of such photographs.

Fair Treatment:

- Employees shall not use derogatory, profane or abusive language in their written or verbal communication to or about participants.
- Employees shall use respectful language in all their communications to and about participants.

Harassment:

Employees shall not harass participants. Harassment is unwelcome, recurring attention because of gender, race, disability, religion, age or any other legally protected status.

Sexual Relationship/Sexual Harassment:

- Employees shall under no circumstance engage in sexual activities or sexual contact with participants, whether such contact is consensual or forced, or exhibit conduct that may give the appearance of, or would create a suspicion of, such contact.
- Employees shall recognize that engaging in sexual activities or sexual contact with participants' relatives or other individuals with whom participants maintain a close personal relationship may present is a risk of exploitation, or perceived exploitation, or potential psychological, emotional or physical harm to the participant. Employees shall disclose such relationships to their supervisor.
- Sexual harassment includes, but is not limited to unwelcome advances, sexual solicitation, requests for sexual favors, and other unwelcome verbal or physical conduct or depictions of a sexual nature.

Gratuities:

Employees shall under no circumstance accept money or gifts from participant or their relatives. Gifts include but are not limited to the following: tangible items, gift certificates, meals at the participant's expense away from the campus, bequests, and vacation accommodations. Exchanges of tokens of appreciation, such as food, greeting cards, flowers, and arts and crafts made by participants in our activities program are allowed.

EMPLOYEE/EMPLOYEE RELATIONSHIP

- Respect: Employees shall interact with coworkers in a respectful and professional manner.
- Employees shall avoid unwarranted negative criticism of coworkers in communications with participants, their families, or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to coworkers' levels of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, and mental or physical disability.
- Employees shall cooperate with coworkers and other professionals when such cooperation serves the well-being of the participants.
- Employees shall not use profane or abusive language when communicating with coworkers, whether verbal, written or electronic.

Interdisciplinary Collaboration

- Employees who are members of an interdisciplinary team shall participate in and contribute to decisions that affect the well-being of participants.
- Professional and ethical obligations of the interdisciplinary team as a whole and of its individual members should be clearly established.
- Employees for whom a team decision raises ethical concerns should attempt to resolve the disagreement through appropriate channels, i.e. presenting their concerns to their supervisor.

Dual Relationship (Employee/Employee)

- Managers and supervisors shall not engage in dual or multiple relationships with supervisees in which there is a risk of, or potential for appearance of, exploitation to the supervisee or if such a relationship interferes with professional judgment or processes. Dual or multiple relationships occur when employees relate to participants in more than one relationship, whether social

or business whether within or outside the work environment. Such relationships can occur simultaneously or consecutively. Examples of dual relationships include but are not limited to the following:

- when a supervisor hires an employee to work at the supervisor's home;
 - when a supervisor dates an employee;
 - when an employee of NESS is hired by participant or family member;
 - when an employee dates a participant.
- Employees shall disclose to their supervisor the existence of a dual relationship they have with a board member, volunteer, vendor, or other representative of the organization and will abide by professional boundaries in the course of their work.
 - Applicants for employment who are related to staff or former staff members are considered solely on the basis of their qualifications and without regard to family relationships.
 - Employees shall not be hired, promoted or transferred into a position that places them under or over their family member who exercises supervisory, appointment or grievance adjustment authority. "Family member" means domestic partner, wife, husband, daughter, son, mother, father, sister, brother, sister-in-law, brother-in-law, parent-in-law, aunt, uncle, niece, nephew, step-parent, step-child, grandparent, grandchild.

Sexual Relationships

- Employees who function as supervisors or managers shall not engage in sexual activities or contact with supervisees, trainees, or other coworkers over whom they exercise authority.
- Employees should avoid engaging in sexual relationships with coworkers when there is potential for a conflict of interest.
- Managers and supervisors who become involved in, or anticipate becoming involved in, a consensual sexual relationship with a supervisee have a duty to transfer responsibilities, when necessary, to avoid a conflict of interest.
- Employees shall not engage in sexual relations on or in NESS property.

Harassment, Reporting Harassment

Please see Personnel Policy for information pertaining to harassment

Prevention of Abuse

If there is an immediate threat to the health or safety of anyone, call 911.

POLICY: No participant at North End Senior Solutions should be subjected to any kind of abuse, neglect or misappropriation of property or finances. It is NESS's policy to hire appropriate personnel, adequately train personnel and maintain a process whereby actual or alleged violations of participant rights are addressed.

Participants are protected while an investigation is in progress and measures taken to prevent any reoccurrence.

PROCEDURE:

I. Screening - applicant or new employee

- A. Criminal record checks are done through Oregon Department of Human Services Criminal Records Unit and regulatory guidelines are followed if a criminal record is present.
- B. Post job-offer screening for drug and/or alcohol use, as well as "probable cause" testing for all employees.
- C. A minimum of two references are checked prior to an offer of employment.
- D. Licensure and/or certification with no finding of abuse or encumbrance shall be verified.
- E. Candidates for certified nursing assistant training are screened by a pre-class experience as well as going through the normal hiring process.
- F. During the interview process, the applicant is advised of potential stressors in the work environment and asked to consider their own coping skills.

II. Staff Education and Support

A. Training is mandatory for all facility staff regarding

1) participant rights

2) the identification of events and occurrences that may constitute or contribute to abuse

3) action to be taken if actual or suspected abuse occurs. The Facility Administrator or designee provides education for all staff on participant rights and the definition, prevention and reporting of abuse.

- B. Yearly in-services are offered on recognition of emotional burnout and stress and how to prevent and treat.
 - C. Opportunities at NESS will provide for staff to interact and discuss potential or actual problems and solutions:
 - a. Interdisciplinary team (IDT) morning report
 - b. Weekly/monthly departmental meetings
 - c. Administrative Council meetings
 - d. Continuous Quality Improvement meetings
 - e. Quality Management & Corporate Compliance Committee
 - f. Nursing/Health Services 24 hour report and shift change verbal report.
 - g. IDT care conferences every 3 months and as needed.
 - h. Family conferences as needed.
 - i. Anonymous reporting hotline.
 - j. A staff psychiatrist who does weekly rounds in the Health Center.
 - k. In-service and conferencing as needed by trained professional consultants annually and as needed.
- III. Care for the physical environment
- a. Safe housekeeping and food service practices.
 - b. Observance of fire and life-safety regulations.
 - c. Equipment that is in good working order.
 - d. Assistive devices for ambulation and transfers.
 - e. Monitoring cameras located in appropriate/designated areas cross-campus. (future)
 - f. “Restraint-free” meaning that no restraints are used directly on a participant’s body and only minimal use of adjacent devices as a restraint.
 - g. Low stimulus, secure care provided for those in need of such an environment.

- h. Staffing ratios appropriate for the acuity, including the use of 1:1 staffing other measures are inadequate.

DEFINITIONS:

“Abuse” means:

1. Any physical injury or sexual behavior to a participant that has been caused by other than accidental means. This includes injuries that a reasonable and prudent person would have been able to prevent such as hitting, pinching or striking, or injury resulting from rough handling, or any sexual advances.
2. Failure to provide basic care or services to a participant that results in physical harm, unreasonable discomfort or serious loss of human dignity.
3. Sexual contact with a participant, including fondling, caused by an employee, agent or other of a long-term care facility by force, threat, duress or coercion, or sexual contact where the participant has no ability to consent.
4. Illegal or improper use of a participant’s resources for the personal profit or gain of another person, borrowing participant funds, spending participant funds without the participant’s consent, or, if the participant is not capable of consenting, spending participant funds for items or services from which the participant cannot benefit or appreciate, or spending participant funds to acquire items for use in common areas when such purchase is not initiated by the participant.
5. Verbal abuse as prohibited by federal law, including use of oral, written or gestured communication to a participant or visitor that describes a participant(s) in disparaging or derogatory terms.
6. Mental abuse as prohibited by federal law including humiliation, harassment, threats of punishment or deprivation, directed toward the participant.
7. Corporal punishment.
8. Involuntary seclusion for convenience of discipline.

Reporting and Investigating of Suspected Abuse

If there is an immediate threat to the health or safety of anyone, call 911. Adult Protective Services must be called immediately before the investigation. **Lincoln County Senior and Disabilities Services: 541-336-2289**

POLICY: North End Senior Solution's policy requires all staff to report suspected abuse. (See definition of Abuse below.)

PROCEDURE:

SUSPECTED ABUSE - REPORTING AND RESPONSE

All staff are mandatory reporters of any actual or suspected abuse. Any staff member may report directly to a government agency without fear of retaliation. However, it is recommended that staff use the following procedure. This must take place immediately:

Line staff should report to their immediate supervisor, Executive Director or Board Member Chief Executive Officer (CEO) or CEO designee. [Future: the Director of Nursing Services (DNS) or DNS designee or the Health Services Director or the facility Administrator or the Designated Staff Member on Duty (DSM)],

The Executive Director or facility Administrator will report to Senior and Disabled Services' Protective Service department and/or to the police.

Supervisory staff will:

- Protect the participant with any measure needed provide access to necessary medical and/or psychological care needed for the participant
- Complete a written report that describes the incident, investigation, and actions.
- Begin an investigation of the incident
- Place any staff member, who allegedly has been abusive, on paid administrative leave immediately
- Notify participant's responsible party

Administrative staff will:

- Assist supervisory staff as needed
- Complete investigation of the incident within 5 working days
- Follow up with Protective Services, participant, responsible party, other members of the interdisciplinary team and alleged perpetrator as needed
- Notify the appropriate licensing agency if a licensed or certified staff member is terminated

DEFINITIONS:

(Oregon Administrative Rule. Chapter 411, Division 85, 411-85-005)

“Abuse” means:

- a) Any physical injury to participant caused by other than accidental means. This includes injuries that a reasonable and prudent person would have been able to prevent such as hitting, pinching or striking, or injury resulting from rough handling.
- b) Failure to provide basic care or services to a participant that results in physical harm, unreasonable discomfort or serious loss of human dignity.
- c) Sexual contact with a participant, including fondling, caused by an employee, agent or other participant of a long-term care facility by force, threat, duress or coercion, or sexual contact where the participant has no ability to consent.
- d) Illegal or improper use of a participant’s resources for the personal profit or gain of another person, borrowing participant funds, spending participant funds without the participant’s consent, or, if the participant is not capable of consenting, spending participant funds for items or services from which the participant cannot benefit or appreciate, or spending participant funds to acquire items for use in common areas when such purchase is not initiated by the participant.
- e) Verbal abuse as prohibited by federal law, including use of oral, written or gestured communication to a participant or visitor that describes a participant(s) in disparaging or derogatory terms.
- f) Mental abuse as prohibited by federal law including humiliation, harassment, threats of punishment or deprivation, directed toward the participant.
- g) Corporal punishment.

Work Related Injuries

POLICY: Employees are required to report all work-related injuries or illnesses immediately to their supervisors. Employees are also required to follow the appropriate procedure to ensure that proper treatment/care is received and to prevent or minimize any staff time loss or resulting costs.

PROCEDURE:

INJURED WORKER:

1. It is the employee's responsibility to inform his/her immediate supervisor immediately at the time of the injury.
2. The injured employee must obtain an Employee Incident Report Packet and carefully follow the directions. His/her supervisor will assist as needed.
3. If the injury requires the evaluation and/or treatment by a physician, the face sheet of the 801 form (in the packet) must be completed at the time of the injury or as soon as possible afterwards.
4. Information from the physician to NESS needs to include:
 - a) The physician's name, address, and telephone number.
 - b) Work restrictions, if any.
 - c) Date of return to work or date of next doctor's appointment.

This information needs to be given to the department director and administrator as soon as possible following the doctor's appointment and for all follow-up visits.

5. Employees who are given work restrictions through a Modified Job Description by their physician will assume a modified work position at NESS that meets the guidelines documented by the physician for the length of time that the restrictions apply.

SUPERVISOR OR DEPARTMENT HEAD:

1. Ensure that the employee receives any needed treatment
2. Promptly investigate the conditions surrounding the incident.
3. Immediately correct any unsafe condition if possible or notify the appropriate department for further follow-up.
4. Assist the injured worker to complete the required forms as outlined in the Employee Incident Report Packet.

5. Forward all documentation to the pertinent administrator for proper follow-up.

Failure to do any of the above may result in disciplinary action and /or may delay worker's compensation benefits.

Early Return to Work

POLICY: It is the policy of North End Senior Solutions to return workers to employment at the earliest date following an on-the-job injury. This policy is implemented with the understanding that returning to the work place assists in speeding the recovery from injury or illness. Early return to work is accomplished, when necessary, through modified work assignments. Modified work assignments are temporary assignments within the worker's knowledge, skills and physical abilities as defined by the treating physician.

PROCEDURE:

Physician Release:

1. When the attending physician releases the worker to return to work, as evidenced by the physician's completion of a Modified Job Description, a Job Offer Letter will be forwarded to the employee.
2. The Job Offer Letter will be mailed by both regular and certified mail to the worker's last known address or presented to the worker.
3. The letter will note the doctor's approval and will explain: the job duties, report date, wage, hours, report time, duration of the work assignment and the location of the assignment.
4. The worker will be asked to sign the bottom of the Job Offer Letter indicating the acceptance or refusal of the offered work assignment.

Supervision of Modified Work Assignment ;

1. The supervisor will monitor the worker's performance to ensure the worker does not exceed the worker's physician release.
2. The supervisor will monitor the worker's recovery progress through regular contact to assess when and how often duties may be changed. The supervisor will assess NESS's ability to adjust work assignment upon receipt of changes in physical capacities.

Security

POLICY: NESS will provide a secure environment for the participants, family, staff and visitors.

EMPLOYEES PROPERTY

PARTICIPANTS' PROPERTY

SUSPICIOUS SITUATIONS

If an employee is concerned about the presence of a stranger that employee should offer assistance. If the stranger is reluctant to accept assistance or refuses to state his/her business on the premises, the employee should immediately report the presence of the stranger to his/her supervisor. The supervisor will call 911 if assistance is needed due to a situation beyond the scope of NESS's ability or authorization. If in doubt, the supervisor should call 911.

If an employee notices a strange object (i.e. package) and is concerned about the contents, that employee should notify the supervisor on duty. If deemed appropriate, the supervisor should call 911.

Fires and Emergencies

POLICY: North End Senior Solutions provides procedures to be followed in the event of an emergency. These procedures are described in NESS's Emergency Services Manual located at the counter at the main door.

Employees should familiarize themselves with these procedures, as safety for participants and all employees is a primary concern.

Resignation

POLICY: Employees are encouraged to give timely notification of resignation.

PROCEDURE: In order for an employee to leave the organization in good standing, NESS asks the following:

- Regular full-time and part-time hourly/non-exempt staff is asked to give at least ten working days advance written notice of resignation.
- Salary/exempt staff is asked to give at least 20 working days notice. Time of notice means actual days worked without consideration of C.A.L. hours accrued.

Layoffs and Recalls

POLICY: NESS will maintain an efficient, stable, and appropriate sized work force. Layoffs and recalls are considered in managing the effectiveness of that work force. The administration has sole responsibility in determining when layoffs and recalls will be implemented.

PROCEDURE:

LAYOFFS/REDUCTION IN FORCE

Layoffs or reductions in the work force and any subsequent recalls will be based on the following factors:

- Attendance, safety and disciplinary record
- Job knowledge, skill and ability to do the required work
- Previous work experience, including ability to perform other jobs which the employee may be called upon to perform as a result of a reduction in work force
- Past work performance and evaluations
- Seniority (Length of service)

Evaluation of these factors is the Administrator's sole discretion. When two employees are equally qualified under the above factors, the person with the greater length of service is given preference.

RECALLS:

An offer of recall or reemployment may be made orally or in writing to the last address reflected in employees' personnel records. It is employees' obligation to keep NESS advised of any changes in their telephone number or address. The offer will identify the available job and the date the employee is to report to work.

Employees who decline recall or re-employment or fail to report on the date specified will be deemed to have waived any right to recall and will be treated as a voluntary quit. Employees still on the recall list 120 days after their layoff will be removed from the list and will be separated from employment. Such employees who wish to be considered for future job openings should apply for employment as a new hire.

BENEFITS AT AND DURING A LAYOFF/REDUCTION IN FORCE: Future