

COMPANY OPERATIONS POLICY

Mission, Policies, Marketing, Staffing, Transitioning

Life's New Beginnings, Inc. is an agency provider of waiver services to the developmentally disabled and is known as the "provider". Anyone employed by the provider is an Employee and will complete a W4 form. The employee understands that taxes (to include but not limited to) Social Security, Medicare, Unemployment or Internal Revenue etc., will be deducted out of his income as required. The employee understands there will be a 2 week waiting period for the first check. For all company paperwork the term "staff" or "employee" may be used interchangeably and will have the same meaning.

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What is Supported Living?

The Supported Living Program in Florida began in 1988 with the assertion that people who have developmental disabilities have a basic right to a home of personal choice:

- the right to choose where to live, how and with whom
- the right to control employment, transportation, recreation, and community life

Through a grant provided by the Florida Developmental Disabilities Council to the Florida Office of Developmental Services, the program created the opportunity for developmentally disabled individuals to receive appropriate supports needed to move from congregate and institutional settings to their own home or apartment. Supported living can cost less than traditional housing and care, and the individual benefits by finding pride in having his or her own home and being fully integrated into the community.

Supported living provides person-based assistance to clients of developmental services who require ongoing supports to:

- live as independently as possible in their own homes
- be integrated into the community
- participate in community life to the fullest extent possible

Supported living services are person-based. A Support Plan is developed for each individual based on his or her specific needs in terms of mobility, abilities, and desires in order to establish and maintain their own home.

This is very different from providing services and supports on a group basis. In other settings, such as group homes, residents receive similar treatments and live a similar lifestyle, such as dining time, bedtime, and daily activities.

Supported living provides opportunities for each individual to receive the personalized supports and training needed to live in his or her own household and to participate in the community. The individual is not expected to demonstrate total independence in order to have his own home or to participate in the community.

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Supported living works through local and statewide partnerships and networks.

- APD
- The Office of *Developmental Services* provides funding needed to pay for various forms of support.
- The *Support Coordinator* serves as the individual's primary contact with service providers and others. The Support Coordinator assists the individual to develop a Support Plan which provides a guide for the selection of providers, coordination of supports and services, and facilitation of communication and advocacy. The support coordinator directs and oversees services and is responsible for monitoring the health and safety of the individual.
- Local *service providers* assist with technology, transportation, employment, home skills, and health care. A Support Coordinator (staff of APD or a qualified independent entity) coordinates an individual's supported living services.
- Within the local service providers are *staff* who assist with individualized supports and services an individual needs to live as independently as possible.

Staff have the responsibility to provide the hands-on training and ongoing supports an individual may need. Staff may assist an individual with:

- finding and inspecting housing (to meet HUD Housing Quality Standards)
- teaching new skills
- maintaining current skills and abilities
- participating in day activities
- finding and obtaining services
- developing supportive relationships
- developing and coordinating natural (family) and non-paid supports

- personal hygiene
- maintaining the household
- money management

Staff should not become the central figure in an individual's life, but should assist with enhancing supportive relationships among family, friends, neighbors and the community.

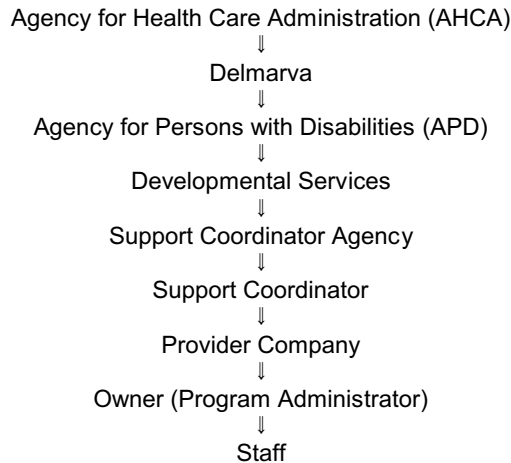
The provider you are employed by is *Life's New Beginnings, Inc., Inc.* Within this provider company are the Owner and staff to include but not limited to:

- Supported Living Coach (SLC)
- Personal Supports-Day (Live-in)
- Personal Supports-Quarter (Personal care)
- Life Skills Development 1 (Companion)

Life's New Beginnings, Inc. uses these specific services to create quality individualized training and support. These services can be used together to help the individual obtain skills more quickly. In particular, the SLC and Personal Supports-Day often work in conjunction to improve and reinforce skill attainment.

The SLC is available on a 24-hour basis. An individual may be seen by more than SLC to add another perspective to training.

Each individual or client of Life's New Beginnings, Inc. has a Support Coordinator. Over the Support Coordinator is Developmental Services, a part of the Department of Children and Families. The watchdog over all is a private company, Delmarva, which conducts interviews with clients and audits providers.



Mission Statement

The mission of Life's New Beginnings, Inc., Inc., is to provide the individual with a developmental disability the supports that will enable him *to be an active part of his home and community and to make informed choices and decisions about his life* to the best of his ability.

Staffing is done to provide any supports necessary to ensure an individual is successful in becoming as independent as possible when in a community living setting. Such service includes, but is not limited to:

- finding a home
- maintaining a home in a healthy way
- budgeting money so that all financial needs may be met
- cooking nutritious meals
- meeting and interacting with neighbors
- accessing community resources for civic and leisure activities.

Life's New Beginnings, Inc., Inc., is dedicated to the people it serves. The provider looks at all aspects of what living in a community means to the individual. It is Life's New Beginnings, Inc.'s goal to have the people it works for become valuable, contributing members of their communities.

Company Policies

Policies

There are a variety of policies that you will be asked to sign and adhere to at the time you are hired as well as annually, every January. You are responsible for all of the information in each policy whether you read the policy or not. You may use the Policy Chart (which allows you to read the policies online and initial and date affirming you have read each) annually rather than printing out each policy each year unless there is a change in policy or a new policy comes into effect

Hiring

- Each prospective employee must fill out an application for employment. The filling out of this application does not in any way imply that the applicant will automatically be hired for employment; it is only the first step in the hiring process. Falsifying any information on the application may be grounds for immediate dismissal should the applicant be hired.
- Subsequent to, or at the same time of completing the application, the applicant will receive an Employment Packet showing required paperwork and training. The applicant will also receive, complete, and return the Affidavit of Good Moral Character, the Affidavit of Trust, Background Screening, the Local Law Enforcement Check form, and work history and personal character reference forms. These forms and at least one interview will be used to determine whether the applicant will be hired. It will be at the discretion of the interviewer to determine whether other employee paperwork is given at the interview or following the background screening.
- BEFORE an applicant is hired, he will complete all background screening requirements. Should this screening show that the employee was adjudicated for any of the offenses listed on the Affidavit of Good Moral Character, he will not be hired.
- BEFORE an applicant is hired, he will complete all required PRE-HIRE training requirements.
- The employee will also sign a **Contract Agreement** for work, which states what he is being hired for and that he is on a 90-day probationary period. Within the 90-day probation period, the employee may be fired for any reason. The employee also has 30 days to complete specific training.
- The employee will also receive, complete, and return information for receiving pay for services provided.
- New staff are required to complete paperwork and training and attend meetings. New staff will use the Employment Packet to ensure compliance with all hiring requirements.
- Prior to beginning work with a client, the employee will complete an informal, verbal discussion with the Program Administrator regarding the client's needs and staff responsibilities. The employee will receive a Support Plan, Implementation Plan for the client, and all forms needed to successfully complete his job.
- All staff are required to successfully complete annual and other training, to maintain proof of that completion, and to submit proof to the office of successful completion of required training. All staff are required to attend training sessions as they occur.

Payroll

- All required documentation of services provided and any other paperwork or tasks as determined by the Program Administrator must be submitted to the employee's contact person prior to receiving a check for services rendered.

Discipline and Termination

An employee can be terminated at any time. In cases of suspected abuse, or if illegal drugs or alcohol are used when on the job, the employee may be terminated immediately. However it is the policy of Life's New Beginnings, Inc. to try to work with an employee so that he may prove to be a valuable member of Life's New Beginnings, Inc. staff. The following are general guidelines for dealing with disciplinary problems for supervisors to follow.

- Whenever an employee's work or actions are not satisfactory, the supervisor will counsel the employee about this. The first time, this may be very informal and verbal, but subsequently an employee counseling form will be completed and signed by the employee. The nature and frequency of employee actions will determine what action his supervisor will take - ranging from friendly warning to termination. The counseling form will be kept in the employee's personnel file.
- Should an employee require repeated counseling, or should the nature of his action be serious enough, it may be determined that he can no longer remain in the employ of Life's New Beginnings, Inc., Inc. The employee's supervisor will discuss the matter with the Program Administrator, and if a determination is made to end employment, a date will be set for termination. If appropriate, the employee will receive a two-week notice to find other work. The supervisor will complete a employee counseling form, and mark discharge as the action. The date employment will end will be indicated.

Alcohol and Illegal Drugs

The use of alcohol and illegal drugs on company time is not tolerated by Life's New Beginnings, Inc., Inc. Working under the influence of illegal drugs or alcohol is also not tolerated.

Documentation

All staff are responsible for maintaining accurate, detailed documentation for all contact with a client or on behalf of a client and for all personnel training and for submitting all required documentation, including logs, notes, supplementary documentation, certificates of training, etc., to the office on time. Written documentation of training is maintained in each employee's personnel file, signed and dated by the employee or training staff, which indicates participation in all required pre-service and in-service training as specified in the Service Specific Standards. Written documentation includes certificates or a Training Log containing the staff name, date of hire, topics/activities covered, length of time spent on topic/activity, dates and times of training, and signature. The **Employment Packet** will guide staff on training requirements and charts (Hire Training and Annual/Certification Training) will assist staff in keeping track of training and policies.

Marketing

The provider will market services and supports in an ethical and professional manner. Designated staff may provide pamphlets to support coordination agencies which explain services and supports offered to create quality individualized training to individuals with developmental disabilities. Designated staff may follow up with support coordination agencies in person or with phone calls. Marketing may also be provided by designated staff at district level marketing fairs.

The provider prohibits officers and employees to solicit individuals through the use of fraud, intimidation, undue influence, including offering discounts or special offers that include prizes, free services, or other incentives.

The provider prohibits officers and employees to solicit an individual currently receiving services from another vendor for the purpose of inducing the individual to switch vendors through the use of fraud, intimidation, or exertion of undue influence on an individual.

Staffing

The provider requests any staff person who needs time off to give as much notice as possible, preferably a minimum of two weeks, when making such a request to the owner. Another staff member will be asked to fill where needed. All staff are encouraged to work around time off as much as possible but to stay within the guidelines APD requirements.

In the event of a sudden illness, staff should first contact all individuals who are to be seen that day. If there are urgent matters to be dealt with, such as doctor's, food stamps, or other appointments which cannot be changed easily, then the staff person should contact the owner to assist in finding someone who can take care of the task. If necessary, the owner may be used to fulfill such obligations. This should be used as a last resort only.

Supervisors are responsible for any immediate and minor issues that may come up on a daily basis and refer any major issues to the owner. A backup provider is identified to assist in running the company if required.

Transitioning

Individuals

Transition of an individual may include entering into a program with the company, obtaining new or different supports and services within the company, and leaving the company. The provider will make every effort to ensure a smooth transition into a program and with obtaining different supports and services with the company. The provider will talk to the individual as well as the individual's circle of support (family, previous provider, support coordinator, etc.) who might help provide insight into what the needs are for the individual if he or she agrees to have them participate about personal goals. The individual's desires will be primary. Health, safety, well-being, skill-building, housing, and paperwork will become focuses when needed to make the transition as easy for the individual as possible.

The provider will also help the individual in whatever way possible when leaving its program. The provider will provide any necessary documentation if the individual will agree to release the information, as well as meet with the new provider should a request be made.

Staff

The provider will assist any staff interested in terminating employment with the company to transition into new employment, and leave current employment, as smoothly as possible. Staff are requested to give as much notice as possible so that a replacement can be found, introduced to and approved by individuals, and trained before current staff leave. A minimum of two weeks is requested, but notification further in advance of leaving is appreciated. The company encourages growth in everyone, and will help with transferring paperwork or in any way to ensure leaving staff can move as easily as possible into new employment. The provider requests that people who stay in the field do not use the relationships developed with individuals while working for the provider to entice them away from the provider for a period of at least one year. The provider is more than happy to compete on an equal basis in the open market with former employees for new work.

Administration

Should the owner no longer be able to contribute fully in running Life's New Beginnings, Inc., the administration of the company will continue. The company will be responsible for its continuance and have a back up provider. The policies and procedures set by the company will remain and staff will continue to provide quality service without incident.

I have read and fully understand the Company Operations Policy and agree to follow its dictates.

Staff Signature

Date