



Creatively Helping Individuals Live & Learn

Employee Handbook

Updated 10/2022

Welcome to CHILL! We are excited you have chosen to be a part of the CHILL, LLC team. Our hope is for your time at CHILL to be a rewarding and enjoyable working experience. We at CHILL have the opportunity to provide a number of needed services to amazing individuals and their families. We are eager for you to get started!

Our Mission: At CHILL we are dedicated to improving the lives of individuals with developmental disabilities by providing quality human services, promoting independence and self-advocacy, and improving community awareness.

Our Goal: CHILL strives to assist individuals' in accessing community resources and increasing independent living skills: placing an emphasis on healthy life choices, social interactions and community awareness.

Services We Provide: Community Day Programs, Supported Community Connections, Supported Employment services, Independent Living Skills, including: Cooking, Cleaning, Shopping, and Money Management. Residential Services and Family Caregiver Options.

ANTI-DISCRIMINATION POLICY:

CHILL does not and shall not discriminate on the basis of race, ethnicity, religion (creed), gender, age, national origin (ancestry), disability, sexual orientation, etc. in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, and person(s) applying or receiving services.

CHILL is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of the basis of race, ethnicity, religion (creed), gender, age, national origin (ancestry), disability, sexual orientation, etc.

NON-COMPETE AGREEMENTS

CHILL shall not coerce, threaten, or use any means of intimidation to prevent an employee from terminating the employment relationship and commencing employment at another agency.

HIRING POLICY:

Employment Process:

Applicants interested in working for CHILL are required to complete an employment application and submit it to the Director of Human Resources. CHILL relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in CHILL's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment. Additionally, CHILL requires the satisfactory completion of a criminal background check, a driving record that meets auto insurance standards, and Colorado's background check for crimes against people.

Interview Process:

The Director will screen applications and/or resumes prior to scheduling interviews. A phone interview will be conducted prior to the scheduling of a face to face interview. All interviews will be conducted by one of the Directors of CHILL.

Background Check:

Once a decision has been made regarding interest in hiring an applicant, an offer will be made contingent upon satisfactory completion of reference checks and background checks. The Director of Human Resources will evaluate each completed background check and if the applicant has prior convictions the director will further investigate the convictions and make a decision based on findings. No applicants will be hired if the a director feels it puts any individuals we serve at risk. The Director of Human Resources will also check references for all candidates. During employment it is the responsibility of each employee to report any subsequent criminal charges or moving traffic violations to the Directors promptly.

DORA/OIG (Excluded Individuals List (EIL):

Employees whose job descriptions include personal care work will also be subject to a DORA check as well as an Excluded Individuals List search on the Office of Inspector General website.

Job Offer:

Once the Director of Human Resources receives satisfactory results from the reference checks and background checks, they will notify the candidate to confirm the initial offer.

Initial Start Date and Orientation/Trainings:

Upon being hired, employees are required to provide identification in order to complete the Employment Eligibility Verification form (Form I-9). New employees are also expected to complete New Employee Orientation and training courses promptly after hire and have their vehicle inspected for safety.

Vehicle Safety Inspection:

Employees must take their personal vehicle in for an inspection before transporting clients and for annual checks. If an item on the inspection list is noted as needing repair or replaced, the employee must work with the Director of Human Resources on a timeline for completion of repairs. Depending on the severity of the repair, the employee may be required to stop working until completed.

EMPLOYEE TRAINING POLICY:

Policy: CHILL will ensure that all staff are trained according to Colorado Rules and Regulations for each job description hired.

Direct Care staff providing services under the HCBS SLS/CES and HCBS DD waiver are required to complete the following training courses before providing unsupervised care to individuals.

Open Future training courses to be completed before providing direct care to individuals:

- Introduction to your Role, which includes topics such as HIPAA/Confidentiality
- Health & Safety
- Understanding and Promoting Rights
- Abuse Prevention, which includes MANE (Mistreatment, Abuse, Neglect, Exploitation) training
- Infection Control
- Boundaries, which includes incident report training
- Medication Administration (If passing meds to individuals)
- Individual Specific training (for each individual being served)

Direct Care staff providing services under the HCBS SLS/CES and HCBS DD waiver are required to complete the following certification courses within 90 days of hire.

Trainings to be completed within the first 90 days of hire include:

- CPR
- First Aid
- MANDT (when applicable)

CHILL supervisors will also provide new staff with on the job training prior to working with individuals unsupervised. This training will consist of job shadowing. This will allow the new employee and the individual receiving services to build rapport and to ensure the working relationship is a good fit for both individuals.

On-going training

CHILL will ensure that ongoing supervisory and direct care staff training occurs and shall consist of at least six (6) topics applicable to CHILL's services every 12 month after the starting date of employment. Training courses shall include, but is not limited to, the following items:

- Behavior management techniques and the promotion of consumer dignity, independence, self-determination, privacy, choice and rights; including abuse and neglect prevention and reporting requirements.
- Disaster and emergency procedures
- Infection control using universal precautions
- Basic first aid and home safety.

Training documentation

All training shall be documented.

- Classroom type training shall be documented with the date of the training; starting and ending times; instructors and their qualifications; short description of content; and staff member's signature.
- On-line self-study training shall be documented with information as to the content of the training and the entity that offered or produced the training.

PERSONAL CARE WORKERS

Policy: Direct care staff that will be providing personal care services to individuals will be required to do additional training prior to performing personal care services. CHILL only provides non skilled personal services. Staff will be trained on understanding the difference between skilled vs non skilled care. Staff providing personal care will also be trained in personal care topics such as:

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| ● Bathing | ● Dressing |
| ● Skin Care | ● Assistance with ambulation |
| ● Hair Care | ● Exercise and transfers |
| ● Nail Care | ● Positioning |
| ● Mouth Care | ● Bladder and bowel care |
| ● Shaving | |
| ● Feeding (<i>staff providing services under the SLS/CES HCBS waiver will be able to provide assistance with g-tube feeding after satisfactory completion of the training given by the agency nurse</i>) | |
| ● Medication reminding (<i>staff providing services under the SLS/CES HCBS waiver will be able to administer medication after satisfactory completion of the appropriate QMAP training given by the agency nurse</i>) | |

Upon completion of these training in these topics, staff will be required to perform a personal care skills assessment evaluation to determine if they are ready to provide these services to the individuals we serve.

HEALTH AND COMMUNICABLE DISEASES

When a client or caregiver exhibits or reports symptoms of a communicable disease in an infectious stage, it will be reported to their supervisor immediately.

In the event that agency staff is exposed to an infection case of tuberculosis or other reportable diseases or conditions, the following will apply:

- Agency personnel will report to their supervisor any client who may be suspected to have a communicable disease.
- Agency personnel with a communicable disease in the infectious state will not provide direct client care until given written release from their doctor. We do not want to get the people we serve sick.
- Agency personnel with a cough, sore throat, chills, fever, afflicted with boils, jaundice, infected wounds, vomiting, diarrhea or acute respiratory infection or general malaise will contact their supervisor prior to working with clients. A written note will need to be provided by a physician prior to returning to work.
- The administrator will notify the health department when appropriate.
- The agency will supply the health department with any names and identifying information required for sufficient screening
- The agency will implement any steps deemed necessary by the department of health

PERSONNEL FILES

CHILL recognizes its employees' right to privacy. A file will be maintained for each employee and will contain all documents obtained at the time of employment, references, performance evaluations, emergency contact information, job descriptions, and proof of training courses and certifications listed in the above section. Employees are also required to provide an updated copy of their auto insurance and driver's license upon expiration. As well as an annual vehicle inspection.

It shall be the policy of CHILL to maintain current, updated personnel records of all present and former staff persons in a locked cabinet. All personnel records are considered to be private and confidential in nature.

The Directors of the organization, as well as the employee's supervisor, and office staff may review personnel files of employees as needed. Employees may request to review, during normal business hours, information in their personnel file. Requests should be made in writing, directly to the Director of Human Resources, and will be accommodated as soon as is possible, typically within one day of the request.

Licenses and Certifications

It shall be the responsibility of each contracted person to keep their licenses and certifications updated as required to ensure compliance with accreditation and regulatory agency standards relating to credentialing functions. Credentialing staff are available to assist in the process, but it is ultimately the contractor's responsibility to maintain current licenses and submit them to the Director.

Release of Records

Employees must give their written permission before disclosure of their personnel information other than verification of dates of employment, and information that the organization is legally required to reveal. All documents placed in the personnel file of the employee, subsequent to their employment, shall be done with the full knowledge of the employee.

EMPLOYEE EXPECTATIONS:

CHILL provides a variety of services to both adults and children with Developmental Disabilities. The goal of our services is to enhance the lives of each individual by promoting independence and personal growth. Employees

providing services to individuals are expected to maintain an attitude of caring, consideration, and professionalism when working with the individuals we serve.

Provider Notes:

Employees must keep daily provider's notes for each individual served and for each service category provided. I-Therapy is the platform CHILL uses for this documentation. Provider Notes must contain the following:

1. Service providers must submit notes that provide information about the specific supports and services provided for each client;
2. Accurate information regarding the client served and the date and time of services provided;
3. Accurate completion of the question prompts;
4. Transportation for Supported Community Connector shifts need to be added separately.

Notes need to be completed within 24 hours of the service provided. A CHILL supervisor will review the notes each month. The Supervisor will request missing information or additional detail. The service provider will resubmit notes with requested information to the supervisor. Missing notes will be tracked monthly as items of concern.

Direct Care Providers must also document when regularly scheduled shifts are missed or canceled by either the individual receiving services or the Direct Care Provider. These occurrences should be documented using the canceled shift task. Supervisors will review these notes to address issues with frequently missed shifts.

***If you are unable to get a hold of the individual receiving services and they have missed a regularly scheduled shift please contact your supervisor, so a follow up may be completed to ensure the health and safety of the individual is not in jeopardy.**

****The pay period runs every two weeks. Notes need to be submitted within 24 hours, no later than Sunday pm 5pm in order to be approved for payroll.***

Time Keeping:

Employees must track hours . To do this, the employee will sign in through I-Therapy when they arrive at their shift. For Supported Community Connector services login when you arrive at your first client's home.

Pay and Payday:

Pay rates are based on experience and performance and will be negotiated with each employee upon hire. Paychecks will be Directly Deposited on the 15th and the 30th of the month.

Attendance:

Regular attendance is required. If you are unable to work a scheduled shift please notify your Supervisor, as well as the individual, or the family of the individual you were to provide services to for that day. If hours are able to be rescheduled with the individual or the family, please do so in a timely manner. If services are imperative to the health and safety of the individual, please contact your supervisor ASAP, so a backup provider, if possible, may be sent to provide services.

Sick/Family Leave

You are provided 1 hour of sick leave for every 30 hours of work. These are calculated through I-Therapy based on your sign-in/sign-out timecard. If you need to use your hours, reach out to the Director of Human Resources.

Vacations:

Please inform your supervisor of all vacations so that hours may be rescheduled or back up providers may be scheduled to cover shifts.

EVALUATIONS:

CHILL will evaluate employees' 90 days from the date of employment and on their work anniversary each following year. These evaluations will provide an opportunity for employees to openly discuss any issues or concerns and also for the supervisor to provide feedback on job performance and the employee's compliance with company policies and procedures.

CHILL will conduct yearly satisfaction surveys with individuals we serve and their families. These surveys will provide valuable feedback in regards to quality of services and areas of improvement. These surveys will not be taken lightly; they will be a driving force in the improvement and growth of the services we provide to individuals and their families.

WORKMEN'S COMPENSATION:

CHILL provides workmen's compensation to all hired employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workmen's compensation provides benefits after a short waiting period or, immediately if the employee is hospitalized.

Any employee who sustains a work-related injury or illness should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately and a First Report of injury form must be filed out. This procedure will enable an eligible employee to qualify for coverage as quickly as possible.

NOTE: An employee who fails to report an on-the-job injury or accident in a timely manner and complete necessary paperwork may forfeit benefits and be subject to disciplinary action, up to and including discharge.

Thank you again for choosing to work for CHILL. We hope your time here is rewarding and meaningful.