

# Greene Arc, Inc.

## Policy and Procedure Manual

### 407 DPW/ODP Rules & Regulations Dissemination

Effective: January 2008

Greene Arc, Inc. developed a procedure to ensure all rules, regulations, policies and procedures and philosophy of and from the Office of Developmental Programs (ODP) are disseminated to parties.

The procedure is as follows:

- Correspondence from ODP is submitted to the Executive Director
- Executive Director forwards information to program department directors
- Directors forward information and/or trains their staff
- Information from ODP is implemented

All correspondence is kept in the Data Analyst's office. A library of all correspondence (ODP's philosophy) is printed, categorized and available for Greene Arc's employees.



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## 408 Vacancy Management

Greene Arc, Inc. Vacancy Management procedure is as follows:

- Should a vacancy be available, Greene Arc posts it on ODP's statewide website. A home profile is included.
- Greene Arc notifies the Regional ODP office.
- Greene Arc notifies County Administrative Entities.
- Greene Arc notifies the Provider Alliance that serves the western region of PA.

Should any further requirements be needed to resolve the vacancy, Greene Arc's Executive Director will be informed and will provide additional directives.



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## 409 PROMISe Billing Policy

Greene Arc, Inc. has established the following procedures regarding PROMISe billing to ensure all efforts to resolve any difficulties have been exhausted. All procedures are tried prior to contacting any County Administrative Entities.

The procedures are as follows:

1. Contact the PROMISe help desk.
2. Re-examine internal documents to ensure units were recorded correctly.
3. Utilize HCSIS for confirmation of authorized units.
4. Review current ISP.
5. Contact County Administrative Entity.

In the even resolution has not occurred, please contact Greene Arc's Executive Director for further directives.



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### 410 Client Cosmetic Care Policy

Greene Arc has developed this policy to establish the parameters that staff will follow in aiding and performing cosmetic care to individuals.

Cosmetic care DOES NOT include personal hygiene items such as brushing teeth, bathing, washing/drying/combing/curling hair, face/leg shaving, trimming of finger/toe nails, and the application of deodorants/cologne/perfume. The aforementioned items serve as examples and should be used to clarify items that may be confused with cosmetic care.

Cosmetic care, for the purpose of this policy, applies to items such as application of make-up, hair coloring/cutting/removal (other than face or shaving), body piercing, tattooing, fingernail painting, and cuticle trimming.

Staff will perform no cosmetic care other than the assisting with or the application of make-up and fingernail painting. This must be done in a manner that ensures the appearance of the individual is dignified. All other types of cosmetic care are to be done at licensed facilities.

As with any type of care that a staff member provides, the staff member is responsible for ensuring that the provision of care is not limited or prohibited by a medical condition.

Violations of this policy will be dealt with according to the disciplinary policy will result in discipline up to and including termination.





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## 415 Exploitation, Abuse and Neglect

The following policy statement is to comply and support the policy of the Community Services Program for Persons with Disabilities in the OBRA, Independence, and COMMCARE Waiver Programs.

Greene Arc employees shall treat each individual receiving services ("consumer") with dignity and respect. Employees shall not physically, verbally, sexually, or psychologically abuse an individual receiving services. Employees, per Incident Policy and Manual, shall report all suspected incidents of abuse, neglect or exploitation. Failure to report will lead to disciplinary action.

1. Abuse is the intentional and unnecessary infliction of pain, injury, or mental anguish upon an individual receiving services.
2. Neglect is the failure by intentional or careless omission to carry out prescribed medical treatment or personal care tasks for an individual receiving services. Neglect is also the failure by intentional or careless omission to report the consumer's physical and emotional problems to an immediate supervisor.
3. Exploitation/Mistreatment is defined as the intentional use of inappropriate medications, isolation, or physical or chemical restraints on an individual receiving services. This also includes taking advantage of the personal, financial, physical and/or emotional disabilities of a consumer for the personal gain of the employee.
4. Sexual abuse or assault is defined as any sexual contact to which one party does not consent.
5. Sexual contact between the individual receiving services and any employee is strictly prohibited.
6. Psychological abuse is any intentional act that causes psychological pain to individuals receiving services.

**ALL OF THE ABOVE ARE TO BE REPORTED TO YOUR IMMEDIATE SUPERVISOR OR POINT PERSON WITHIN 24 HOURS.**





# pennsylvania

## DEPARTMENT OF HUMAN SERVICES

**SUBJECT:** Mandatory reporting requirements regarding abuse, neglect, exploitation or abandonment of adults covered by the Adult Protective Services Act of 2010

**TO:** Employees and administrators of facilities as defined by the Adult Protective Services Act (Act 70 of 2010). Refer to the definition section of this document to review the definition of an *employee*, *administrator* and *facility*.

**FROM:** Bureau of Human Services Licensing, Division of Adult Protective Services

### **PURPOSE**

To notify employees and administrators of facilities (including an organization or group of people that use public funds and is paid, in part, to provide care and support to adults in a licensed or unlicensed setting) of the mandatory reporting requirements set forth in the Adult Protective Services (APS) Act. Forms and instructions are available on the Department's website.

### **BACKGROUND**

In 2010, the APS Act was implemented to provide for the protection of abused, neglected, exploited or abandoned adults. The APS Act protects residents of this Commonwealth between 18 and 59 years of age who have a physical or mental impairment that substantially limits one or more major life activities. This notice applies to individuals falling within this population only.

### **IMMEDIATE ACTION**

An administrator or employee of a facility who observes suspected abuse, neglect, exploitation or abandonment or has reasonable cause to suspect that abuse or neglect has occurred will immediately assure the recipient's health and safety. After assisting the recipient, an employee or administrator will follow the reporting requirements set forth in the APS Act.

### **REPORTING REQUIREMENTS**

#### A. General Requirements

1. An administrator or employee who has reasonable cause to suspect that a recipient is a victim of abuse, neglect, exploitation or abandonment will immediately make an oral report to the statewide Protective Services Hotline by calling **1-800-490-8505**. Once the report is made, it will be referred to the APS agency (Liberty Healthcare Corporation) for handling. Please note that this hotline should be for reporting abuse, neglect, exploitation and abandonment only. Any questions should go to [RA-PWAPSQuestions@pa.gov](mailto:RA-PWAPSQuestions@pa.gov) or for those who do not have access to email, please call 717-736-7116.



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2. Within 48 hours of making the oral report, the administrator or employee will make a written report to Liberty Healthcare using the form prescribed by the Department. A copy of the form is attached. The form, along with instructions for its completion, may also be found on the Department's website at <http://www.dhs.state.pa.us/>, under the "Report Abuse" link on the left.
  3. Send the written report to Liberty Healthcare at [RA-PWAPSMandatoryRon@pa.gov](mailto:RA-PWAPSMandatoryRon@pa.gov) or fax to **484-434-1590**. The following written report forms may be used in lieu of the form prescribed by the Department:
    - a. An administrator or employee of a nursing facility, licensed by Department of Health, may submit a PB-22 form, via email or fax, to Liberty Healthcare.
    - b. An administrator or employee may submit a Home and Community Services Information System (HCSIS) incident report (Printable Summary) or an Enterprise Incident Management (EIM) report, via email or fax, to Liberty Healthcare.
  4. An administrator or employee of a facility will continue to follow all required incident management regulations, policies and procedures.
- B. Additional Reporting Requirements as required by the Adult Protective Services Law

**In addition to the general reporting requirements** in section A, an administrator or employee who has reasonable cause to suspect that a recipient is the victim of sexual abuse, serious injury, serious bodily injury or that a death is suspicious, will:

1. Immediately make an oral report to law enforcement officials. An employee will also immediately notify the facility administrator or a designee following a report to law enforcement officials, unless such notification would jeopardize the investigation or subject the recipient to further risk.
2. Immediately make an oral report to the Department by calling the mandatory abuse reporting line at **717-265-7887** and **selecting option #3**. Provide the following information:
  - a. The caller's name and telephone number
  - b. The name and license number (if applicable) of the facility
  - c. The alleged victim's name
  - d. The alleged victim's date of birth
  - e. The type(s) of alleged abuse or neglect
3. The administrator and employee shall make a joint written report within 48 hours of making the oral report, to law enforcement officials on the form prescribed by the Department. The following written report forms may be used in lieu of the form prescribed by the Department:



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- a. An administrator or employee of a nursing facility, licensed by Department of Health, may submit a PB-22 form.
- b. An administrator or employee may submit a HCSIS incident report (Printable Summary) or an EIM report.

### **QUESTIONS AND ADDITIONAL INFORMATION**

Questions or requests for additional information regarding the Adult Protective Services program can be sent to the following email address: [RA-PWAPSQuestions@pa.gov](mailto:RA-PWAPSQuestions@pa.gov), or for those who do not have access to email, please call 717-736-7116.

### **ADULT PROTECTIVE SERVICES ACT DEFINITIONS**

*Abandonment* – The desertion of an adult by a caregiver.

*Abuse* – The occurrence of one or more of the following acts: (1) The infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish. (2) The willful deprivation by a caregiver of goods or services which are necessary to maintain physical or mental health. (3) Sexual harassment, rape or abuse as the term is defined in 23 Pa.C.S. § 6102 (relating to definitions). The term does not include environmental factors which are beyond the control of an adult or a caregiver, including, but not limited to, inadequate housing, furnishings, income, clothing or medical care.

*Administrator* – The person responsible for the administration of a facility. The term also includes a person responsible for employment decisions or an independent contractor.

*Adult* – A resident of this Commonwealth between 18 and 59 years of age who has a physical or mental impairment that substantially limits one or more major life activities.

*Agency* – A local contracted provider of protective services.

*Department* – The Department of Human Services.

*Employee* – An individual who is employed by a facility. The term includes: (1) Contract employees who have direct contact with residents or unsupervised access to their personal living quarters. (2) Persons employed or contracted to provide care to an adult for monetary consideration in the adult's place of residence.

*Exploitation* – An act or course of conduct by a caregiver or other person against an adult or an adult's resources, without the informed consent of the adult or with consent obtained through misrepresentation, coercion or threats of force that results in monetary, personal or other benefit, gain or profit for the perpetrator or monetary or personal loss to the adult.



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*Facility* – The term includes, but is not limited to:

- Assisted Living Residence
- Domiciliary Care Home
- Home Health Care Agency or Home Care Agency
- Intermediate Care Facility for people with intellectual disability or with other related conditions
- Long-Term Care Nursing Facility
- Older Adult Daily Living Center
- Personal Care Home
- Residential Treatment Facility
- **An organization or group of people that uses public funds and is paid, in part, to provide care and support to adults in a licensed or unlicensed setting**

*Neglect* – The failure to provide for oneself or the failure of a caregiver to provide goods, care or services essential to avoid a clear and serious threat to the physical or mental health of an adult. The term does not include environmental factors that are beyond the control of an adult or the caregiver, including, but not limited to, inadequate housing, furnishings, income, clothing or medical care.

*Recipient* – An adult who receives care, services or treatment in or from a facility.

*Serious Bodily Injury* – Injury which creates a substantial risk of death or which cause serious permanent disfigurement or protracted loss or impairment of the function of a body member or organ.

*Serious Injury* – An injury that causes a person severe pain; or significantly impairs a person's physical functioning, either temporarily or permanently.

*Sexual Abuse* – Intentionally, knowingly or recklessly causing or attempting to cause rape, involuntary deviate sexual intercourse, sexual assault, statutory sexual assault, aggravated indecent assault or incest.

# MANDATORY ABUSE REPORT



Date of Report:	Time:
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Name of victim/recipient/consumer (Last, First, M.I.):		Facility name:	
Address:		Address:	
City:	State:	Zip Code:	City:
Phone:		Phone:	
Date of birth:	Sex:	Facility type: (NH, PCH, DC, CLA, etc.)	
Date and time of incident: Date:    /    /                      Time: ____ : ____ A.M. / P.M.		Facility licensing agency:	Facility licensing number:
Date and time of report to licensing agency: Date:    /    /                      Time: ____ : ____ A.M. / P.M.		Licensing agency contact and telephone number: Name: Telephone # :	
<p style="text-align: center;"><b>OAPSA ( OVER 60)</b></p> <p>Abuse type: (check one)</p> <p><input type="checkbox"/> ABUSE not Involving sexual abuse, serious bodily injury, serious physical injury or suspicious death</p> <p><input type="checkbox"/> SEXUAL ABUSE (rape, involuntary deviate sexual intercourse, sexual assault, statutory sexual assault, aggravated indecent assault, indecent assault or incest)</p> <p><input type="checkbox"/> SERIOUS BODILY INJURY    <input type="checkbox"/> SERIOUS PHYSICAL INJURY</p> <p><input type="checkbox"/> SUSPICIOUS DEATH</p>		<p style="text-align: center;"><b>APS ( UNDER 60)</b></p> <p>Abuse/Neglect type: (check one)</p> <p><input type="checkbox"/> ABUSE, NEGLECT, EXPLOITATION or ABANDONMENT <u>not</u> Involving sexual abuse, serious injury, serious bodily Injury or suspicious death</p> <p><input type="checkbox"/> SEXUAL ABUSE (rape, involuntary deviate sexual intercourse, sexual assault, statutory sexual assault, aggravated indecent assault, or incest)</p> <p><input type="checkbox"/> SERIOUS BODILY INJURY    <input type="checkbox"/> SERIOUS INJURY</p> <p><input type="checkbox"/> SUSPICIOUS DEATH</p>	
Date/Time oral report to AAA: Date:    /    / Time: ____ : ____ A.M. / P.M.	Name of AAA contacted:	AAA/APS Agency use only Date/Time oral report to county coroner: (If applicable) Date:    /    / Time: ____ : ____ A.M. / P.M.	AAA/APS Agency use only Name of coroner: (If applicable)
Date/Time oral report to local law enforcement: (if applicable)	Name of law enforcement agency: (if applicable)	Date/Time oral report to PDA/DHS: (if applicable)	
Contact information: (Please check appropriate block) <input type="checkbox"/> Guardian <input type="checkbox"/> Attorney-in-fact <input type="checkbox"/> Next of kin		Alleged perpetrator name:	Relationship to victim:
Name:		Address:	
Address:		City:	State:
City:	State:	Zip Code:	Zip Code:
Phone:		Relationship:	Type of position: (RN, LPN, CNA, etc.)
		Work shift:	Date of hire:

**Details and description of abuse: (attach additional sheets if necessary)**

**Actions taken by facility, including taking of photographs and X-Rays, removal of victim and notification of appropriate authorities:  
(attach additional sheets if necessary)**

**Other pertinent information, comments or observations directly related to alleged abuse incident and victim:**

**Name and title of reporter: (Please type of print)**

**Name:**

**Title:**

**Signature of reporter:**

**Reporter contact information:**

**Telephone number:**

**Email address:**

**Date:**

**Name and title of person preparing report: (Please type of print)**

**Name:**

**Title:**

**Signature of person preparing report:**

**Person preparing report contact information:**

**Telephone number:**

**Email address:**

**Date:**



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### 420 Residential Awake Overnight Policy

It is very important that all staff working an overnight shift provide safe care to the individuals served by Greene Arc. The following guidelines should be adhered to without deviation:

- Absolutely NO sleeping during your shift.
- If there is a signaling device used by one of the residents, each employee will ensure that they can hear the signal throughout the home. If you cannot hear the signal, notify your supervisor or the on-call supervisor.
- Going outdoors should be limited to only when necessary. Only under emergency conditions should anyone go outside through the basement. If a situation arises that compels you to go outdoors via the basement, upon returning, the residents must be immediately checked on.
- If you must smoke, which of course is to be done outdoors and during a break, it will be done on the porch with the interior door ajar.
- If you are at a home and there is a question as to where staff on duty are, make a check of the home including bathrooms, porches and sleeping quarters. If the staff cannot be located, notify the on-call supervisor immediately.



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## 421 Visitors

In order for Greene Arc to properly protect its individuals receiving services and its employees, all visitors to any of the staff at Agency group homes will be required to sign a disclaimer form. This form is located in the 900 section of this manual.

All visitors to individual residents at Agency group homes are required to sign the visitor's log.



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### **425 Medication Administration**

All Program staff must successfully complete the ODP required medication administration training program. After each staff person passes the written test and completes the practicum with at least 90% accuracy (ODP Standard), they will be allowed to dispense medications accordingly.

The following shall stand as the policy and procedures regarding medication administration errors (**throughout any consecutive 6-month period**):

**First Error:** The staff person will need to retake the medication practicum before being permitted to dispense medications again.

**Second Error:** The staff person will need to retake the medication practicum before being permitted to dispense medications again.

**Third Error:** The staff person will receive a **written counseling** form detailing the importance of using correct procedures during medication administration and will need to retake the medication practicum before being permitted to dispense medications again.

**Fourth Error:** The staff person will need to retake the medication administration training/test and a medication practicum before being permitted to administer medications again.

**Fifth Error:** The staff person will receive a **written warning** form detailing the importance of using correct procedures during medication administration and will need to retake the medication administration training/test and a medication practicum before being permitted to administer medications again.

**Sixth Error:** The staff person will be **suspended** for five (5) days without pay. At the end of those five (5) days Greene Arc will notify the employee in writing regarding a decision to continue employment or to discharge.



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## 426 Medication Disposal

If a medication is discontinued, the following procedure(s) should be followed within a 24-hour timeframe:

- Medication must be taken to the Pharmacy for disposal and documentation required or medication may be disposed of with two (2) staff persons present and documented.
- Disposal must be documented on a medication disposal form. In addition, if the medication being disposed of has been discontinued, then D/C is indicated on the individual's medication log.
- Blister Pack Meds: Pharmacy and staff dispose of the medication. Both pharmacy and staff must sign and date the medication disposal form, which must include the Rx# and amount of medication disposed of.
- If a disposal needs done on a Sunday: Hold until Monday and make sure it is locked up in a separate area from the other medication.
- Aerosol sprays: Return to pharmacy. Pharmacy and staff must sign and date the medication disposal form.
- All ointments: Squeeze or spray out of the container and into wet coffee grounds or kitty litter, then thrown away by two (2) staff who will sign and date the medication disposal form.
- Eye drops, ear drops and all other liquid medication: Pour or squeeze out of container into wet coffee grounds or kitty litter, then throw away by two (2) staff who will sign and date the medication disposal form.
- Suppositories: Place into wet coffee grounds or kitty litter and throw away by two (2) staff who will sign and date the medication disposal form.
- All medication disposal forms must include: Name of medication, dosage, Rx# and Doctor's name that discontinued the medication. In addition, contaminated medications must state reason for disposal.





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## 430 Medication Logging Procedures

### Color of Ink to be Used

- Blue ink should be used to record all markings and initials on the med logs.
- Red ink should be used to record any errors on the med logs.
- Green ink should be used to record all new scripts and refills.
- The color coding should be carried over to the back of the med log as it appears on the front.
- These pens will be provided at each house – pens are to be left at the house.

### PRN and OTC Meds

- A separate log will be used to record all meds that cannot be counted – creams, drops, cough syrup, etc.
- These logs will be kept with the regular med log and handed in with it at the end of the month.
- PRN medications must clearly state on the label what the medication is for (i.e., rash, congestion, fever, pain, etc.) and the dosage frequency in which it can be given (i.e., every 4 hours, twice a day, at bedtime, etc.).

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### 430 Medication Logging Procedures

#### Med Counts

1. All meds are to be counted and logged when they come into the home.
2. All meds are to be counted before AND after being given to individuals.
3. All meds are to be counted at the end of shift and recorded on the report.
4. Original med count should not be written under column Day 1. Write it to the left of that column.
5. If a new med comes into the house before dosage is due, a green line should be marked above the count. If the med comes in after the dosage is given, the line should be marked below the staff's initials.
6. Home Visits (HV) – should be recorded in the initial section filling in both the initial and count squares. No count should be recorded.
  - ADT – should be recorded in the initial section, filling in both the initial and the count squares. No count should be recorded.
  - The next count recorded (after the home visit or being in ADT) should be when the first dosage of the medication is given once the individual has returned to the Residential site.
  - During hospital stays the “H” should be noted in the initial section of the log. A count should be recorded in the count square even though the count should remain the same until the individual returns to the site.

**Staff needs to take medication counting and recording seriously.**

**Disciplinary action will be taken if habitual counting errors occur.**

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### 503 Break Periods

Greene Arc encourages employees to take a rest period and provides one paid 15-minute break in the morning and one paid 15-minute break in the afternoon.

Employees are also allowed one unpaid 30-minute meal break.

It is during these break times that the Company permits the use of personal cell phones and smoking. For specific rules concerning acceptable locations and times to smoke, refer to our Smoking Policy.



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## 504 Use of Telephones

Company phones are for business use only. If you make personal calls on the Company business phones, we will require that you pay us for any charges.

Our telephone communications are an important reflection of our image to customers and the community. Always use proper telephone etiquette.

Good telephone etiquette can include:

- Use the approved greeting;
- Speak courteously and professionally;
- Repeat information back to the caller; and
- Only hang up after the caller hangs up.



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### 507 Overtime

Employees shall be paid time and one-half for all hours, or parts of hours, actually worked in excess of forty (40) hours in any work week. Overtime MUST be pre-approved by your supervisor, except in those circumstances in which the overtime must be worked to protect clients or property and the supervisor cannot be contacted.

Employees who violate this policy may be disciplined up to and including termination.

Some residential staff will be working on a twenty-four (24) hour schedule at the signing of the Collective Bargaining Agreement and will continue to be normally scheduled for twenty-four (24) hour periods or multiples thereof. When so scheduled, hours worked shall be calculated based upon an assumption of five (5) hours sleep, unless the employee is required to work through some of those "sleep hours" in which case a supervisor must be notified so that time records can be corrected.





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### 512 Business Travel Expenses

We will reimburse you for reasonable business travel expenses outside of your immediate geographical work area if the immediate supervisor approves the travel in advance. After a trip is approved, you should make your travel arrangements through your director or immediate supervisor.

We reimburse approved travel expenses such as travel, meals, lodging, and other expenses as long as they were necessary to meet the objectives of the trip. You are expected to keep expenses within reasonable limits.

**Daily personal meal allowance during business travel is reimbursable according to the following time guidelines:**

12:00 AM through 10:59 AM – Breakfast

11:00 AM through 3:59 PM – Lunch

4:00 PM through 11:59 PM – Dinner

Personal meals will not be reimbursed if:

- Meals are included in price of lodging.
- Meals are included in registration fee/conference fee.
- Meals are provided (except for airline meals and continental breakfasts) and regardless whether or not:
  - There was a registration fee
  - Personal dietary decisions for religious or other optional choices
  - Employee attended the function where the meal was served (unless there is a legitimate business reason for not attending)
  - Medical conditions that require special dietary constraints should be handled on a case by case basis

When a business trip is over, submit your completed travel expense report within 30 days. With your expense report, you must also submit receipts for every expense item.

See your supervisor for help and questions about business travel, expense reports, or any other travel issues.

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### 512 Business Travel Expenses

It is a very serious matter if you record false or misleading information on your expense report. You may not request reimbursement for expenses that you did not have or that were not business-related. Employees who do not follow this business travel policy could be subject to disciplinary action, up to and including termination of employment.

If you are involved in an accident while on business travel, immediately report the accident to your supervisor. If you use a vehicle owned, leased, or rented by the Company, you may not use that vehicle for personal reasons unless you got advance approval.

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### 515 Use of Social Media

At the Company, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all employees who work for the Company.

**Guidelines:** In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

The same principles and guidelines found in Company policies apply to your activities online. Ultimately, you are solely responsible for what you post on line. Before creating on line content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects customers, suppliers, people who work on behalf of the Company or the Company's legitimate business interests may result in disciplinary action up to and including termination.

**Know and Follow the Rules:** Carefully read these guidelines, the Company's Anti-Harassment Policy and the Company's Confidential Information Policy and HIPAA policies, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination. The intent of these guidelines is not to restrict the flow of useful and appropriate information, but to minimize risk to the Company and its employees.

**Be Respectful:** Always be fair and courteous to fellow employees, customers, suppliers or people who work on behalf of the Company. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, employees or

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### **515 Use of Social Media**

suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

**Be Honest and Accurate:** Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, fellow employees, customers, suppliers, people working on behalf of the Company or competitors.

#### **Post Only Appropriate and Respectful Content:**

- Maintain the confidentiality of Company trade secrets and private or confidential information.
- Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.
- Do not create a link from your blog, website or other social networking site to a Company website without identifying yourself as a Company employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for the Company. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Company, fellow employees, customers, suppliers or people working on behalf of the Company. If you do publish a blog or post online related to the work you do or subjects associated with the Company, make it clear that you are not speaking on behalf of the Company. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Company."
- Use of social media that involves any kind of criminal activity or harms the rights of others may result in criminal prosecution or civil liability to those harmed, or both.

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### 515 Use of Social Media

**Using Social Media at Work:** Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Use of Computers and Email Policy. Do not use the Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

**Retaliation is Prohibited:** The Company prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

**Media Contacts:** Employees should not speak to the media on the Company's behalf without contacting the Executive Director. All media inquiries should be directed to the Executive Director.

**For More Information:** If you have questions or need further guidance, please contact your Human Resources Director.

**EMPLOYEES WHO VIOLATE THIS POLICY WILL BE SUBJECT TO DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.**



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### 516 Computer and Email Usage

To help you do your job, the Company may give you access to computers, computer files, the email system, and software. You should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that all employees follow this policy, we may monitor computer and email usage. Employees should have no expectation of privacy for any emails sent or retrieved or any files stored on company equipment.

We do not allow employees to use computers and email in ways that are disruptive, offensive to others, or harmful to morale. You may not display, download, or email sexually explicit images, messages, and cartoons. You also may not use computers and email for ethnic slurs, racial comments, off-color jokes, or anything that another person might take as harassment or disrespect.

You may not use email to ask other people to contribute to or to tell them about businesses outside of the Company, religious or political causes, outside organizations, or any other non-business matters.

The Company buys and licenses computer software for business purposes. We do not own the copyright to this software or its documentation. Unless the software developer authorizes us, we do not have the right to use the software on more than one computer. The Company prohibits the illegal duplication of software and its documentation.

The Company's computer network has anti-virus software. This software blocks websites that contain non-work-related material and generates a report stating who attempted to view the site and the address of the site blocked. You are again reminded that Greene Arc's computers are to be used for work purposes only. Violations of this policy will lead to disciplinary measures. If you need to access a legitimate web site that the software has blocked, you will need to ask your Director for permission to that site.

The software also eliminates "Spam" emails. This too could potentially block legitimate emails. If you are being informed by a sender that they are sending an email, but you are not receiving it, you need to inform your immediate supervisor or your Director so that permission can be granted to allow delivery of the email.

If there are any questions regarding this policy or computer questions in general, please contact your director or immediate supervisor.





# Greene Arc, Inc.

## Policy and Procedure Manual

### 517 Weather Delays and Cancellations

Our executive team will consult regarding road conditions to decide whether we will delay the start or cancel for the day. Local TV stations Channel 2 (KDKA) and Channel 4 (WTAE) and local radio station WANB (103.1 FM) are notified and announce any delays or cancellations. Please watch/listen for Greene Arc's status, as defined below:

**Closed:** means *all services* and *all buildings* are closed for the day. No staff are to report.

**2 Hour Delay:** means that *all services* and all buildings are on a 2-hour delay. All staff are to report two (2) hours later than normally scheduled and clock in accordingly.\*

**Delay Schedule:** means that only Greene Arc Vocational Facility (IDD) will be on a 2-hour delay.  
*All Mental Health Recovery Programs will be operating as scheduled.*  
*All Administrative Staff to report to the assigned work site on regular schedule.*

Once the decision has been made, we will contact the van drivers so they can notify their passengers (clients and family members) of the delay or cancellation.

Communication via telephone is also implemented to ensure staff/clients are informed if they missed any of the broadcasts.

\*If we announce a **2-hour delay**, please watch/listen to broadcasts before you depart to work. If the snow continues between 6:00 AM and 7:30 AM a decision **may** be made to cancel for the day. If we must cancel for the day, no staff are to report. Any exception from this must be authorized in advance.

\*If a 2-hour delay occurs and you feel that the roads in your area are too bad to travel, you must call off to your supervisor, utilizing personal or vacation time.

As per union contract, any accumulated personal or vacation time can be used.



# Greene Arc, Inc.

## Policy and Procedure Manual

### 518 Workplace Monitoring

The Company may conduct workplace monitoring to help ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring helps us to identify training needs and performance problems.

All computer equipment, services, or technology that we furnish you are the property of the Company. We reserve the right to monitor computer activities and data that is stored in our computer systems. We also reserve the right to find and read any data that you write, send or receive by computer.

We may perform video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

Because we are sensitive to employees' legitimate privacy rights, we will make every effort to guarantee that workplace monitoring is always done ethically and with respect.



# Greene Arc, Inc.

## Policy and Procedure Manual

### 520 Damage to Participant's Property

Greene Arc, Inc. shall either replace property that was lost or damaged or pay the participant the replacement value for the lost or damaged item under the following condition:

- After a thorough review of the circumstances by Greene Arc, the Department or the Department's designee, it is confirmed that a participant's personal property was lost or damaged by Greene Arc while providing a Home and Community-Based service to the participant.

Greene Arc's manual, provided to all individuals receiving services, states that Greene Arc, Inc. is not responsible for items that are brought to the VTC building and are subsequently lost or damaged. Greene Arc requests that electronics, valuable items or large sums of money not be brought to the facility.

Lockers are provided for individuals to securely store their items. Individuals receiving services are encouraged to bring in a lock for their assigned locker.

This policy is in accordance with Chapter 51.27 of the Public Welfare Code of the Commonwealth of Pennsylvania.



# Greene Arc, Inc.

## Policy and Procedure Manual

### 522 Protocol for Back-up Plans

Greene Arc, Inc. shall develop and provide detailed information on the back-up plan for each Home and Community-Based Service (HCBS) they render for each participant and give a copy to the participant and the applicable Supports Coordinator for inclusion in the ISP.

Greene Arc, Inc. shall ensure the successful implementation of each participant's back-up plan containing information that:

- assures and verifies the HCBS is being provided at the frequency and duration established in the participant's ISP.
- verifies that the HCBS is provided during a change in staff, such as shift changes or changes in staffing patterns.

These back-up plans are developed with the unique needs and risk factors of the participant in mind and discussed and shared with the individual and team. The back-up plan will address contingencies such as emergencies, including:

- the failure of a support worker to appear when scheduled to provide necessary services when the absence of the service presents a risk to the participant's health and welfare.
- the name and phone number of the provider to be called if a worker does not show up.
- the name and phone number of the primary caregiver, and two natural support persons that may be called in the absence of a primary caregiver if the individual cannot get in touch with the provider.
- a description of what things need to occur if no one is available to assist the individual (the individual's urgent needs and any actions that should take place).

Greene Arc, Inc. shall implement the participant's back-up plan when a participant is available for the authorized HCBS to be delivered and an event occurs. The back-up plan may be required for the HCBS to continue to be rendered, as specified in the approved ISP.

Greene Arc, Inc. assures that a deviation in frequency or duration of HCBS, as specified in the ISP, due to failure to implement a back-up plan when a participant is available to receive the HCBS, will result in an Incident Report of Provider neglect, as specified in the Chapter 51 regulation 51.17 (relating to Incident Management).

This policy is in accordance with Chapter 51.32 of the Public Welfare Code of the Commonwealth of Pennsylvania.





# Greene Arc, Inc.

## Policy and Procedure Manual

### **523 Protocol for Transition of Participants**

When a participant currently being served through Greene Arc selects another willing and qualified Provider to replace them, Greene Arc, along with the newly chosen Provider, shall cooperate with the Department or the Department's designee, the participant and the participant's SCO or SCA during the transition.

Greene Arc shall ensure the following:

- Participation in transition planning meetings to aid in the successful transition to the new, willing Provider
- Cooperation with visitation schedules identified during the transition meeting
- Arrangement for transportation of the participant to support the visitation schedule
- Closing of open incidents in HCSIS
- Undue influence is not exerted when the participant is choosing a new, willing and qualified Provider

If Greene Arc is no longer able or willing to provide a Home and Community-Based Service (HCBS) to a participant, they shall provide written notice at least 30 days prior to the date of discharge to the participant, the Department, the Department's designee and the SC when the Provider is not the SCO or SCA.

Greene Arc shall provide written notification that includes the following:

- The HCBS Greene Arc is unwilling or unable to provide
- The HCBS location where the services are currently provided
- The reason Greene Arc is no longer willing to provide the HCBS to the participant
- A description of the efforts made to address or resolve the issue that has led to Greene Arc becoming unwilling or unable to deliver the HCBS to the participant
- Suggested time frames for transitioning the delivery of the HCBS to a selected willing and qualified Provider
- The current Provider name (Greene Arc) and Master Provider Index number

Greene Arc shall continue to provide the authorized HCBS during the transition period to ensure continuity of care until a willing and qualified Provider is selected, unless otherwise directed by the Department or the Department's designee.

Greene Arc shall provide written notification to the Department or the Department's designee if the Provider cannot continue to provide the HCBS until another willing Provider is selected due to emergency circumstances.

# Greene Arc, Inc.

Policy and Procedure Manual

## 523 Protocol for Transition of Participants

Whether Greene Arc is the current Provider or selected Provider, they shall cooperate with transition planning activities including participation in transition planning meetings in conjunction with the SCO.

A Provider shall provide available records to the selected willing Provider within 7 days of the date of transfer.

This section does not apply to an SSW Provider and an A WC/FMS Provider.

This policy is in accordance with Chapter 51.31 of the Public Welfare Code of the Commonwealth of Pennsylvania.

# Greene Arc, Inc.

## Policy and Procedure Manual

### **580 Personal Automobile Use**

The Company is not responsible for damage to your personal automobile when you are using it for Company business. The Company will reimburse you based upon actual miles driven times the rate established by the IRS. This must totally compensate you for all gasoline mileage, wear and tear and insurance costs associated with the business use of the vehicle.

If you must use your personal vehicle, a Vehicle Request/Denial Authorization sheet must be signed and attached to the Greene Arc monthly expense report in order to receive reimbursement.



# Greene Arc, Inc.

## Policy and Procedure Manual

### 581 Agency Vehicle Policy

1. It is **prohibited** to conduct personal business using a Greene Arc Company vehicle. Staff time and the Company vehicle are dedicated to assist the individuals (“consumers”) receiving services. When transporting a consumer to complete their required activities (shopping or banking), Greene Arc staff members are not permitted to engage in their own grocery shopping or banking while using a Company vehicle.
2. It is **prohibited** to use the Company vehicle for personal errands or to go to lunch (except when it is related to an individual receiving services).
3. It is **prohibited** to use the Company vehicle to transport unauthorized persons.
4. It is **prohibited** to consume food and drink in Agency vehicles. This also includes transporting containers (thermal coffee mugs, bottles of water/soda, etc.) with liquids in them and transporting foods, such as going through a “drive thru window.” The only food permitted is in the residential group home vans when completing the weekly grocery shopping. Greene Arc Agency vehicles are to be kept neat and clean at all times.
5. **Smoking is forbidden** in the vehicles. This also applies to any and all tobacco products.
6. If you leave personal or work-related items in the vehicles, it will be assumed they are not needed or wanted and they will be **disposed** of. Therefore, it is staff’s responsibility to remove all items from the vehicle once the vehicles are returned to the Agency.
7. Staff should conduct a visual inspection of the vehicle prior to removing car from Greene Arc’s parking lot (i.e. If the condition of the interior of the vehicle is untidy, unclean, cluttered with debris, etc.). Staff is to notify the front office immediately.
8. If staff obtains a vehicle after Greene Arc’s hours of daily operations (Monday through Friday, 8:00a.m. to 4:00p.m.) and find a vehicle in poor condition, they are to call **724-833-2527** to report their findings.
9. The last staff person on the Vehicle Mileage Report Form will be held accountable for the condition of the vehicle. Therefore, it is imperative for staff to check and report any findings.
10. Staff is responsible for checking oil and performing a basic inspection of the vehicle before operating the vehicle. (Please refer to the Weekly Preventive Maintenance Checklist Form.)

# Greene Arc, Inc.

## Policy and Procedure Manual

### 581 Agency Vehicle Policy

11. There shall be no vehicle returned to Greene Arc with less than one-half (1/2) tank of fuel. Again, if this occurs, the last person on the Vehicle Mileage Report Form will be held accountable.
12. Every vehicle contains a log manual. Each manual has a Vehicle Mileage Report Form that needs to be completed for each new driver. Please complete all columns of the form, including the new category "Interior Appearance." If you check this column you are indicating the vehicle was neat and clean when you obtained it.
13. Greene Arc Employees *must* reserve a vehicle from the designated Agency personnel. Please reserve a vehicle in advance. The office will document the day and the hours the vehicle is needed. You must request a vehicle for Agency business however, if a vehicle is not available and you are **denied** a vehicle then you are eligible for mileage reimbursement.
14. If denied a vehicle, the designated Agency personnel will issue a Vehicle Request/Denial Authorization Sheet to you (in helpful forms). It is your **responsibility** to attach the denial sheet to your Greene Arc Monthly Expense Report Form. If form is not attached, reimbursements will not be issued.
15. No one is permitted to drive barefoot. Shoes are required for driving. Please ensure that you have them. For driving purposes, shoe heels or wedges should not exceed two (2) inches.
16. Employees will be held responsible for any costs associated with violations of highway rules including, but not limited to, failure to stop, speeding, texting while driving, etc.
17. If an employee is in a vehicle accident while driving an Agency vehicle and is determined to have been at fault and/or to be negligently operating a vehicle, he or she may be responsible for the costs associated with any repairs, insurance deductibles, etc.
18. Non-compliance to this policy will result in disciplinary action.

# Memo

**To:** Greene Arc Employees  
**From:** Cynthia L. Dias, Executive Director  
**cc:** Administrative Staff  
**Date:** January 24, 2014  
**Re:** Revised Vehicle Policy

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Please be advised that it is prohibited to conduct any personal business utilizing a Greene Arc Company vehicle. It has come to my attention at times that some staff has been using a Company vehicle for their own personal gain. When transporting a consumer to complete their required activities, such as shopping or banking, staff is not permitted to engage in their own grocery shopping or banking. Staff time and vehicle is dedicated to assist the consumer.

Other areas of concern, which are prohibited, are as follows:

- Utilizing Company vehicle to go to lunch (when not consumer related)
- Utilizing Company vehicle, while on break, to run personal errands
- Permitting and transporting unauthorized persons in Company vehicle

This memo will be included and used as reference to our existing Vehicle Policy (please see attached).

Failure to adhere to this policy could result in disciplinary action.

Thank you.

