



Second Edition

Beyond Homecare LLP 2019

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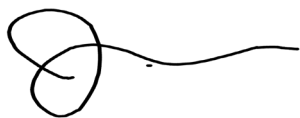


Welcome!!

You have joined a team determined to make an impact in health care. Beyond Homecare was created by a nurse who knows this field from every level wanted to make this great concept for health care even better. She aimed to create a work environment that empowers talented providers to contribute their ideas of what quality home care can be. By focusing efforts on providers, as much as clients, quality home care can remain a reality.

This book is only an abbreviated version of the guiding principles. As Beyond Homecare continues to develop, these principles will serve each new team member joining the ranks. Although adherence to the policies and procedures in this book will be an important factor in the growth of this company; it is really your talent, dedication, and great ideas that will help Beyond Homecare move ahead and stand out in the future.

Thank you for being here and willing to make a difference.



Jessica Thomas

Founder & Creator of Beyond Homecare

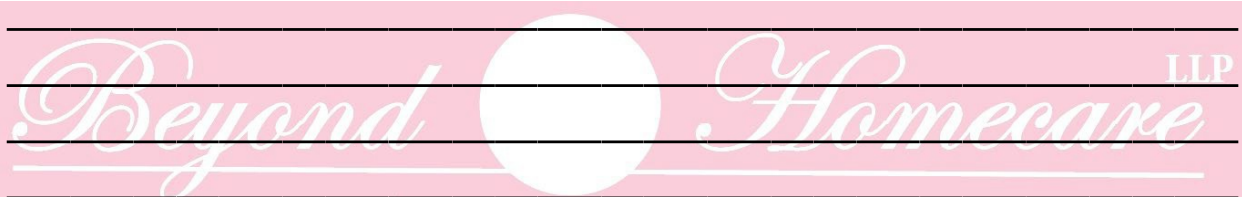
Company Growth

We intend to hire and recruit high quality staff at a steady rate and continue to grow with our existing team members. We are so fortunate to not make growth decisions based on external pressures or large marketing costs. At the end of the day, we all win by maintaining a smart standard during the hiring and evaluation process, and our commitment to staff appreciation and encouragement. We will all continue to grow with good decisions and consistent quality care.

Who is Beyond Homecare?

Beyond Homecare is more than a home health agency. We started our existence as traditional home health nurses, we still are, just with a highly expanded focus. Beyond Homecare is a home care agency where the focus is to work preventively and provide proactive services. Our variety of services and assessments are designed to help individuals live safely in their homes as long as possible. Our staff consists of licensed and certified health care professionals with experience working with the senior community, as well as children and adults with developmental disabilities. We go over and beyond to preserve dignity and independence. We maintain quality & consistent care as well as provider friendly work environments. We have the advantage of being locally owned and operated and use that advantage to focus more on patient-centered care and building staff dedicated to the same values.



[illegible]



Our Mission

Our mission at Beyond Homecare is to provide high quality care with a hometown feel. We are dedicated to accomplishing our client's goals & outcomes with our highly professional and experienced staff. We provide an unsurpassed level of care, with an emphasis on employee education and proactive care.



Our Vision

"Creating a Peace of Mind, One Life at a Time"

For too long we have watched our clients and families suffer from not having dependable, quality help to provide their care. Our company was born from a desire to help each individual we serve, and their family accomplish a higher quality of life. It is our goal to ensure their environment is as safe, comfortable, and fulfilling as possible.



Orientation & In-home training

You will be paid for 3 hours of orientation at regular wage during your employment process. This will be reimbursed after working one week. We do not offer paid in-home training for every client. The amount of in-home training is strategically decided on a case by case basis. If you feel you will require additional training, please contact your immediate supervisor to discuss your available options.

Training Classes

Beyond Homecare LLP offers all Direct Service Providers training to remain compliant with rule 5123:2-2-01. A certificate of completion is issued after the required testing is complete. This initial certification will be complete before client contact begins. We also offer CPR and First Aid training in association with the American Red Cross. All field and clinical staff are required to be certified in CPR and First Aid. Each employee may obtain their certification through any training center they wish if it abides by the standards set by Medicaid/Medicare regulations, and have a valid ID card with proper identifying information. Beyond Homecare LLP offers these classes at no charge to each employee, however, the employee's card may not be used in conjuncture with any other job training endeavor. The employee can opt to pay a discounted rate and use the card for outside reasons. Otherwise, the completion card is only for Beyond Homecare LLP purposes.

Mandatory Education

Mandatory education includes, but is not limited to, written competency tests, on-line training, and in-classroom instruction. It is the responsibility of each employee to schedule trainings through the office. To maintain your DSP certification, you must complete 12 hours of continuing education credits a year. Only certified providers will remain eligible for client visits.

Office Hours

Beyond Homecare's office hours are typically Monday thru Friday 9am-5pm. This is the best time for you to call or stop by the office if you have routine questions, comments or concerns. You may also request times of upcoming training programs or use of office equipment for continued education purposes. For any immediate needs after hours, call the regular office number to leave a voice mail for the on-call team member.

On Call Hours

We will always have a Beyond Homecare member on-call after hours. Calls should only be placed after office hours when you are accepting or denying a shift or have an urgent problem that needs addressed. All non-emergent calls will be returned the next business day.

Organizational Responsibilities

Beyond HomeCare LLP maintains the exclusive right to exercise the customary functions and responsibilities of management. These include, but are not limited to: the right to manage and control the premises and equipment; the unrestricted right to select, hire, promote, suspend, dismiss, assign, train, determine supervisory personnel, and to supervise and discipline employees; to determine and change starting times, quitting times, and shifts; to establish, change and abolish its policies, practices, rules and regulations; to change and determine methods and means by which its operations are to be carried out, to assign duties to employees in accordance with the needs and requirements determined by Beyond HomeCare administration.

Dress and Appearance Code

Beyond Homecare employees must comply with the dress and uniform guidelines suitable for their work assignment, position and responsibilities. Appropriate appearance includes being neat, clean and

devoid of strong body odors. Also, appropriate hair style, accessories and cosmetics. Beyond Homecare ID badges must be worn at all times and must be displayed between the shoulder and waist. Beyond Homecare reserves the right to determine what specific dress, jewelry, or cosmetic applications will be considered appropriate. See dress code and appearance policy details.

Identification Badge

As a member of Beyond Homecare LLP, each employee will receive a picture ID badge that is to be displayed throughout the workday. This ID badge should be prominently visible to clients, visitors, and Beyond Homecare LLP personnel as they interact with employees and clients. An ID badge may be replaced by contacting Human Resources. We will provide 2 badges yearly at no cost. Additional replacements are subject to a fee.

Non-Compete

You may not privately provide services for clients, past or present, of Beyond Homecare for a period of 12 months after your discharge or separation. Clients also agree to this upon signing a service agreement with Beyond Homecare. Any attempt to violate this policy should be reported to the office as soon as possible. Known violators can be subject to legal fees & others fines allowable by law.

Payday

Payday will be every Friday. Direct deposit is available in lieu of a paper check. This will include pay for the time worked during the preceding one-week period. Sunday starts a new pay period. When a payday falls on a holiday, every effort will be made to complete the pay process one day early, however, is not guaranteed.



Travel Pay

If you see more than one patient in the same day, you will be paid per mile between the clients. You will also be paid miles for errands and activities associated with your clients. Clear Care will automatically track your miles if you use the smart phone app. It is always best to use a mileage tracker sheet for your own records at tax time as well as to compare to Clear Care's result.

Overtime

Overtime must be approved by your supervisor before you work the hours. If approval was not given, it will be considered working off the clock & will not be paid. Hours for most clients are determined by the payor source and only additional hours approved by them will be paid. Private pay clients may approve additional hours by notifying the office that day. Staff will be aware of their client's situation for additional time.

Holiday Differential

Beyond Homecare LLP observes six national holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Employees who work on these days will receive a 50% differential for working specified hours. However, if the shift preceding or following the holiday is counted as an absence, the employee will forfeit holiday differential.

Garnishments

When a court order is received resulting in a garnishment of wages, Beyond Homecare LLP will withhold payments from the employee's check and distribute funds as required by law.

****If you ever think your paycheck contains a discrepancy, call the office staff immediately. If we cannot explain the matter to your satisfaction, we will make a time to meet in person and resolve the matter.**

Work Schedule

An employee's hours of work will be assigned by our Scheduling Coordinator. Employees are not guaranteed a minimum or maximum amount of work hours. Work schedules will be posted a month ahead of time, with request for time off due by the **24th** of the month. This will allow for adjustments. The schedule is subject to change at any time to accommodate clients and staff. We take a "team" approach to assure every client visit remains covered. If you are unable to make a visit, contacting your team & replacing yourself will not be counted as a call-off. Please report changes to the Scheduler as soon as possible. Working as a team will help maintain our values, goals and mission. Your commitment to this method will be highly noted in all evaluations.

Whenever an employee is hired for a specific client or position, that employee is often told the normal location and the hours of work for that schedule. However, each employee signs a statement form acknowledging that the location and normal hours may change due to the client or company need. If a shift is canceled, you will be contacted as soon as possible. Employees will be reimbursed for travel and 1 hour of pay for cancellations with less than 1-hour notice. Complete a canceled shift form and return it with your time sheets for proper reimbursement.

Attendance

Beyond Homecare has a no-fault attendance policy. This means absences are recorded, and if the number becomes excessive, employees will be subject to corrective action, up to and including termination. Some clients count on staff for every basic need. Every effort should be made to prevent missed shifts. A call off is not counted if you contact members of your team and they are approved to cover your entire shift. **continued below**

cont** Failure of an employee to work or cover a scheduled shift will be classified as an unscheduled absence. The administration may request an employee to submit proof of illness in a physician's statement. Prior approval must be obtained before taking off any time and all requests for the time off must be processed according to department policy. When an accident, illness, or unavoidable delay prevents an employee

Overstaffing

When unexpected low work volume occurs, employees may be temporarily reassigned, or may be asked to take time off. This will be based on employee tenure and qualifications for client care needs.

Differential Pay/ Shift Differential

Employees in some instances may be eligible for differential pay. This can include differential pay for weekends, picking up additional shifts and other circumstances determined by administration. If you are offered a bonus for working extra shifts, fill out appropriate form according to policy and return with your time sheet for that shift. This form follows the same deadline as time sheets for timely reimbursement.

Leave of Absence (LOA)

A leave of absence may be a paid with the use of PTO or unpaid for period of time away from active employment. Request for LOA will be considered individually. Requests for a leave of absence should be in writing, and it is subject to review and approval/disapproval. Details about LOA are available in the Beyond Homecare Leave of Absence policy.



Unpaid Time off

If an employee does not have sufficient PTO to cover a personal illness or injury, approval of unpaid time off is at the discretion of the supervisor or manager. Repeated or extended time off without pay may result in a change of employee classification. The employee should discuss any request with the supervisor or manager.

Call Off Procedure



Beyond Homecare's call of procedure differs depending on the specific client and their needs. It is always important to follow protocol for your specific client in order to maintain quality and consistent care. For all client's, any absence is to be reported to the client and/ or their family member first. As the absence is being reported, always ask if they wish to have an alternate provider called in for services that day. After speaking with the client and/or family, call and speak with an office staff member to report the absence as well as the need of an alternate provider. If the call off is reported after hours, leave a voicemail for the on-call team member & they will return your call within the hour.

Family and Medical Leave Act (FMLA)

Federal law provides up to 12 weeks of unpaid job protected leave to eligible employees for certain family and medical reason. Employees are eligible if they have worked for Beyond Homecare for at least one year, and if 1250 hours or more have been worked in the previous 12 months. For more details, see the leave of absence policy.

Jury Duty

Please bring documentation supporting dates & times you are required to serve jury duty to your supervisor's attention as soon as possible. You will be excused from each shift that interferes with the times required for jury duty.

Modified Duty

Modified duty is used for employees who are recovering from an on-the-job injury. If such an employee is qualified for Workers' Compensation lost wage benefits, every effort is made to shorten the period of lost wage payments under the program by arranging a modified duty assignment. A resource employee may request assistance to find a modified duty assignment, but since the organization has no commitment to offer any hours to resource employees, that modified duty request will have the least priority.

Weather Conditions

Employees who are scheduled to during times of inclement weather-conditions will be expected to report to work unless approved otherwise. Those unable to report for duty, or who will report late for work, must appropriately notify the manager. Those not giving proper notice may be denied use of PTO for time lost and may be counted as an occurrence if transportation was available and employee was unwilling to come in.



No Call/No Show

Missing a scheduled without prior notice is considered a no call/no show and is a serious matter. Any instance of a no call/no show may result in immediate termination. Beyond Homecare management can consider extenuating circumstances when determining disciplinary actions, however this can put our clients without the care they need. Every effort should be made to report an absence. After two

consecutive no call/no shows employees will be removed from the schedule until further notice.

Performance Evaluation

Our evaluation policy is our commitment to developing employee knowledge, maintaining skills and promoting from within our company. On a regular basis, employees will receive formal and informal evaluations that will become part of that employee's records. The performance review is built around the employee's job description standards and commitment to Beyond Homecare's mission and values. The first evaluation will take place after 60 days of employment. For staff averaging at least 20 hours weekly, a positive evaluation will result in a wage increase.

Commitment to Excellence

Our mission is to provide quality, consistent preventive and proactive care to our clients. Clients provide feedback through surveys and other measures to help monitor adherence to this mission. We also value input from all staff members. We encourage staff to voice their opinions and provide feedback on how we can improve our agency for everyone.

Employee Recognition

At Beyond Homecare, we realize our employees are the heart of the agency and without you, we could not deliver the quality care our clients deserve. Each employee will be recognized on an individual & team basis for their commitment to our values and mission.

Safety, Confidentiality, Emergencies, & Reporting Injuries

Beyond Homecare places a high degree of importance on the health and safety of our team members, visitors, and clients. It is our duty to maintain safe working conditions for all. For this reason, you are expected to follow all safety codes, rules, and exercise good judgment

in the performance of your duties. We would also expect employees to correct, or immediately call management's attention to any condition or equipment considered to be hazardous or unsafe. Violation of any safety rule is not acceptable and can result in additional education up to termination.

Social Security

Employees may go straight to the official U.S. Social security website for information on retirement, disability, life insurance, Medicare, and related benefits. That website is www.ssa.gov

Unemployment Insurance

Employees of Beyond Homecare are covered by the state unemployment insurance program.

Workers Compensation

Human resources and Health Management Solutions coordinate Workers' Compensation benefits supervised by the state of Ohio. This team works with the employee and caregiver to avoid delays in treatment and testing, coordinates modified duty work assignments and assists the employee in returning to their full duty status as quickly as possible.

Alcohol and Substance Abuse

Beyond Homecare maintains a strong commitment of providing a safe and healthy workplace. Every employee and every patient deserve an environment free from the effects of job-impairing substances. The use, sale, or possession by an employee of an unauthorized substance that may impair job performance, is strictly prohibited in the workplace, and may result in termination of employment. Off-the-job use of alcohol or legally prescribed impairing substances must not interfere with employee performance. An employee displaying impaired behaviors will be tested according to policies. Beyond Homecare LLP may perform

random drug screens as part of our mission to maintain a drug free work zone.

Fitness for Duty Policy

This policy calls for the fitness for duty testing of an employee under certain circumstances and refusal by the employee to cooperate with the testing is grounds for termination of employment.

Change of Employee Information

The employee should make the address, phone number, and changes directed to the office. To update employment records, the employee should notify their supervisor and the Human Resource Department in writing immediately following a change in name, marital status, dependents, or other pertinent information. Prior to any name change being implemented, recorded documentation from the Social Security office must be provided.

Conduct and discipline

To maintain a positive and productive work environment, Beyond Homecare expects all employees to fulfill performance requirements, comply with policies, and exhibit acceptable behavior in the work place. Beyond Homecare uses situation-based learning for non-repetitive infractions. Beyond Homecare promotes a provider friendly environment by caring for our staff members as much as our clients. When a policy is broken, the appropriate administration staff will review the entire situation and determine if there were any grounds calling for an immediate removal. You will be given an opportunity to explain your side of the incident and provide any evidence you may have. At least one additional unbiased supervisor will review the recommended findings from the original administration staff member. Depending on the severity of the misconduct, the supervisor will either agree on a determination and move forward or disagree and set a meeting with the staff involved for further questions and clarity and

make a more informed decision. If the same infraction is broken twice or client safety and health is at risk, Beyond Homecare administration will comply with company, local, state, and federal regulations. For a minor first-time mistake, you may be offered additional education to prevent the same infraction. This will assist us to avoid traditional types of disciplinary actions. This does not prevent Beyond Homecare from determining an alternative consequence in certain infractions. However, every infraction is investigated and set up to help maintain job security by solving problems with continued education to all extent feasible.

Nothing in this policy creates a legal obligation on the part of Beyond Homecare to follow any particular sequence of discipline. Examples of unacceptable behavior are included in the Conduct and Discipline policy which is available in the office per written request.

Confidentiality

Beyond Homecare fosters an environment of respect for the medical and business affairs of clients, physicians, employees and other providers. All patient and business information will be maintained in a confidential and professional manner. Any employee seeking and obtaining access to patient health information for which he or she has no specific work assignments or administrative responsibility is in direct violation of the fact and intent of the confidentiality policy.

Any person found to have violated the confidentiality of patient and/or business affairs, as covered by this policy, will be subject to corrective actions up to and including termination.

Convictions

Beyond Homecare policy requires that an employee report to a manager or Human Resources any felony conviction or any misdemeanor conviction (other than minor traffic) within seven days of such conviction. Failure to report a conviction may result in immediate

termination. This policy is for the safety of clients and fellow employees.

Emergency Preparedness

Every employee should be aware of emergency conditions that could develop in the working environment. The Emergency Operations Preparedness materials are listed in each patient's home binder, provided by Beyond Homecare. These sheets instruct employees what to do in an emergency. These codes are standardized by the Ohio Hospital Association to enhance communications across the state.

Harassment

Beyond HomeCare LLP is committed to providing a work environment free from harassment. Harassment includes, but is not limited to: sexual, racial, social, personal or workplace. An employee who experienced or witnessed discrimination or harassment must notify his/her immediate supervisor; the employee should notify Human Resources. The Beyond HomeCare LLP philosophy supports treating individuals with respect and fairness and prohibits any behavior that is counterproductive to creating a respectful and collaborative workplace setting.

HIPPA

HIPPA, or the Health Insurance Portability and Accountability Act of 1996, is a federal law that ensures the protection of our clients protected health information (PHI). Every employee is required to receive mandatory education regarding the treatments of clients PHI and is expected to comply with all federal regulations, Beyond HomeCare policies and procedures, and department specific policies and procedures governing patient's PHI. Failure to do so can result in corrective action up to and including termination.

Infection Control

Beyond HomeCare LLP uses evidence proven processes to reduce the risk of endemic and epidemic acquired infections in clients and employees. Universal precautions call for employees to handle every patient encounter as if the patient had a blood borne disease. If employees wash their hands frequently, including before and after each patient encounter, many common acquired infections can be prevented from spreading. Special care must be taken when handling needles, scalpels, and other sharp objects.

Internet use and Electronic mail

Beyond HomeCare LLP provides means for employees to send and receive information through electronic transmission, including access to internet and email. All systems are property of Beyond HomeCare and may be monitored for appropriate usage on periodic basis.

Phone/Electronic Device Policy

While you are in a patient's home, the use of your electronic device—should for emergency purposes only. Personal phone calls are not permitted while working. Ringers and or notifications should be set to silent or vibrate. If it is reported you have been using your phone or making personal calls while working, you may be asked to not bring personal devices to your client's home.

Licensure and Registration

Certain positions require state and/or national licensure, or certification. Employees who are hired into, or transferred into, such positions must have their status verified upon employment and at the time of renewal. Employees are responsible for maintaining current licensure, registration, or certification, if that is required for their positions and failure to renew can result in suspensions or termination. If an employee loses his/her license, registration, or certificate status

for any reason, the employee must notify their supervisor and Human Resources department immediately.

Off-Duty Employees

Beyond HomeCare LLP employees should report for work in time to do assigned tasks and should leave shortly after checking out. Loitering in the work area after the work shift is over is not permitted. Distributing literature or soliciting for non-agency approved organizations is not permitted, except in cases that such activity is protected by law.

On-the-job Injury Reporting

An employee who is injured on the job should immediately be referred to the nearest hospital's emergency department. The employee's supervisor should be notified as soon as possible. The employee medical referral form is to be completed, and if possible, that form should accompany the employee. As quickly as practical, the appropriate paperwork will be prepared and assist the employee with any needed follow up treatment. If time from work is anticipated, then Beyond Homecare LLP will work with the employee to avoid delays in treatment and assist the employee to return to work as soon as possible.

Religious Observance Time off

Beyond HomeCare LLP will make reasonable efforts to accommodate employees who wish to take time off for religious observances if the absence will not negatively affect patient care or create undue hardships for the employee's client. Request for time off should be made in advance to the supervisor, and if the response to the request does not satisfy the employee, then Human Resources should be asked to review the situation.

Separation Procedures

An employee who is resigning from Beyond HomeCare LLP should submit a letter of resignation to his/her department director, manager, or supervisor at least two weeks prior to the intended termination date. Employees in management, supervisory or leadership positions are requested to provide at least a four-week notice. The purpose of the notice is to allow time for appropriate replacement. In special cases, a department might give permission for a shorter than usual notice. An employee who fails to give proper notice prior to resignation may have this impact future rehire eligibility. An employee may use PTO during the notice period only with permission of the supervisor. PTO time may not be used in lieu of proper notice. On the last day of work, the employee should return all keys, ID badges, documentation, uniforms, and other Beyond HomeCare LLP property. We reserve the right to charge for unreturned items, or to follow up with the employee for return of these items. All benefits cease on the last day worked unless prevented by law. **If these procedures are not followed, any wages owed will drop down to minimum wage.**

Solicitation and Distribution of Literature

To prevent disruptions in the operations of Beyond HomeCare LLP and to prevent interference with client care, the following rules apply to distribution of literature and solicitation of funds. Programs approved by administration are excluded from these prohibitions. Non-employees: Persons not employed by Beyond HomeCare may not solicit or distribute literature on Beyond HomeCare LLP property for any purpose at any time. Administration may authorize specific exceptions to this. Employees may not solicit or distribute any unauthorized materials during working time or at any time in work areas. Working time includes the working time of both the employee doing the solicitation and the employee to whom the solicitation is directed. Working time does not include mealtime, or other periods when

employees can be away from the work area. Email solicitations are not permitted except by special authorization by administration. Employees may not post personal items for sale on bulletin boards without approval from staff who controls that bulletin board. Such posting should not include political messages or other communications not related to personal sale of items.

Workplace violence

An employee threatened with potential or actual violence should notify the local authorities immediately and notify his/her supervisor as soon as possible. Beyond HomeCare LLP is committed to keeping everyone as safe as possible and will not tolerate violence or the threat of violence in the workplace towards any client, visitor, guest, or employee. Such incidents will result in immediate investigation into the incident with appropriate action taken as soon as possible. If any employees are found to be responsible for acts of hostility or violence, corrective action up to, and including, termination will result. A single incident, if serious enough, can result in immediate termination.

Employees are encouraged to use department or agency conflict resolution processes to resolve their issues to avoid displays of anger or other unacceptable behavior. Employees may engage mediators such as management and/or Human Resources to help negotiate solutions.

Weapons

Firearms, explosives, and other weapons are prohibited from the network premises and by local government conceal-carry laws and ordinances. If possession of a weapon is reasonably suspected, then the department representative will have the right to search any work areas, desk, file drawers, locker areas, or vehicles parked on Beyond HomeCare property. Any weapon found will be confiscated. Beyond HomeCare will work with local law enforcement regarding further disposition of the confiscated weapon.

Workplace Searches

Beyond HomeCare LLP is committed to keeping its environment free of dangerous, illegal, or harmful objects, substances, or activities. Any employee suspected of possessing prohibited substances, objects, or using such things to engage in dangerous, illegal, or harmful activities will be subject to search and seizure.

Employment of Relatives

When a department considers hiring qualified relatives to work in the same department, a careful effort must be made to avoid conflict of interest, or the appearance of favoritism. Consultation with the Human Resources department should take place before an official offer of employment is made.



For addition information not covered in this employee handbook, please see administration for any policy or procedure questions.

Beyond Homecare LLP has the right to change any policy at any time, according to rules and regulations of all state and legal requirements.



Department of
Developmental Disabilities

Office of MUI/Registry Unit

John R. Kasich, Governor
John L. Martin, Director

***Addressing Major Unusual Incidents
and Unusual Incidents to ensure health,
welfare, and continuous quality
improvement***

Understanding the MUI/UI Reporting System

A Handbook for the Individuals, Families
and Paid Supports

REVISED 8/2013

DODD Hotline Number: **866-313-6733**

Questions: (614) 995-3810

County Board Contact: _____

 Phone: () _____

 Email: _____

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Introduction

This handbook has been developed to assist individuals and families understand major unusual incidents (MUI's) and the various activities and responsibilities that occur when one is reported. Incidents impacting health and welfare are reported in order to provide immediate assistance to protect the health and welfare of individuals served. The role of the family is not detailed in the MUI Rule, as families are not required in rule to report incidents. The Department, however, recognizes the valuable role families' play and the importance for families to understand why the MUI system exists, how they might be involved from time to time and the role of providers, county boards and the Department in protecting individuals with disabilities. The Ohio system for reporting MUIs is dependent on timely reporting and follow up to incidents and so it is critical that families, individuals, community members and paid supports understand the system.

I. What is an MUI?

An Major unusual incident alleged, suspected, or actual occurrence of an incident when there is reason to believe the health or welfare of an individual may be adversely affected or an individual may be placed at a likely risk of harm, if such individual is receiving services through the developmental disabilities service delivery system or will be receiving such services as a result of the incident. There are three categories of major unusual incidents that correspond to three administrative investigation procedures delineated in appendix A, appendix B, and appendix C. The types of MUIs are explained in the Definitions section of this guide.

II. Why are MUIs Reported?

The MUI system is set up for the purpose of identifying the cause or contributing factors leading up to the incident and developing prevention plans to reduce the likelihood of the incident occurring again. MUIs are always filed on the victim. The residential provider is also flagged for incidents involving individuals whom they serve. This assists the provider in looking at trends and working with the county board to address them.

III. How are MUIs Different from UIs (Unusual Incidents)?

Unusual incident is an event or occurrence involving an individual that is not consistent with routine operations, policies and procedures, or the individual's care or individual service plan, but is not a major unusual incident. Unusual incident includes, but is not limited to, dental injuries; falls; an injury that is not a significant injury; medication errors without a likely risk to health and welfare; overnight relocation of an individual due to a fire, natural disaster, or mechanical failure; an incident involving two individuals served that is not a peer-to-peer act major unusual incident; and rights code violations or unapproved behavior supports without a likely risk to health and welfare. the agency provider or the county board. These incidents are handled at the provider level and are reviewed quarterly by the county board of DD.

IV. Who Must Report?

1. All providers who are contracted, certified or licensed to serve persons with DD are *required* to report MUIs to the county board.

2. All county board staff and department staff are also *required* to report MUIs.
3. A basic responsibility for anyone on a Medicaid waiver is to ensure health and welfare so anyone paid to provide Medicaid waiver services *must* report MUIs.

V. When Are MUIs Reported?

Incidents involving Abuse, Neglect, Exploitation, Misappropriation, Accidental or suspicious Death, Non-Suspicious or Non-Accidental Deaths, Attempted Suicide, Law Enforcement, Missing Individual, Prohibited Sexual Relations, Rights Code Violations, and Failure to Report are always reported no matter where they happen or who is involved.

The remaining categories are reported when the individual is with or under the care of their licensed or certified provider or a county board operated or contracted program.

VI. To Whom Are MUIs Reported?

An MUI contact person has been identified at each county board of DD to receive reports of possible MUIs. Incidents may be reported to that person or to any county board of DD employee. For a link of County Board contacts, click below.

[County Board MUI Contacts](#)

DODD also has a hotline 1 – 866-313-6733 – which may be used if there are concerns or difficulties in reporting to the county board of DD.

VII. What is the Role of the Provider?

The provider's role is to take immediate actions to protect individuals from further harm when incidents occur in their setting, to report possible incidents to the county board of DD immediately, but no later than 4 hours for abuse, neglect, misappropriation, exploitation, or suspicious death. Notify the police immediately when there is an alleged crime. Report all other MUIs within 24 hours of awareness. Implement preventive measures to reduce the likelihood of similar incidents occurring.

VIII. What is the Role of the County Board of DD?

When the county board provides services, they must also take immediate actions to protect the person when an MUI occurs in a county board setting. The county board of DD is required to report and investigate MUIs and ensure proper notifications have been made such as law enforcement or the guardian. Investigations, or being asked questions, can feel intimidating. While all MUIs require an investigation, the process is to identify the primary cause and contributing factors in order to prevent future incidents from occurring. County boards contract or employ investigative agents who are certified

by the Department. Their only roles are to investigate MUIs and conduct other major unusual incident functions.

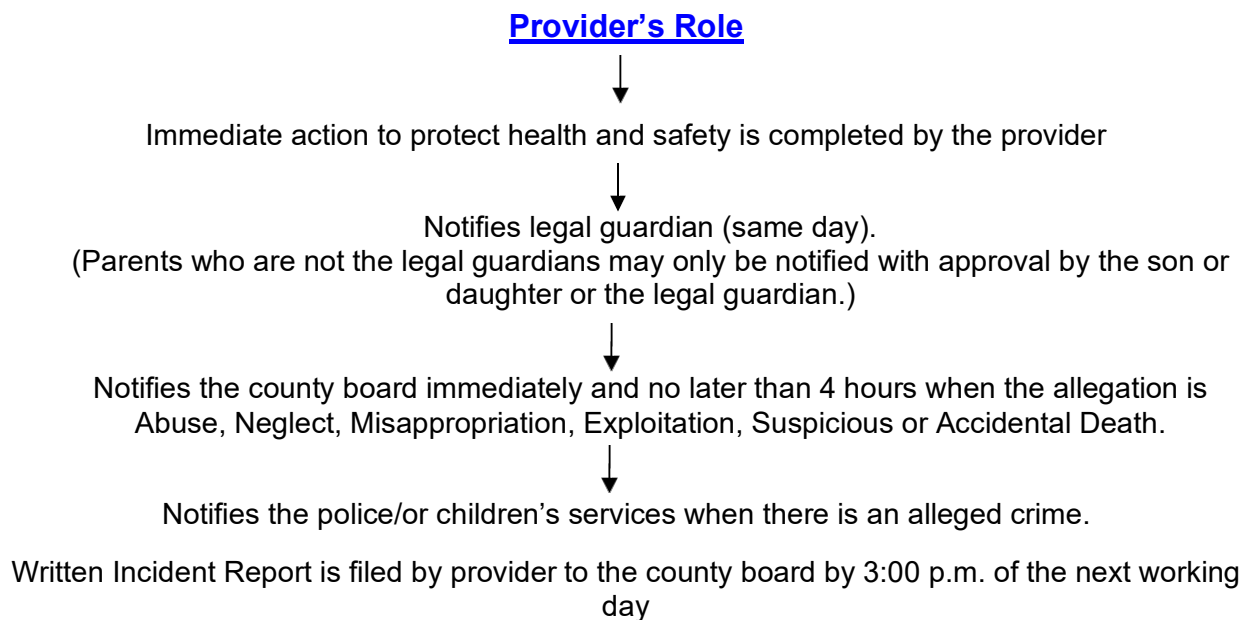
IX. What is the Role of the Department?

The Ohio Department of DD provides oversight and technical assistance. *All* MUI reports are reviewed by the Department of DD, MUI/Registry Unit to ensure immediate action, timely reporting, good investigations and necessary implementation of prevention plans. The Department reviews patterns and trends reviews for individuals and the state. The Department also conducts investigations where it would be a conflict of interest for the county board to complete. In addition, the Department manages the State of Ohio Abuser Registry.

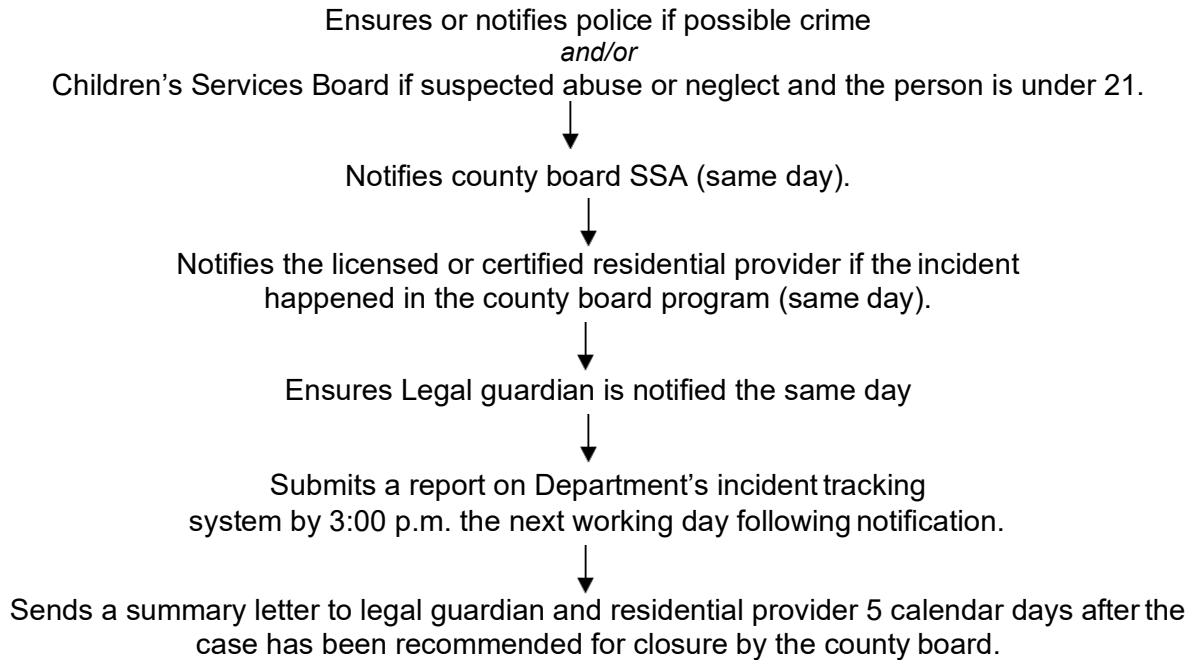
X. Why are Family Members Called for Information?

The Department's system was established to afford protections for all individuals in the DD system, and to identify why something happens to possibly prevent a similar incident from happening again. By looking at individual and aggregate data, we can see trends that can be addressed leading to better protections. These trends may include: lack of access to adequate health care, lack of diagnosis, and lack of assessment of symptoms, and lack of identification of new problems for people with certain syndromes. Reporting helps us to get a better picture of what is happening and enables us to make improvements in the system that benefit everyone

XI. MUI REPORTING FLOW CHART - Incident occurs



County Board's Role



Department of DD's Role

- ↓
1. Intake reviews all initial reports to ensure immediate actions have occurred, notifications are made and the MUIs have been classified appropriately.

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 2. Conducts investigations where it is a conflict for county boards to do so.

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 3. Review cases prior to closure to assure appropriate cause/contributing factor identification and prevention plan development

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 4. Notifies Ohio Department of Job and Family Services via on-line incident reporting system



XII. Definitions - Major Unusual Incidents include:

Accidental or suspicious death. "Accidental or suspicious death" means the death of an individual resulting from an accident or suspicious circumstances.

Physical Abuse means the use of physical force that can reasonably be expected to Result in physical harm or serious physical harm as those terms are defined in section 2901.01 of the Revised Code. Such force may include, but is not limited to, hitting, slapping, pushing, or throwing objects at an individual.

Sexual Abuse means unlawful, sexual conduct or sexual contact as those terms are defined in section 2907.01 of the Revised Code and the commission of any act prohibited by section 2907.09 of the Revised Code (e.g., public indecency, importuning, and voyeurism).

Verbal Abuse means the use of words, gestures, or other communicative means to purposefully threaten, coerce, intimidate, harass, or humiliate an individual.

Attempted Suicide means a physical attempt by an individual that results in emergency room treatment, in-patient observation, or hospital admission.

Death other than accidental or suspicious death means the death of an individual by natural cause without suspicious circumstances.

Exploitation means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.

Failure to Report means that a person, who is required to report pursuant to section 5123.61 of the Revised Code, has reason to believe that an individual has suffered or faces a substantial risk of suffering any wound, injury, disability, or condition of such a nature as to reasonably indicated abuse (including misappropriation) or neglect of that individual, and such person does not immediately report such information to a law enforcement agency, a county board, or, in the case of an individual living in a developmental center, either to law enforcement or the department. Pursuant to division (C) (1) of section 5123.61 of the Revised Code, such report shall be made to the department and the county board when the incident involves an act or omission of any employee of a county board.

Law Enforcement means any incident that results in the individual being charged, incarcerated, or arrested.

Medical Emergency. means an incident where emergency medical intervention is required to save an individual's life (e.g., choking relief techniques such as back blows or cardiopulmonary resuscitation, epinephrine auto injector usage, or intravenous for dehydration).

Misappropriation means depriving, defrauding, or otherwise obtaining the real or personal property of an individual by any means prohibited by the Ohio Revised Code, including Chapter 2911. and 2913. of the Revised Code.

Missing individual. means an incident that is not considered neglect and an individual's whereabouts, after immediate measures taken, are unknown and the individual is believed to be at or pose an imminent risk of harm to self or others. An incident when an individual's whereabouts are unknown for longer than the period of time specified in the individual service plan that does not result in imminent risk of harm to self or others shall be investigated as an unusual incident.

Neglect means when there is a duty to do so, failing to provide an individual with any treatment, care, goods, supervision, or services necessary to maintain the health or safety of the individual.

Peer-to-peer act means one of the following incidents involving two individuals served:

- (a) *Exploitation which means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.*
- (b) *Theft which means intentionally depriving another individual of real or personal property valued at twenty dollars or more or property of significant personal value to the individual.*
- (c) *Physical act that occurs when an individual is targeting, or firmly fixed on another individual such that the act is not accidental or random and the act results in an injury that is treated by a physician, physician assistant, or nurse practitioner. Allegations of one individual choking another or any head or neck injuries such as a bloody nose, a bloody lip, a black eye, or other injury to the eye, shall be considered major unusual incidents. Minor injuries such as scratches or reddened areas not involving the head or neck shall be considered unusual incidents and shall require immediate action, a review to uncover possible cause/contributing factors, and prevention measures.*
- (d) *Sexual act which means sexual conduct and/or contact for the purposes of sexual gratification without the consent of the other individual.*
- (e) *Verbal act which means the use of words, gestures, or other communicative means to purposefully threaten, coerce, or intimidate the other individual when there is the opportunity and ability to carry out the threat.*

Prohibited Sexual Relations means an DD employee engaging in consensual sexual conduct or having consensual sexual contact with an individual who is not the employee's spouse, and for whom the DD employee was employed or under contract to provide care at the time of the incident and includes persons in the employee's supervisory chain of command.

Rights code violation. "Rights code violation" means any violation of the rights enumerated in section 5123.62 of the Revised Code that creates a likely risk of harm to the health or welfare of an individual.

Significant injury. "Significant injury" means an injury of known or unknown cause that is not considered abuse or neglect and that results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, or five or more sutures. Significant injuries shall be designated in the incident tracking system as either known or unknown cause.

Unapproved Behavior Support. "Unapproved behavior support" means the use of an aversive strategy or intervention prohibited by paragraph (J) of rule 5123:2-1-02 of the Administrative Code or an aversive strategy implemented without approval by the human rights committee or

behavior support committee or without informed consent, that results in a likely risk to the individual's health and welfare. An aversive strategy or intervention prohibited by paragraph (J) of rule 5123:2-1-02 of the Administrative Code that does not pose a likely risk to health and welfare shall be investigated as an unusual incident.

Unscheduled Hospital Admission means any hospital admission that is not scheduled unless the hospital admission is due to a condition that is specified in the individual service plan or nursing care plan indicating the specific symptoms and criteria that require hospitalization.

To Report an MUI, please call Your County Board MUI Contact Person. For a listing of County Board contacts, please see link below, located on the Department's website.

[County Board MUI Contacts](#)

or contact the Ohio Department of DD through
Abuse/Neglect Hotline at (866) 313-6733 or
through the on line reporting system

For other helpful tools and information, please visit the Department's website at

<http://dodd.ohio.gov/>

Office of MUI/Abuser Registry Unit
1800 Sullivant Avenue
Columbus, Ohio 43222
614-995-3810

The Mission of the Ohio Department of DD is the continuous improvement of the quality of life for Ohio citizens with developmental disabilities and their families.

National Alliance for Direct Support Professionals

Code of Ethics

Preamble

Direct Support Professionals (DSPs) who support people in their communities are called upon to make independent judgments on a daily basis that involve both practical and ethical reasoning. The people who assume the support role must examine and call upon values and beliefs, as well as creative vision, to assist them in the complex work they perform.

A primary purpose of the DSP is to assist people who need support to lead self-directed lives and to participate fully in our communities and nation. This emphasis on empowerment and participation is critical because the prejudices of society form powerful barriers that prevent many people with mental or physical disabilities from enjoying a high quality of life. And, too often, the very social policies and service systems designed to help can create other barriers.

Therefore, it must be the mission of the DSP to follow the individual path suggested by the unique gifts, preferences, and needs of each person they support, and to walk in partnership with the person, and those who love him or her, toward a life of opportunity, well-being, freedom, and contribution. Unfortunately, there have been no set criteria to guide these journeys as there are for other professional groups (such as doctors, nurses, service coordinators, and social workers) who have intimate knowledge of and responsibility for another person's emotional, financial, or physical being. There is no other position today in which ethical practice and standards are more important than direct support. DSPs are often asked to serve as gatekeepers between people needing support and almost every aspect of their lives, including access to community, personal finances, physical well-being, relationships, employment, and everyday choices. The whole landscape of a person's life can change with the coming and going of these critical supports for people.

As a result of these work duties, DSPs face ethical decisions on a daily basis and consistently feel the tension between the ideals of the profession and its practice. There are numerous pressures coming from organizations, government, social policy, and societal prejudice that can shift focus and allegiance away from those supported. In order to maintain the promise of partnership and respect that must exist in a helping relationship, a strong ethical foundation is critical to help DSPs navigate through the maze of influences that bombard them.

This issue has led to the efforts on the part of the National Alliance for Direct Support Professionals (NADSP) to identify the kinds of ethical situations that DSPs face and to develop a set of ethical guidelines. The NADSP convened a national panel of DSPs, advocates, families, professionals, and researchers who constructed this code of ethics. Focus groups and surveys regarding the draft language were conducted throughout the country and were integrated to create the final code. This Code of Ethics is intended to serve as a straightforward and relevant ethical guide, shedding some light on the shared path to a self-directed life. It is intended to guide DSPs in resolving ethical dilemmas they face every day and to encourage DSPs to achieve the highest ideals of the profession.

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The skills and knowledge of community support practice must be joined with the ethical principles to create the environment needed to fully support people. To do so effectively, we must all work toward recognizing DSPs as professionals who have skills, knowledge, and values that constitute a unique and important profession. There must be a commitment to hiring, developing, and supporting DSPs who have a healthy sense of their own worth and potential, and the worth and potential of the people they support, and who can infuse these beliefs into practice. DSPs themselves must know that it is part of their role to foster a spirit of cooperation and mutual responsibility with other DSPs regarding ethical practice.

Direct Support Professionals, agency leaders, policymakers, and people receiving services are urged to read the Code and to consider ways that these ethical statements can be incorporated into daily practice. The beliefs and attitudes that are associated with being an effective human service professional are the cornerstones of this code. This code is not the handbook of the profession, but rather a roadmap to assist us in staying the course of securing freedom, justice, and equality for all.

Ethical Principles

1. Person-Centered Supports:

As a DSP, my first allegiance is to the person I support; all other activities and functions I perform flow from this allegiance.

As a DSP, I will:

- Recognize that each person must direct his or her own life and support and that the unique social network, circumstances, personality, preferences, needs and gifts of each person I support must be the primary for guide the selection, structure, and use of supports for that individual.
- Commit to person-centered supports as best practice.
- Provide advocacy when the needs of the system override those of the individual(s) I support, or when individual preferences, needs or gifts are neglected for other reasons.
- Honor the personality, preferences, culture and gifts of people who cannot speak by seeking other ways of understanding them.
- Focus first on the person, and understand that my role in direct supports will require flexibility, creativity and commitment.

2. Promoting Physical and Emotional Well-Being:

As a DSP, I am responsible for supporting the emotional, physical, and personal well-being of the individuals receiving support. I will encourage growth and recognize the autonomy of the individuals receiving support while being attentive and energetic in reducing their risk of harm.

As a DSP, I will:

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Code of Ethics

- Develop a relationship with the people I support that is respectful, based on mutual trust, and that maintains professional boundaries.
- Assist the individuals I support to understand their options and the possible consequences of these options as they relate to their physical health and emotional well-being.
- Promote and protect the health, safety, and emotional well-being of an individual by assisting the person in preventing illness and avoiding unsafe activity. I will work with the individual and his or her support network to identify areas of risk and to create safeguards specific to these concerns.
- Know and respect the values of the people I support and facilitate their expression of choices related to those values.
- Challenge others, including support team members (e.g. doctors, nurses, therapists, co-workers, family members) to recognize and support the rights of individuals to make informed decisions even when these decisions involve personal risk.
- Be vigilant in identifying, discussing with others, and reporting any situation in which the individuals I support are at risk of abuse, neglect, exploitation or harm.
- Consistently address challenging behaviors proactively, respectfully, and by avoiding the use of aversive or deprivation intervention techniques. If these techniques are included in an approved support plan I will work diligently to find alternatives and will advocate for the eventual elimination of these techniques from the person's plan.

3. Integrity and Responsibility:

As a DSP, I will support the mission and vitality of my profession to assist people in leading self-directed lives and to foster a spirit of partnership with the people I support, other professionals, and the community.

As a DSP, I will:

- Be conscious of my own values and how they influence my professional decisions.
- Maintain competency in my profession through learning and ongoing communication with others.
- Assume responsibility and accountability for my decisions and actions.
- Actively seek advice and guidance on ethical issues from others as needed when making decisions.
- Recognize the importance of modeling valued behaviors to co-workers, persons receiving support, and the community at-large.
- Practice responsible work habits.

4. Confidentiality:

As a DSP, I will safeguard and respect the confidentiality and privacy of the people I support.

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As a DSP, I will:

- Seek information directly from those I support regarding their wishes in how, when and with whom privileged information should be shared.
- Seek out a qualified individual who can help me clarify situations where the correct course of action is not clear.
- Recognize that confidentiality agreements with individuals are subject to state and agency regulations.
- Recognize that confidentiality agreements with individuals should be broken if there is imminent harm to others or to the person I support.

5. Justice, Fairness and Equity:

As a DSP, I will promote and practice justice, fairness, and equity for the people I support and the community as a whole. I will affirm the human rights, civil rights and responsibilities of the people I support.

As a DSP, I will:

- Help the people I support use the opportunities and the resources of the community available to everyone.
- Help the individuals I support understand and express their rights and responsibilities.
- Understand the guardianship or other legal representation of individuals I support, and work in partnership with legal representatives to assure that the individual's preferences and interests are honored.

6. Respect:

As a DSP, I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and help others understand their value.

As a DSP, I will:

- Seek to understand the individuals I support today in the context of their personal history, their social and family networks, and their hopes and dreams for the future.
- Honor the choices and preferences of the people I support.
- Protect the privacy of the people I support.
- Uphold the human rights of the people I support.
- Interact with the people I support in a respectful manner.
- Recognize and respect the cultural context (e.g. religion, sexual orientation, ethnicity, socio-economic class) of the person supported and his/her social network.
- Provide opportunities and supports that help the individuals I support be viewed with respect and as integral members of their communities.

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7. Relationships:

As a DSP, I will assist the people I support to develop and maintain relationships.

As a DSP, I will:

- Advocate for the people I support when they do not have access to opportunities and education to facilitate building and maintaining relationships.
- Assure that people have the opportunity to make informed choices in safely expressing their sexuality.
- Recognize the importance of relationships and proactively facilitate relationships between the people I support, their family and friends.
- Separate my own personal beliefs and expectations regarding relationships (including sexual relationships) from those desired by the people I support based on their personal preferences. If I am unable to separate my own beliefs/preferences in a given situation, I will actively remove myself from the situation.
- Refrain from expressing negative views, harsh judgments, and stereotyping of people close to the individuals I support.

8. Self-Determination:

As a DSP, I will assist the people I support to direct the course of their own lives.

As a DSP, I will:

- Work in partnership with others to support individuals leading self-directed lives.
- Honor the individual's right to assume risk in an informed manner.
- Recognize that each individual has potential for lifelong learning and growth.

9. Advocacy:

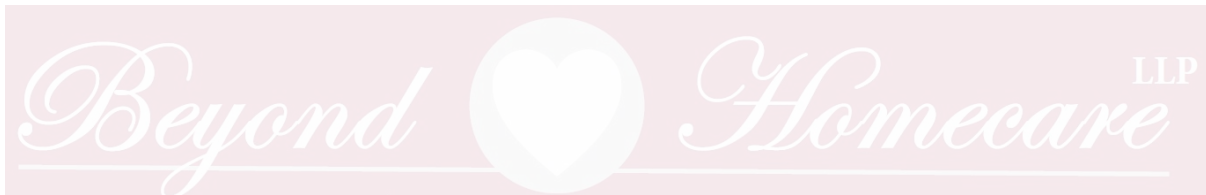
As a DSP, I will advocate with the people I support for justice, inclusion, and full community participation.


As a DSP, I will:

- Support individuals to speak for themselves in all matters where my assistance is needed.
- Represent the best interests of people who cannot speak for themselves by finding alternative ways of understanding their needs, including gathering information from others who represent their best interests.
- Advocate for laws, policies, and supports that promote justice and inclusion for people with disabilities and other groups who have been disempowered.

National Alliance for Direct Support Professionals Code of Ethics

- Promote human, legal, and civil rights of all people and assist others to understand these rights.
- Recognize that those who victimize people with disabilities either criminally or civilly must be held accountable for their actions.
- Find additional advocacy services when those that I provide are not sufficient.
- Consult with people I trust when I am unsure of the appropriate course of action in my advocacy efforts.



Beyond  *Homecare* LLP



For addition information not covered in this employee handbook, please see administration for any policy or procedure questions.

Beyond Homecare LLP has the right to change any policy at any time, according to rules and regulations of all state and legal requirements.



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