

EXPECTATIONS

(Therapists and Therapy Assistants)

1. Attendance

a. Tardiness

- i. Complaints of tardiness from consumers/responsible parties will commence in disciplinary actions beginning with oral warnings. Tardiness is defined as more than 5 minutes past scheduled start time.

b. Excused Absences

- i. Absences called in 24 hours or more in advance of start times are considered excused. Calls must be made both to consumer's responsible party and management staff. If therapy sessions are rescheduled within the same week, it shall be considered a re-schedule and not an absence. More than 3 "excused" absences in one quarter may trigger regular disciplinary actions at management staff's discretion.

c. Other Absences (No shows)

- i. Three (3) consecutive absences without appropriate notification will be considered "abandonment of position."
- ii. One (1) absence without appropriate notification will trigger disciplinary action starting with a written warning.

d. Vacations

- i. Vacation requests must be submitted via email to management staff for approval at least 14 days prior to request start date.

2. Reports and Insurance Forms

a. Insurance Forms

- i. It is the responsibility of the therapist or therapy assistant to collect and submit proper insurance billing forms.
- ii. **No billing will be processed or pay issued** for consumers who have not submitted the proper insurance billing forms.

b. Daily Notes

- i. Daily notes shall be submitted with each time sheet.
- ii. **No billing shall be processed or pay issued to the therapist** unless daily notes have been submitted for each consumer.
- iii. Daily notes may include up to one quarter per sheet, but need to be turned in each pay period.
- iv. COTA must have their supervising OTR sign each daily note for it to be considered complete.

- c. Quarterly reports
 - i. Quarterly reports are due as follows: January 31st, April 30th, July 31st, and October 31st. Reports will be accepted up to 21 days earlier than the due date. A grace period of one (1) pay period will be granted before pay is withheld for non-compliance.
 - ii. COTAs are responsible for getting the supervising OTR's signature on the report; OTR's may sign via email if the report is emailed directly to Colette Marotto from the supervising OTR.

3. Communication

- a. Communication with Management Staff
 - i. Email
 - 1. Email shall be the primary means of communication unless otherwise requested by the employee or independent contractor.
 - 2. Emails should be returned within 2 business days to avoid triggering disciplinary actions beginning with an oral warning.
 - ii. Phone calls/Text messages
 - 1. Phone calls shall be returned within one (1) business day or 24 hours. Failure to do so may result in disciplinary actions beginning with an oral warning.
 - iii. If three (3) phone calls or emails are not returned, this will be considered abandonment of position. Communication with management staff is a requirement of employment.
- b. Communication with Consumers/Responsible Parties
 - i. Phone calls
 - 1. Phone calls shall be the primary means of communication unless requested by the **client's responsible party**.
 - 2. Phone calls from consumers/responsible parties must be returned **within 24 hours**. Business days do not apply.
 - ii. Email/Text messages
 - 1. Email and text messaging may only be used if requested by the **client's responsible party** and is not an acceptable form notification for calling in an "excused" absence unless some physical ailment or limitation does not allow for a phone call.