

# AccuKate

## Employee Handbook

November 2015

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Handbook reviewed and authorized by:

Karla R. Adams, President  
 Print Name and Title

Signature On File  
 Signature

## Office Hours

It is always a good idea to call before coming to the office so that we may ensure your needs will be met as Administration may be assisting another individual.

Office Hours are Monday through Friday 9:00am 3:00pm except on designated holidays. If a call is placed during business hours, after business hours or if the lines are all occupied a voicemail system will take your message and someone will return your call as soon as possible.

During office hours, calls are to be placed to:

(763) 862-3971

If there is a staffing emergency, the number to call either during business hours or after business hours is:

(763) 442-9507

The fax machine number is:

(763) 862-2135

Time card email

[timecards@accukare.com](mailto:timecards@accukare.com)

Company Website

[www.Accukare.com](http://www.Accukare.com)

A-00 & PHR 50 Policy Date: 06-10-2002

Revised Date: 05-02-2013

## Confidentiality

As the result of employment at AccuKare, Inc., employees will acquire and have access to confidential information belonging to the company and/or client. This information is of a special and unique nature and value. It relates to such matters as the company's personnel and compensation information, accounts, trade secrets, procedures, manuals, financial costs and sales data, supply sources and resources, contracts, price lists; accounting and bookkeeping practices, office policies and practices, financial information, data, records, reports, sales data, expense information, business plans, general and specific, prospect names and lists, existing and potential business opportunities, confidential reports, customer lists and contracts, litigation and other legal matters, as well as information specific to the company's products and services.

As a condition of employment, all employees must agree that all such information is the exclusive property of the company and/or client, and that they will not at any time divulge or disclose, electronically post to anyone, except in the responsible exercise of their jobs, any such information, whether or not it has been designated specifically as "confidential."

PHR-21 Policy Date: 06-10-2002

Revised Date: 05-02-2013

## **Equal Employment Opportunity**

AccuKare, Inc. will comply with all applicable laws governing equal employment opportunity. This policy extends to all applicants and employees and to all aspects of the employment relationship including, but not limited to recruiting, hiring, promotion, transfer, and compensation.

Specifically, the company will provide equal employment and advancement opportunity on the basis of merit within the context of its unique business environment, and without regard to race, color, gender identity or expression, sexual orientation, assistance, religion, pregnancy, veteran status, membership or activity in a local commission, disability, age or any other status prohibited by protected law.

PHR-22 Policy Date: 06-10-2002

Revised Date: 10-08-2012

## **Offensive Behavior**

Any employee who engages in harassment on the basis of race, color, creed, religion, national origin, gender identity or expression, sexual orientation, marital status, status with regard to public assistance, membership or activity in a local commission, pregnancy, national origin, veteran status, disability or age, who permits employees under his/her supervision to engage in such harassment or who retaliates or permits retaliation against an employee who reports such harassment is guilty of misconduct and shall be subject to remedial action which may include the imposition of discipline or termination of employment.

Sexual harassment is prohibited and includes any unwelcome sexual advance, request for sexual favor, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, as a term or condition of employment.
- Submission to or rejection of such conduct is used as a factor in any employment decision affecting any individual.
- Such conduct has the purpose or effect of unreasonably interfering with any employee's work performance or creating an intimidating, hostile, or offensive working environment.

Although the intent of the person engaging in the conduct may be harmless or even friendly, it is the perception of the conduct by the recipient that is relevant to whether the conduct is harassment. Given the difficulty of judging whether the conduct is welcome or unwelcome in particular situations, the company prohibits all employees from engaging in any conduct of a sexual nature or amounting to harassment based on any protected category in the work setting.

This policy applies to everyone, including managers. No retaliation or intimidation directed towards anyone who makes the complaint will be tolerated.

If you believe you have been a victim of harassment, take the following steps.

1. Discuss the matter with your supervisor or manager.

2. If you believe your supervisor to be the source of, or a party to sexual harassment, talk to any other member of management or the office or site manager.

The company will investigate and attempt to resolve your complaint promptly. If, for any reason, you believe this has not occurred within a reasonable period of time, refer the problem to any other manager in the company, up to and including the President of AccuKare, Inc.

PHR-23 Policy Date: 06-10-2002

### **Offensive Material and Language Policy**

Due to the nature of the business of providing services in the homes of individuals, the manner with which the employee must follow this policy is of the utmost concern. The policy is written to be a guide and to apply to all situations that may be conceived as offensive in nature. This includes, but is not limited to, any type of written, spoken, printed, electronic, broadcasted, gestured or bodily-implied material of a conceivable offensive nature. (Please refer to the Dress code policy PHR-44 pg 15 of handbook.)

No potentially offensive material (i.e. pornographic, sexually persuasive or explicit, profane, implied illegal substance or act, or harassing), or bodily or verbal language is permitted in the client home or client presence or in the presence of AccuKare, Inc. or any of its employees.

There will be NO exceptions to this rule. Any violation of this policy will be handled with discipline measures up to and could include termination.

If an employee has been presented with any type of written, spoken, printed, electronic, broadcasted, gestured or bodily-implied material of a conceivable offensive nature, please make the Office Manager or Qualified Professional aware of the situation so it may be dealt with either via communication to client, care plan, or a more suitable client for the employee.

PHR-61 Policy Date: 08-19-2002  
Revised Date: 05-02-2013

### **Employee Grievances**

In any organization, dissatisfaction may arise because an employee does not know, understand, or agree with certain policy interpretations. Such dissatisfactions are commonly referred to as grievances. At AccuKare, Inc., we believe that if an employee has a grievance concerning his/her wages, hours of work, or other terms or conditions of employment, the matter should receive consideration of all concerned.

An employee who feels aggrieved is urged to take the matter up immediately with his/her supervisor. Your supervisor is required to investigate your grievance and provide you with a response or decision within a reasonable period of time. This investigation may consist of, but is not limited to, gathering information from other employees involved, reviewing company policy, and any other action necessary to become familiar with the situation.

If you are not satisfied with the response/decision from your immediate supervisor, you are encouraged to go to the next level of supervision both orally and in writing. This next level of supervision will also have a reasonable period of time in which to investigate the issue and respond to you in writing.

If after these steps are taken, you believe inadequate action has been taken to resolve your complaint, contact the Manager or your QP and complete an Employee Complaint Form. It is the policy of this organization to respond to any reasonable complaint and take the necessary actions to settle the issue.

There will be no retaliation taken against a complaining employee as a result of making the complaint regardless of the outcome of the investigation.

*If you have a problem that is more specifically addressed by the offensive behavior policy on the preceding pages of this handbook, please follow the procedure described there.*

PHR-24 Policy Date: 06-10-2002  
Revised Date: 05-02-2013

### **Attendance**

AccuKare, Inc. recognizes the importance of employee reliability and the direct impact that it has on AccuKare, Inc.'s ability to provide quality care services to our clients. Repeated absences will result in a supervisory review and may lead to termination.

If an employee is unable to work a scheduled shift, the employee is responsible for:

- **Speaking** with the client immediately to inform them of the inability to work, or possibility of being late. This must be a **verbal** communication to verify that notification has been received. No voicemail, texting, or email!
- Contacting any other staff on the case to attempt to meet the client's needs.
- Notifying AccuKare, Inc. immediately of the change or unmet need of the client. This must be a **verbal** communication to verify that notification has been received. No voicemail, texting, or email!
- Completing a Time Off Request Form (PHR-31a)

Failure to follow this procedure will subject the employee to disciplinary action including termination regardless of the number of absences in the previous twelve-month period.

NOTE: An absence is considered not working a scheduled shift.

A 'NO CALL, NO SHOW' (not calling or not showing up for your scheduled time, as well as utilizing electronic notification only) IS UNACCEPTABLE AND MAY BE GROUNDS FOR TERMINATION.

PHR-31 Policy Date: 6-10-2002  
Revised Date: 11-24-2015

### **Time Off**

All AccuKare Inc. employees will start as a part time employee. After 90 days your work history will be reviewed and status will be assigned. This will be reviewed and updated on a quarterly basis. AccuKare Inc. provides paid time off for all employees maintaining full time status (those who consistently work 70 or more hours per pay period after 90 days of employment). We believe that this time off from work is beneficial to the health and welfare of our employees and should be taken each year in accordance with the policy.

Accrual: Time off may be taken after the completion of five months at AccuKare, Inc. It accrues as follows at a rate based on actual hours worked:

- Year 1 – 5 1 day every other month (2.31% of hours worked)
- Year 6-10 1day every month (4.62% of hours worked)
- Year 11+ 2 days each month (9.23% of hours worked)

Paid time off accrues on the basis of AccuKare, Inc.'s fiscal year (January 1 – December 31). Any accrued paid time in excess of 40 hours will be lost each year after December 31. AccuKare, Inc. will not pay for unused paid time off at any time.

Scheduling: For scheduled time off (i.e. vacation, planned medical appointments, etc.) a completed time off request must be submitted to the employee's supervisor. This completed form should be submitted as far in advance as possible to insure proper compensation. It is the employee's responsibility to submit a completed copy of the Time Off Request Form (PHR-31a) with, or in lieu of, any corresponding time card. Every effort will be made to honor your paid time off request, but management reserves the right to limit the number of staff on leave at any one time in order to take work load and client needs into account. In the event of a conflict of time off requests, the earliest time off request submitted will have priority. No employee may submit a time off request form for time greater than they have accrued.

For unscheduled time off (i.e. sickness, emergency, car trouble, etc), a completed Time off Request Form must be submitted with, or in lieu of, any corresponding time card. Any time off request form submitted by regular full time employees shall be considered as regular time worked and will be paid accordingly. In the event that the employee's accrued time off is less than the absence reported on the Time Off Request Form, the amount of paid time off shall be the appropriate amount accrued, and the balance shall be considered unpaid time off.

Only full-time employees will receive paid time off. Part-time employees will not receive pay for time not worked. Any paid time off will be paid at the employees regular rate of pay. Employee status (full time vs. part time) will be evaluated at the end of each fiscal quarter.

**NOTE: TIME OFF DAYS WILL ONLY BE PAID IF THE PROPER PROCEDURE IS FOLLOWED AND DOCUMENTATION IS IN PLACE. PLEASE SEE THE ATTENDENCE POLICY FOR FURTHER INSTRUCTIONS.**

### ***Holidays***

AccuKare, Inc. provides 6 holidays for all regular employees who have worked for AccuKare, Inc. for at least one full fiscal quarter.

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

If any employee works a holiday, an additional \$1.50/hour will be added to your regular pay. The hours paid will be reflective of the usual and customary number of hours worked by that employee for that client.

### ***Time off to vote***

Employees are encouraged to vote and will be permitted the necessary time off unpaid. You will be allowed a reasonable period of time to vote in the morning in case you aren't able to vote before or after working hours. This must be arranged in advance with the staffing department in order to insure that the client's needs are met.

## **Unpaid Time Off**

### ***Sick Leave***

Leaves of more than three days, which may be necessary because of illness or accident, require the submission of a doctor's statement, which must indicate the expected date of return to work.

It is the responsibility of the employee to apply for any needed extension and receive approval prior to the end of the original authorized leave of absence for an extended period of time, but business demands do not always make this possible.

Disability leave, based on pregnancy will be treated the same as any other disability, except as provided under the "Parenting Leave" below.

### ***Family and Medical Leave***

In accordance with federal law, AccuKare, Inc. will grant 12 weeks of unpaid leave of absence for employees to care for a family member with a serious health condition or because of a serious health condition of an employee which makes the employee unable to perform the functions of his or her job. This leave will be granted to any employee who has been employed by AccuKare, Inc. at least 12 months and has worked 1,250 hours within those 12 months. This time will be defined by anything after 3 days of absence due to the care of a family member or themselves.

Upon request for such medical leave, AccuKare, Inc. will require certification of the condition from an appropriate health care provider depending upon the need. Leave may be taken intermittently or on a reduced leave schedule.

### ***Parenting Leave***

In accordance with state law and will run concurrent with the Family Leave Policy, AccuKare, Inc. will grant an unpaid leave of absence for up to six weeks in conjunction with the birth or adoption of a child. This leave will be granted to any regular employee who works 20 hours of more per week and has been employed by AccuKare, Inc. for 12 months and becomes a biological or adoptive parent.

### ***Personal Leave of Absence***

Unpaid leave for personal reasons may be granted at the discretion of AccuKare, Inc. and will run concurrent with the Family Medical Leave. The terms will vary with each leave and are subject to review and approval of your supervisor. Please make your request, in writing, as far in advance as possible.

### ***Time off for School Conferences and Activities***

In accordance with Minnesota law, unpaid time off, up to a maximum of 16 hours annually, is available to all employees who have worked at least half time for the previous 12 months, for attendance at school conferences, classroom activities, and preschool activities which cannot be scheduled during non-working hours.

### ***Jury Duty***



AccuKare, Inc. will provide time off without pay for any employee assigned to jury duty upon presentation of the appropriate notice. Please give us as much advance notice as possible.

### ***On Call Employee***

An on call employee is defined as someone who has wished not to maintain a regular schedule but would like to fill in with a specific/or multiple clients.

We have many employees who wish to stay on as an on call employee. However if an employee goes longer than 120 days without working a shift this employee will be voluntary terminated and unlinked with AccuKare on the DHS data base. If at any time the employee wishes to become reactivated they must go through the new hire process and background study. Exceptions can be made if they are made prior to going on the on call status.

### ***Military Leave***

AccuKare will comply with all **USERRA** requirements listed below (posting is listed in this hand book and posted in our office):

USERRA prohibits employment discrimination against a person on the basis of past military service, current military obligations, or intent to serve. An employer must not deny initial employment, reemployment, retention in employment, promotion, or any benefit of employment to a person on the basis of a past, present, or future service obligation. In addition, an employer must not retaliate against a person because of an action taken to enforce or exercise any USERRA right or for assisting in an USERRA investigation.

The pre-service employer must reemploy service members returning from a period of service in the uniformed services if those service members meet five criteria:

- The person must have been absent from a civilian job on account of service in the uniformed services;
- The person must have given advance notice to the employer that he or she was leaving the job for service in the uniformed services, unless such notice was precluded by military necessity or otherwise impossible or unreasonable;
- The cumulative period of military service with that employer must not have exceeded five years;
- The person must not have been released from service under dishonorable or other punitive conditions; and
- The person must have reported back to the civilian job in a timely manner or have submitted a timely application for reemployment, unless timely reporting back or application was impossible or unreasonable.

USERRA establishes a five-year cumulative total of military service with a single employer, with certain exceptions allowed for situations such as call-ups during emergencies, reserve drills, and annually scheduled active duty for training. USERRA also allows an employee to complete an initial period of active duty that exceeds five years.

Employers are required to provide to persons entitled to the rights and benefits under USERRA a notice of the rights, benefits, and obligations of such persons and such employers under USERRA.

USERRA provides that returning service members are to be reemployed in the job that they would have attained had they not been absent for military service, (the "escalator" principle), with the same seniority, status and pay, as well as other rights and benefits determined by seniority. USERRA also requires that reasonable efforts (such as training or retraining) be made to enable returning service members to qualify for reemployment. If the service member cannot qualify for the "escalator" position, he or she must be reemployed, if qualified, in any

other position that is the nearest approximation to the escalator position and then to the pre-service position. USERRA also provides that while an individual is performing military service, he or she is deemed to be on a furlough or leave of absence and is entitled to the non-seniority rights accorded other similarly-situated individuals on non-military leaves of absence. The time limits for returning to work are as follows:

- **Less than 31 days service:** By the beginning of the first regularly scheduled work period after the end of the calendar day of duty, plus time required to return home safely and an eight hour rest period. If this is impossible or unreasonable, then as soon as possible.
- **31 to 180 days:** The employee must apply for reemployment no later than 14 days after completion of military service. If this is impossible or unreasonable through no fault of the employee, then as soon as possible.
- **181 days or more:** The employee must apply for reemployment no later than 90 days after completion of military service.
- **Service-connected injury or illness:** Reporting or application deadlines are extended for up to two years for persons who are hospitalized or convalescing.

PHR-27 Policy Date: 06-10-2002  
Revised Date: 02-17-2014

### **Employee Referral Policy**

If an active employee refers someone and they get hired and maintain consistent active employment for 3 months (and the employee remains actively employed), the referring employee will receive a \$50.00 bonus.

PHR-83 Policy Date: 02-01-2014  
Revised Date: 06-24-2014

### **AccuKare Mandatory Training**

All AccuKare Personal Care Attendants, Homemakers and Qualified Professionals are required to attend OSHA training upon hire and annually. Areas of training include: Bloodborne Pathogens, Personal Protective Equipment, Exposure Control Plan, Employee Right to Know and HIV/Hepatitis B.

PHR-103 Policy Date: 10-22-2015

## Drug and Alcohol Policy

**Program Name:** AccuKare, Inc

### I. Policy

It is the policy of this DHS licensed provider, AccuKare (program), to support a workplace free from the effects of drugs, alcohol, chemicals, and abuse of prescription medications. This policy applies to all of our employees, subcontractors, and volunteers (employees).

### II. Procedures

- A. All employees must be free from the abuse of prescription medications or being in any manner under the influence of a chemical that impairs their ability to provide services or care.
- B. The consumption of alcohol is prohibited while directly responsible for persons receiving services, or on our property (owned or leased), or in our vehicles, machinery, or equipment (owned or leased), and will result in corrective action up to and including termination.
- C. Being under the influence of a controlled substance identified under Minnesota Statutes, chapter 152, or alcohol, or illegal drugs in any manner that impairs or could impair an employee's ability to provide care or services to persons receiving services is prohibited and will result in corrective action up to and including termination.
- D. The use, sale, manufacture, distribution, or possession of illegal drugs while providing care or to persons receiving services, or on our property (owned or leased), or in our vehicles, machinery, or equipment (owned or leased), will result in corrective action up to and including termination.
- E. Any employee convicted of criminal drug use or activity must notify the AccuKare Manager no later than five (5) days after the conviction.
- F. Criminal conviction for the sale of narcotics, illegal drugs or controlled substances will result in corrective action up to and including termination.
- G. The program's designated staff person, AccuKare Manager, will notify the appropriate law enforcement agency when we have reasonable suspicion to believe that an employee may have illegal drugs in his/her possession while on duty during work hours. Where appropriate, we will also notify licensing boards.

Policy reviewed and authorized by:

Karla R Adams, President

Print name & title

Signature on File

Signature

Date of last policy review: 7/20/2015 Date of last policy revision: 7/20/2015

Legal Authority: MS §§ [245A.04](#), subd. 1 (c) and 14

PHR-29.1 Policy Date: 09-09-2013  
Revised Date: 07-20-2015

## **Drug and Alcohol Testing**

As part of its continuing effort to protect the health, safety, and security of its employees, AccuKare, Inc. has adopted a drug and alcohol testing policy in accordance with Minnesota law as follows:

1. All employees and job applicants are subject to urinalysis testing for the presence of drugs and alcohol in accordance with this policy.
2. Job applicants may be tested after an offer of employment has been made in each case, contingent upon the applicant's successful completion of the testing, and after that applicant has reviewed and completed the Pre-Testing Acknowledgement form which will be supplied by AccuKare, Inc.
3. Any AccuKare, Inc. employee occupying a position in which, in the opinion of management, an impairment caused by drug or alcohol usage would threaten the health or safety of any other person, will be subject to testing on a random selection basis at the discretion of management.
4. All other employees will be subject to testing when there is a reasonable suspicion that:
  - a. They are under the influence of drugs or alcohol; or
  - b. They have violated the policy set forth in paragraph 1 above; or
  - c. They have sustained a personal injury or they have caused another employee to sustain a personal injury; or
  - d. They have caused a work related accident or were operating or helping to operate any machinery equipment or vehicle involved in a work related accident.
5. With two weeks prior notice, AccuKare employees may be required to submit to testing once annually as part of a routine physical examination that may be required.
6. Any employee who has been referred for chemical dependency treatment or evaluation, or is participating in treatment under an employee benefit plan may be required to submit to testing during the course of participation in the evaluation or treatment, and for a period of two years following the completion of any prescribed chemical dependency treatment program.
7. Any employee or job applicant may refuse to submit to testing to be conducted pursuant to this Policy but refusal will result in the following consequences:
  - a. As to any job applicant: An immediate withdrawal of the pending job offer;
  - b. As to any employee: Discipline or termination of employment at the sole discretion of management.
8. All testing will be conducted in accordance with the following procedures:
  - a. Each person to be tested will complete, sign, and date a Pre-Testing and Acknowledgment form supplied by the company.
  - b. Each test will be conducted by a laboratory which is authorized by law to conduct such tests, and which confirms to AccuKare, Inc. that its procedures are in accordance with Minnesota law.
  - c. All samples which test "Positive" on an initial screening will be subjected to a confirmatory retest by the laboratory before the results are reported to the employee or job applicant;
  - d. Results will be reported to each employee and job applicant, in writing, within three (3) working days of the receipt of the results by the company.

- e. Any employee or job applicant may submit additional information for the purpose of explaining such test results, or may request to confirmatory retest at his or her own expense. Any such additional information or request for a retest must be submitted in writing to the company within five (5) working days after notice of the results of the test.
- f. Any employee in a safety sensitive position, who tests positive and requests a retest, may be suspended from employment at the sole discretion of AccuKare, Inc. pending the retest results.
- g. A positive result on the final confirmatory retest pursuant to this policy will result in the following consequences:
- h. As to an employee, when it is the first such occasion: The requirement as a condition of employment, that the employees successfully complete a drug or alcohol counseling or rehabilitation program selected by the company, at the employee's expense or under an available to employee benefit coverage program.
- i. As to an employee when it is the second or subsequent such occasion: discipline or termination from employment, at the sole discretion of AccuKare, Inc.
- j. All tested employees will be entitled to receive a copy of the laboratory document that certifies the test results.

Policy reviewed and authorized by:

Karla R Adams, President  
 Print Name & Title

Signature On File  
 Signature

Date of last policy review: 7/20/15    Date of last policy revision: 7/20/15

PHR-29 Policy Date: 06-10-2002  
 Revised Date: 09-09-2013  
 Revised Date: 05-26-2015  
 Revised Date: 07-20-2015

## **Fraud Policy**

An employee hired as a PCA or Homemaker is only able to claim hours that they have worked that directly correlate to their job description. No time may be claimed for duties that were not performed as per the Care Plan or Service Plan. Any attempt to claim any time for duties that were not performed as per the Care Plan or Service Plan will be considered attempts towards fraud and will be reported to the Fraud Investigation Department of the Department of Human Services. The employee may be terminated for such attempts.

- As a PCA, the employee must be physically with the client for all of the time claimed in order to claim the time.
- As a PCA, the employee may only claim time when the only person they are responsible for is the client.
- An employee must be actually performing the claimed duties in order to claim the time.
- The employee may not claim the scheduled 'start' and 'end' time of their assignment unless they are actually with the client or doing the Service Plan duties at those claimed times.
- The employee may not 'round' to the nearest half hour on the time card. Rounding to the nearest fifteen (15) minutes is acceptable.
- The employee may not claim time for the entire scheduled time even if the client or Responsible Party sends them home early. If this (being sent home early) is consistently happening, AccuKare, Inc. needs to be notified.
- The employee may not claim time for 'running errands' for the client unless it specifically is stated in the Care Plan or Service Plan in place within the agency.
- The employee may not claim time for providing services in their (the employee's) home unless they live with the client.
- The employee may not claim time for things that are not in the Care Plan or Service Plan even if the client or responsible party 'tells them to do it.'

The above list is a compiling of examples, but is not all-inclusive. The best method to use to avoid fraudulent time card usage is to only claim time when physically with the client, as a PCA, performing the duties on the Care Plan or as a Homemaker, performing duties as listed on the Service Plan.

Any infraction of this will not be tolerated.

PHR-30 Policy Date: 06-10-2002

Revised Date: 10-08-2012

## Hours of Work

AccuKare needs to have the flexibility to schedule people when needed. We try to accommodate individual needs as much as possible and still meet the needs of the organization. It may, however be necessary to ask staff to work at times other than their regularly scheduled time.

No timesheet or multiple timesheets from one individual will be accepted with hours in excess of 40 hours per week. Overtime requires **PRIOR** authorization by your supervisor. "Nonexempt" employees will be compensated for these approved hours at one and one-half times their hourly rate. "Exempt" employees are not paid for overtime. Your supervisor will notify you of your status as "exempt" or "nonexempt," and the procedures for obtaining prior authorization for overtime.

PHR-28 Policy Date: 06-11-2002

Revised Date: 06-24-2015

## Dress Code

The dress code policy pertains to all employees within all positions and departments of **AccuKare, Inc.** and should be in accordance to the following standards:

Casual attire may be worn. Typically this type of dress would include: Blue jeans, sweat pants, casual pants, a physical working modest skirt or dress, shorts, short or long sleeve shirts none of which has rips, holes, or large tears. Shorts may not be any shorter than 3 inches above the knee when standing. No sleeveless, halter, midriff, or cutoff tops are allowed. Undergarments should not be showing at any time. Sports bras are considered an undergarment and need to have a sleeved shirt worn over them. Our clients come from many diverse backgrounds and have their own beliefs. We, as a company, will always respect their choices. If a client requests no visible tattoo's, body piercings, certain types of clothing or level of exposed skin, we as a company will require our employee to meet those requests. If you, as an employee, are not able or willing to meet the requests of the client it will not be means of termination but an attempt for alternate placement will be attempted.

For inner office, when dressing in business casual attire, employees should keep in mind all appointments with AccuKare, Inc. customers, clients, employees, suppliers or vendors and dress accordingly.

Shoes need to be worn at **all** times. If in a client's home and they request no street shoes, a pair of indoor shoes are to remain in the home or be brought back and forth. Shoes should be of a nature that allow for support for the job needing to be performed.

PHR-44 Policy Date: 10-18-2012

Revised Date: 05-02-2013

## Smoking

Smoking is strictly prohibited within the **AccuKare, Inc.** building, surrounding company property, client homes, and surrounding client property including when service is provided in the community. If a designated **OUTSIDE** smoking area is assigned at the client home reasonably far from the client, an employee who wishes to use this area may. However, employees are only permitted to use this area directly prior and directly after their shifts and on their prearranged breaks.

Should the company or the client feel that the privilege is being abused they reserve the right to discontinue its use. A client should never be left unattended for any reason,

PHR-47 Policy Date: 06-10-2002

Revised Date: 05-02-2013

## **Telephone and Social Media Policy**

Employees may not use a client's telephone systems or computers for personal correspondence or other personal activities, such as soliciting for commercial ventures, political or religious causes, or other outside organizations or general internet usage or Facebook. The client's phone number, email address, texting, etc. is to never be given out or used. If a family member of the employee needs to reach the employee, the emergency number for AccuKare, Inc. should be contacted.

You are not allowed to engage with a client on any social media activity. For example, staff cannot be friends with client on Facebook.

Cellular phones and pagers must be **turned off and not utilized in any fashion** while in the client home, or while working with the client.

### ***Telephone Monitoring***

AccuKare Inc. reserves the right to monitor employee phone calls on an as-needed basis for the purpose of training and/or quality control, or if reasonable suspicion exists of violation of company rules. Employees do not need to be informed in advance as to when phone calls may be monitored.

### ***Discipline***

Employees found violating our telephone and social media policy are subject to any form of disciplinary action that AccuKare Inc. feels is necessary.

PHR-48 Policy Date: 05-02-2013

## **Maintaining of Electronic Data**

No information related to any employee or client nor any information that is AccuKare business shall be maintained on any electronic device that is not of AccuKare issue and control. Any violation of this may be grounds for termination

PHR-48.1 Policy Date: 05-01-2014

## **Client Funds Policy**

If a client has funds on a laundry card or credit card or cash available that will be used by an employee, a ledger will be on site and every employee using this card is to document the starting funds, how many loads were done and ending balance. This will then be signed by the employee and client or responsible party. No funds are to ever be used for personal use or purchases even if client authorizes it.

Client ATM cards are to never be used by an employee. At no time are you ever to obtain a personal passcode or ID number from a client, even if the client wants you to. If you are receiving mileage assistance or funds for errands while homemaking, this must be cash or personal check. Violation of this policy could result in an Adult Protection report due to misuse of funds of a vulnerable child or adult.

PHR-63 Policy Date 04-01-2013



## **Employee Work Rules**

AccuKare, Inc. does not tolerate unacceptable behavior. The following is a list of unacceptable behaviors; however this is merely a sample list. Any employee found engaging in any unacceptable behavior will be subject to disciplinary action (whether or not the behavior appears on the following list). Disciplinary action includes but is not limited to: reprimand, suspension, and dismissal.

1. Neglecting work responsibilities during work hours
2. Consistent tardiness or unexcused absences
3. Punching/completing another employee's time card or falsifying records
4. Giving false, incomplete, or misleading information to obtain days off
5. Failure to comply with the instructions of the supervisor(s)
6. Stealing, damaging, or destroying company/ client/co-worker property
7. Neglecting company property
8. Unauthorized use of company property
9. Violation of safety or health rules
10. Violating company smoking policy
11. Workplace violence (including threats and verbal abuse)
12. Sexual harassment
13. Engaging in horseplay or other disorderly conduct
14. Possession of weapons while on company property
15. Working under the influence of drugs or alcohol
16. Violating company dress code
17. Violation of confidentiality, this includes any Facebook, tweeting, and any other source of electronic or social networking communication between employee and client
18. Sleeping during your scheduled shift
19. Violating Telephone Policy

PHR-45 Policy Date: 10-18-2012  
Revised Date: 05-02-2013

## Policy Regarding Eating in the Client Home

If an employee's scheduled work hours are through a meal or designated eating time, the following applies:

A CLIENT/CLIENT FAMILY IS NOT RESPONSIBLE FOR FEEDING OR HYDRATING AN EMPLOYEE.

Occasionally, a family/client may request that the employee share the time at a meal or snack with the family for assistance on redirection of behavior with the client during that activity.

The employee is to not eat or drink and feed or hydrate a client at the same time.

An employee is to never share a plate, utensils, cups, beverage, or food item with a client.

An employee is to wash their hands between eating and feeding or hydrating a client to provide the client with a safe meal/fluid relatively free from cross-contamination.

Occasionally, a family/client may offer to an employee to eat their food or drink their beverages. This is to not be expected and may or may not be accepted by the employee as is desired.

NOTE: An employee may never accept an alcoholic beverage from a client or client family while responsible for the client.

If an employee eats or drinks while in a client home (their own food or food offered), the employee is responsible for completely cleaning any areas or dishes that they have used.

An employee is to bring their own food/liquid to work and arrange a time to eat/drink that is conducive to the environment of the home within which they are working.

The employee may need to make special arrangements with the agency which will clarify and approve with the client if there is a specified medical need different than the above mentioned information.

PHR-19 Policy Date: 10-18-2012

## Payroll Policy

Timesheets are utilized to record time worked with a client. NO TIME MAY BE RECORDED OR REPORTED THAT WAS NOT ACTUALLY SPENT WORKING WITH THE CLIENT. NO TIME MAY BE RECORDED OR REPORTED WHEN A CLIENT IS IN THE HOSPITAL OR ANOTHER CARE FACILITY.

Pay periods cover a 14-day work period. The work period begins on the determined Monday at 12:01 am and covers through Sunday at 12:00 am (midnight) fourteen days later. A Payroll calendar is provided in every hire packet and in every Home Kit/client book.

**It is the responsibility of the employee to ensure that the time card is received at AccuKare, Inc. by the Tuesday following the end of the pay period by 5:00 PM in order for the individual to be paid. If the time card is not in the AccuKare, Inc. office by the deadline, the individual will not be paid.** If the time card is not in the AccuKare, Inc. office by the deadline, the individual will be paid on the following pay period after the time card is turned in.

Time cards are to be turned in every two weeks.

Pay Days are on the following Monday after the deadline for turning in time sheets.

If payday is on a holiday the pay date will be the previous Friday.

There is one time sheet per employee per client. The time cards must be signed by both the client or responsible party and the employee to be acceptable.

Guidelines for time card usage:

- An employee cannot work more than 80 hours per pay period, even if they have more than one client.
- Employees cannot claim time for working with more than one client at a time unless the clients are on 'shared care'.
- Two employees cannot work for the same client at the same time unless specified in the service plan or per approval from the county case manager.
- Employees cannot claim time from the time a client is admitted to a hospital or other facility through the time the client is discharged.
- Employees can provide for services to a client in the client's own home or anywhere in the community that is deemed necessary except for in the PCA's own home, unless the client and the PCA reside in the same home.
- Employees can only claim their times for the services that are provided that are listed on the Care Plan or Service Plan.
- Time cards must have time in and time out.
- Time cards must have AM and PM circled.
- Daily total time and total time must be accurately added.
- Time cards must have duties initialed.
- Time cards must have a date that includes the day, month and year.
- Time cards must have client name and employee name.
- Time cards must have employee provider number.
- Relationship acknowledgement section must be completed.
- Time cards must have the client's date of birth or MA number.
- Time cards must be signed and dated by client or responsible party.
- Time cards must be signed and date by employee.

*\* Timesheets not completed per policy or those that are incorrect may not be processed until correction(s) are made. These changes cannot be made by anyone other than the employee.*

PHR-49 Policy Date: 06-10-2002  
Revised Date: 05-02-2013

### **Final Timecard/ Paycheck**

Final timecards are due within 30 days of the last day of employment. Timecards submitted after 30 days will not be processed or paid.

PHR-62 Policy Date: 07-19-2003  
Revised Date: 12-26-2006

### **Transportation Policy**

AccuKare, Inc. **does not allow** employees to provide transportation to its clients. Violation of this policy will not be tolerated and may lead to disciplinary action.

PHR-52 Policy Date: 06-10-2002  
Revised Date: 12-01-2013

## **Animal Policy**

Any and all AccuKare, Inc. employees are not responsible for the care, maintenance, or safety of any animal in the client home or on client property. Exception to this policy is a service animal of a client. Details of said service animal care will be detailed in the client care plan.

PHR-100 Policy Date: 07-10-2014

## **Safety, Injury, and Incident Reporting**

### ***Safety Reporting***

All employees and management are required to report to their supervisor and or President of AccuKare, Inc. any concern that they may have regarding a safety violation or job hazard. Employees and management have the obligation to report any concern as per the AWAIR, ERTK, and OSHA BBP plans in order that a solution and assistance may be provided.

The safety of all of our employees and clients is one of the primary concerns at AccuKare, Inc.; therefore all reports will be treated with the utmost importance for follow-up and correction.

### ***Incident Reporting***

An incident is considered:

- An injury to a client
- A client falling even without noticeable injury at the time
- An exposure incident
- An injury to an employee
- The damage or breakage of a client's property
- Missing client or employee property, and/or
- The damage or breakage of an employee's property

Incidents are to be reported to the supervisor or the President of AccuKare, Inc. Upon the receipt of such a report, AccuKare, Inc. will follow-up as needed and provide recommendations and assistance as needed.

NOTE: A client should contact their physician immediately for follow-up of any injury unless it is life threatening. If it is life threatening, 911 should be called immediately.

### ***Work Related Employee Injury Report***

Any employee who sustains any injury while working needs to contact AccuKare, Inc. immediately in order that the proper reporting and Worker's Compensation requirements may be met.

The employee is to contact their immediate supervisor as soon as the injury occurs unless it is life threatening. If the injury is not life threatening and after rendering first aid to oneself the employee is to contact AccuKare, Inc. for further instruction regarding medical evaluation/treatment. If an injury is life threatening, the employee is to seek emergency medical treatment primarily, and then notify AccuKare, Inc.

**Injuries/incidents need to be reported within 24 hours of their occurrence regardless of the severity.**

A work release from the treating physician will be required following any injury before an employee will be allowed to return to work.

PHR-53 & C-13 & S-14 Policy Date: 06-10-2002

## **Emergency Use of Manual Restraints Policy**

**Program Name:** AccuKare, Inc

### **I. Policy**

It is the policy of this DHS licensed provider, AccuKare (program), to promote the rights of persons served by this program and to protect their health and safety during the emergency use of manual restraints.

“Emergency use of manual restraint” means using a manual restraint when a person poses an imminent risk of physical harm to self or others and it is the least restrictive intervention that would achieve safety. Property damage, verbal aggression, or a person’s refusal to receive or participate in treatment or programming on their own, do not constitute an emergency.

**AccuKare DOES NOT use Manual restraints; however, if an emergency occurs, please follow this criteria. If your client is escalating in behavior, attempt the following to redirect the behavior.**

### **II. Positive support strategies and techniques required**

A. The following positive support strategies and techniques must be used to attempt to de-escalate a person’s behavior before it poses an imminent risk of physical harm to self or others:

- Follow individualized strategies in a person’s coordinated service and support plan and coordinated service and support plan addendum;
- Shift the focus by verbally redirect the person to a desired alternative activity;
- Model desired behavior;
- Reinforce appropriate behavior
- Offer choices, including activities that are relaxing and enjoyable to the person;
- Use positive verbal guidance and feedback;
- Actively listen to a person and validate their feelings;
- Create a calm environment by reducing sound, lights, and other factors that may agitate a person;
- Speak calmly with reassuring words, consider volume, tone, and non-verbal communication;
- Simplify a task or routine or discontinue until the person is calm and agrees to participate; or
- Respect the person’s need for physical space and/or privacy.

B. The program will develop a positive support transition plan on the forms and in manner prescribed by the Commissioner and within the required timelines for each person served when required in order to:

1. eliminate the use of prohibited procedures as identified in section III of this policy;
2. avoid the emergency use of manual restraint as identified in section I of this policy;
3. prevent the person from physically harming self or others; or
4. phase out any existing plans for the emergency or programmatic use of restrictive interventions prohibited.

### III. Permitted actions and procedures

Use of the following instructional techniques and intervention procedures used on an intermittent or continuous basis are permitted by this program. When used on a continuous basis, it must be addressed in a person's coordinated service and support plan addendum.

- A. Physical contact or instructional techniques must be use the least restrictive alternative possible to meet the needs of the person and may be used to:
  - calm or comfort a person by holding that persons with no resistance from that person;
  - protect a person known to be at risk of injury due to frequent falls as a result of a medical condition;
  - facilitate the person's completion of a task or response when the person does not resist or the person's resistance is minimal in intensity and duration; or
  - block or redirect a person's limbs or body without holding the person or limiting the person's movement to interrupt the person's behavior that may result in injury to self or others, with less than 60 seconds of physical contact by staff; or
  - to redirect a person's behavior when the behavior does not pose a serious threat to the person or others and the behavior is effectively redirected with less than 60 seconds of physical contact by staff.
  
- B. Restraint may be used as an intervention procedure to:
  - 1. allow a licensed health care professional to safely conduct a medical examination or to provide medical treatment ordered by a licensed health care professional to a person necessary to promote healing or recovery from an acute, meaning short-term, medical condition; or
  - 2. assist in the safe evacuation or redirection of a person in the event of an emergency and the person is at imminent risk of harm; or
  - 3. position a person with physical disabilities in a manner specified in the person's coordinated service and support plan addendum.  
Any use of manual restraint as allowed in this paragraph [Section B] must comply with the restrictions identified in [Section A].
  
- C. Use of adaptive aids or equipment, orthotic devices, or other medical equipment ordered by a licensed health professional to treat a diagnosed medical condition do not in and of themselves constitute the use of mechanical restraint.

### IV. Prohibited Procedures

Use of the following procedures as a substitute for adequate staffing, for a behavioral or therapeutic program to reduce or eliminate behavior, as punishment, or for staff convenience, is prohibited by this program:

- 1. chemical restraint;
- 2. mechanical restraint;
- 3. manual restraint;
- 4. time out;
- 5. seclusion; or
- 6. any aversive or deprivation procedure.

## V. Manual Restraints Not Allowed in Emergencies

- A. This program does not allow the emergency use of manual restraint. The following alternative measures must be used by staff to achieve safety when a person's conduct poses an imminent risk of physical harm to self or others and less restrictive strategies have not achieved safety:

- Continue to utilize the positive support strategies;
- Continue to follow individualized strategies in a person's coordinated service and support plan and coordinated service and support plan addendum;
- Ask the person and/or others if they would like to move to another area where they may feel safer or calmer;
- Remove objects from the person's immediate environment that they may use to harm self or others
- Call 911 for law enforcement assistance if the alternative measures listed above are ineffective in order to achieve safety for the person and/or others. While waiting for law enforcement to arrive staff will continue to offer the alternative measures listed above if doing so does not pose a risk of harm to the person and/or others.
- Refer to the attached list of alternative measures that includes a description of each of the alternative measures trained staff are allowed to use and instructions for the safe and correct implementation of those alternative measures.

- B. The program will not allow the use of an alternative safety procedure with a person when it has been determined by the person's physician or mental health provider to be medically or psychologically contraindicated for a person. This program will complete an assessment of whether the allowed procedures are contraindicated for each person receiving services as part of the required service planning required under the 245D Home and Community-based Services (HCBS) Standards (section [245D.07](#), subdivision 2, for recipients of basic support services; or section [245D.071](#), subdivision 3, for recipients of intensive support services).

## VI. Conditions for Emergency Use of Manual Restraint

- A. Emergency use of manual restraint must meet the following conditions:
1. immediate intervention must be needed to protect the person or others from imminent risk of physical harm;
  2. the type of manual restraint used must be the least restrictive intervention to eliminate the immediate risk of harm and effectively achieve safety; and
  3. the manual restraint must end when the threat of harm ends.
- B. The following conditions, on their own, are not conditions for emergency use of manual restraint:
1. the person is engaging in property destruction that does not cause imminent risk of physical harm;
  2. the person is engaging in verbal aggression with staff or others; or
  3. a person's refusal to receive or participate in treatment or programming.

## VII. Restrictions When Implementing Emergency Use of Manual Restraint

Emergency use of manual restraint must not:

1. be implemented with a child in a manner that constitutes sexual abuse, neglect, physical abuse, or mental injury;
2. be implemented with an adult in a manner that constitutes abuse or neglect;
3. be implemented in a manner that violates a person's rights and protection;

4. be implemented in a manner that is medically or psychologically contraindicated for a person;
5. restrict a person's normal access to a nutritious diet, drinking water, adequate ventilation, necessary medical care, ordinary hygiene facilities, normal sleeping conditions, or necessary clothing;
6. restrict a person's normal access to any protection required by state licensing standards and federal regulations governing this program;
7. deny a person visitation or ordinary contact with legal counsel, a legal representative, or next of kin;
8. be used as a substitute for adequate staffing, for the convenience of staff, as punishment, or as a consequence if the person refuses to participate in the treatment or services provided by this program;
9. use prone restraint. "Prone restraint" means use of manual restraint that places a person in a face-down position. It does not include brief physical holding of a person who, during an emergency use of manual restraint, rolls into a prone position, and the person is restored to a standing, sitting, or side-lying position as quickly as possible; or
10. apply back or chest pressure while a person is in a prone position, supine (meaning a face-up) position, or side-lying position,
11. be implemented in a manner that is contraindicated for any of the person's known medical or psychological limitations.

### **VIII. Monitoring Emergency Use of Manual Restraint**

- A. The program must monitor a person's health and safety during an emergency use of a manual restraint. The purpose of the monitoring is to ensure the following:
  1. only manual restraints allowed in this policy are implemented;
  2. manual restraints that have been determined to be contraindicated for a person are not implemented with that person;
  3. allowed manual restraints are implemented only by staff trained in their use;
  4. the restraint is being implemented properly as required; and
  5. the mental, physical, and emotional condition of the person who is being manually restrained is being assessed and intervention is provided when necessary to maintain the person's health and safety and prevent injury to the person, staff involved, or others involved.
- B. When possible, a staff person who is not implementing the emergency use of a manual restraint must monitor the procedure.
- C. A monitoring form, as approved by the Department of Human Services, must be completed for each incident involving the emergency use of a manual restraint.

### **IX. Reporting Emergency Use of Manual Restraint**

- A. Within 24 hours of an emergency use of manual restraint, the legal representative, the responsible party and the case manager must receive verbal notification of the occurrence as required under the incident response and reporting requirements in the 245D HCBS Standards, section [245D.06](#), subdivision 1.

When the emergency use of manual restraint involves more than one person receiving services, the incident report made to the legal representative, the responsible party and the case manager must not disclose personally identifiable information about any other person unless the program has the consent of the person.

- B. Within 3 calendar days after an emergency use of a manual restraint, the staff person who implemented the emergency use must report in writing to the program's designated coordinator, AccuKare Manager, the following information about the emergency use:
  1. who was involved in the incident leading up to the emergency use of a manual restraint; including the names of staff and persons receiving services who were involved;



2. a description of the physical and social environment, including who was present before and during the incident leading up to the emergency use of a manual restraint;
  3. a description of what less restrictive alternative measures were attempted to de-escalate the incident and maintain safety before the emergency use of a manual restraint was implemented. This description must identify when, how, and how long the alternative measures were attempted before the manual restraint was implemented;
  4. a description of the mental, physical, and emotional condition of the person who was manually restrained, leading up to, during, and following the manual restraint;
  5. a description of the mental, physical, and emotional condition of the other persons involved leading up to, during, and following the manual restraint;
  6. whether there was any injury to the person who was restrained before or as a result of the use of a manual restraint;
  7. whether there was any injury to other persons, including staff, before or as a result of the use of a manual restraint; and
  8. whether there was a debriefing with the staff and, if not contraindicated, with the person who was restrained and other persons who were involved in or who witnessed the restraint, following the incident. Include the outcome of the debriefing. If the debriefing was not conducted at the time the incident report was made, the report should identify whether a debriefing is planned.
- C. A copy of this report must be maintained in the person's service recipient record. The record must be uniform and legible.
- D. Each single incident of emergency use of manual restraint must be reported separately. A single incident is when the following conditions have been met:
1. after implementing the manual restraint, staff attempt to release the person at the moment staff believe the person's conduct no longer poses an imminent risk of physical harm to self or others and less restrictive strategies can be implemented to maintain safety;
  2. upon the attempt to release the restraint, the person's behavior immediately re-escalates; and
  3. staff must immediately re-implement the manual restraint in order to maintain safety.

## **X. Internal Review of Emergency Use of Manual Restraint**

- A. Within 5 business days after the date of the emergency use of a manual restraint, the program must complete and document an internal review of the report prepared by the staff member who implemented the emergency procedure.
- B. The internal review must include an evaluation of whether:
1. the person's service and support strategies need to be revised;
  2. related policies and procedures were followed;
  3. the policies and procedures were adequate;
  4. there is need for additional staff training;
  5. the reported event is similar to past events with the persons, staff, or the services involved; and
  6. there is a need for corrective action by the program to protect the health and safety of persons.
- C. Based on the results of the internal review, the program must develop, document, and implement a corrective action plan for the program designed to correct current lapses and prevent future lapses in performance by individuals or the program.
- D. The corrective action plan, if any, must be implemented within 30 days of the internal review being completed.

- E. The program has identified the following person or position responsible for conducting the internal review and for ensuring that corrective action is taken, when determined necessary:

AccuKare Manager

## **XI. Expanded Support Team Review of Emergency Use of Manual Restraint**

- A. Within 5 working days after the completion of the internal review, the program must consult with the expanded support team to:
1. Discuss the incident to:
    - a. define the antecedent or event that gave rise to the behavior resulting in the manual restraint; and
    - b. identify the perceived function the behavior served.
  2. Determine whether the person's coordinated service and support plan addendum needs to be revised to:
    - a. positively and effectively help the person maintain stability; and
    - b. reduce or eliminate future occurrences of manual restraint.
- B. The program must maintain a written summary of the expanded support team's discussion and decisions in the person's service recipient record.
- C. The program has identified the following person or position responsible for conducting the expanded support team review and for ensuring that the person's coordinated service and support plan addendum is revised, when determined necessary.

Karla R Adams, President

## **XII. External Review and Reporting of Emergency Use of Manual Restraint**

Within 5 working days after the completion of the expanded support team review, the program must submit the following to the Department of Human Services using the online [behavior intervention reporting](#) form which automatically routes the report to the Office of the Ombudsman for Mental Health and Developmental Disabilities:

1. report of the emergency use of a manual restraint;
2. the internal review and corrective action plan; and
3. the expanded support team review written summary.

## **XIII. Staff Training**

Before staff may implement manual restraints on an emergency basis the program must provide the training required in this section.

- A. The program must provide staff with orientation and annual training as required in Minnesota Statutes, section [245D.09](#).
1. Before having unsupervised direct contact with persons served by the program, the program must provide instruction on prohibited procedures that address the following:
    - a. what constitutes the use of restraint, time out, seclusion, and chemical restraint;
    - b. staff responsibilities related to ensuring prohibited procedures are not used;
    - c. why such prohibited procedures are not effective for reducing or eliminating symptoms or undesired behavior;
    - d. why prohibited procedures are not safe; and
    - e. the safe and correct use of manual restraint on an emergency basis according to the requirements in the 245D HCBS Standards, section [245D.061](#) and this policy.

2. Within 60 days of hire the program must provide instruction on the following topics:
  - a. alternatives to manual restraint procedures, including techniques to identify events and environmental factors that may escalate conduct that poses an imminent risk of physical harm to self or others;
  - b. de-escalation methods, positive support strategies, and how to avoid power struggles;
  - c. simulated experiences of administering and receiving manual restraint procedures allowed by the program on an emergency basis;
  - d. how to properly identify thresholds for implementing and ceasing restrictive procedures;
  - e. how to recognize, monitor, and respond to the person's physical signs of distress, including positional asphyxia;
  - f. the physiological and psychological impact on the person and the staff when restrictive procedures are used;
  - g. the communicative intent of behaviors; and
  - h. relationship building.

B. Training on these topics received from other sources may count toward these requirements if received in the 12-month period before the staff person's date of hire or in the 12-month period before this program's 245D-HCBS license became effective on Jan. 1, 2014.

C. The program must maintain documentation of the training received and of each staff person's competency in each staff person's personnel record.

Policy reviewed and authorized by:

Karla R Adams, President

Print name & title

Signature on File

Signature

Date of last policy review: 7/20/2015

Date of last policy revision: 7/20/2015

Legal Authority: MS §§ [245D.06](#), subd. 5 to subd, 8; [245D.061](#)

C-24 & PHR-82 Policy Date: 09-09-2013

Revision Date: 06-20-2015

Revision Date: 07-20-2015

## Recipient Grievance Policy

**Program Name:** AccuKare, Inc

### Policy

It is the policy of this DHS licensed provider, AccuKare (program), to ensure that people served by this program have the right to respectful and responsive services. We are committed to providing a simple complaint process for the people served in our program and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

### Procedures

#### A. Service Initiation

A person receiving services and their case manager will be notified of this policy, and provided a copy, within five working days of service initiation.

#### B. How to File a Grievance

1. The person receiving services or person's authorized or legal representative:
  - a. should talk to a staff person that they feel comfortable with about their complaint or problem;
  - b. clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem; and
  - c. may request staff assistance in filing a grievance.
2. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the highest level of authority in this program.
  - That person is Karla R Adams, President.
  - They may be reached at 13750 Crosstown Drive, Suite 202, Andover, MN 55304, 763-458-1926

#### C. Response by the Program

1. Upon request, staff will provide assistance with the complaint process to the service recipient and their authorized representative. This assistance will include:
  - a. the name, address, and telephone number of outside agencies to assist the person; and
  - b. responding to the complaint in such a manner that the service recipient or authorized representative's concerns are resolved.
2. This program will respond promptly to grievances that affect the health and safety of service recipients.
3. All other complaints will be responded to within 14 calendar days of the receipt of the complaint.
4. All complaints will be resolved within 30 calendar days of the receipt.
5. If the complaint is not resolved within 30 calendar days, this program will document the reason for the delay and a plan for resolution.
6. Once a complaint is received, the program is required to complete a complaint review. The complaint review will include an evaluation of whether:
  - a. related policy and procedures were followed;
  - b. related policy and procedures were adequate;
  - c. there is a need for additional staff training;
  - d. the complaint is similar to past complaints with the persons, staff, or services involved; and
  - e. there is a need for corrective action by the license holder to protect the health and safety of persons receiving services.

7. Based on this review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any.
8. The program will provide a written summary of the complaint and a notice of the complaint resolution to the person and case manager that:
  - a. identifies the nature of the complaint and the date it was received;
  - b. includes the results of the complaint review; and
  - c. identifies the complaint resolution, including any corrective action.

D. The complaint summary and resolution notice must be maintained in the person's record.

Policy reviewed and authorized by:

Karla R Adams, President

Print name & title

Signature on File

Signature

Date of last policy review: 7/20/2015 Date of last policy revision: 7/20/2015

Legal Authority: Minn. Stat. § [245D.10](#), subd. 2 and 4

C-25 Policy Date: 09-09-2013  
Revised Date: 07-20-2015

## **MALTREATMENT OF VULNERABLE ADULTS REPORTING POLICY FOR DHS LICENSED & UNLICENSED PROGRAMS**

It is the policy of AccuKare to protect the adults served by this program who are vulnerable to maltreatment and to require the reporting of suspected maltreatment of vulnerable adults.

As a mandated reporter, if you know or suspect that a vulnerable adult has been maltreated, you must report it immediately (within 24 hours).

### **Where to Report**

- You can report to the Common Entry Point at 844-880-1574 (MAARC).
- Or, you can report internally to AccuKare Manager at 763-862-3971. If the individual listed is involved in the alleged or suspected maltreatment, you must report to Karla R Adams, AccuKare President at 763-458-1926.

### **Internal Report**

- When an internal report is received, the AccuKare Manager is responsible for deciding if the report must be forwarded to the Common Entry Point. If that person is involved in the suspected maltreatment, the AccuKare President will assume responsibility for deciding if the report must be forwarded to the Common Entry Point. The report must be forwarded within 24 hours.
- If you have reported internally, you will receive, within two working days, a written notice that tells you whether or not your report has been forwarded to the Common Entry Point. The notice will be given to you in a manner that protects your identity. It will inform you that, if you are not satisfied with the facility's decision on whether or not to report externally, you may still make the external report to the Common Entry Point yourself. It will also inform you that you are protected against any retaliation if you decide to make a good faith report to the Common Entry Point.

### **Internal Review**

When AccuKare has reason to know that an internal or external report of alleged or suspected maltreatment has been made, AccuKare must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of vulnerable adults. The internal review must include an evaluation of whether:

- (i) related policies and procedures were followed;
- (ii) the policies and procedures were adequate;
- (iii) there is a need for additional staff training;
- (iv) the reported event is similar to past events with the vulnerable adults or the services involved; and
- (v) there is a need for corrective action by AccuKare to protect the health and safety of vulnerable adults.

## **Primary and Secondary Person or Position to Ensure Internal Reviews are Completed**

The internal review will be completed by the AccuKare Manager. If this individual is involved in the alleged or suspected maltreatment, the AccuKare President will be responsible for completing the internal review.

## **Documentation of the Internal Review**

AccuKare must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

## **Corrective Action Plan**

Based on the results of the internal review, AccuKare must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or AccuKare, if any.

## **Staff Training**

AccuKare shall ensure that each new mandated reporter receives an orientation within 72 hours of first providing direct contact services to a vulnerable adult and annually thereafter. The orientation and annual review shall inform the mandated reporters of the reporting requirements and definitions specified under Minnesota Statutes, sections 626.557 and 626.5572, the requirements of Minnesota Statutes, section 245A.65, the license holder's program abuse prevention plan, and all internal policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services.

AccuKare must document the provision of this training, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

**THIS REPORTING POLICY MUST BE POSTED IN A PROMINENT LOCATION, AND BE MADE AVAILABLE UPON REQUEST.**

C-10 & PHR-60 Policy Date: 06-10-2002  
Revised Date: 08-19-2013  
Revised Date: 09-09-2013  
Revised Date: 05-26-2015  
Revised Date: 07-20-2015

## **MALTREATMENT OF MINORS MANDATED REPORTING POLICY FOR DHS LICENSED & UNLICENSED PROGRAMS**

It is the policy of AccuKare to protect the children served by this program whose health or welfare may be jeopardized through verbal abuse, physical abuse, neglect, or sexual abuse.

### **Who Should Report Child Abuse and Neglect**

- Any person may voluntarily report abuse or neglect.
- If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or verbally or physically or sexually abused within the preceding three years you must immediately (within 24 hours) make a report to an outside agency.

### **Where to Report**

- If you know or suspect that a child is in immediate danger, call 911.
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600.
- **Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at 763-422-7125 or local law enforcement at 763-323-5000.**
- **If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at (651) 431-6500.**

### **What to Report**

- Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556) and should be attached to this policy.
- A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.
- An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.



## **Failure to Report**

A mandated reporter who knows or has reason to believe a child is or has been neglected or verbally or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

## **Retaliation Prohibited**

An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

## **Internal Review**

When AccuKare has reason to know that an internal or external report of alleged or suspected maltreatment has been made, AccuKare must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of children in care. The internal review must include an evaluation of whether:

- (vi) related policies and procedures were followed;
- (vii) the policies and procedures were adequate;
- (viii) there is a need for additional staff training;
- (ix) the reported event is similar to past events with the children or the services involved; and
- (x) there is a need for corrective action by the license holder to protect the health and safety of children in care.

## **Primary and Secondary Person or Position to Ensure Internal Reviews are Completed**

The internal review will be completed by the AccuKare Manager. If this individual is involved in the alleged or suspected maltreatment, the AccuKare President will be responsible for completing the internal review.

## **Documentation of the Internal Review**

AccuKare must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

## **Corrective Action Plan**

Based on the results of the internal review, AccuKare must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or AccuKare, if any.

## **Staff Training**

AccuKare must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556). AccuKare must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

**The mandated reporting policy must be provided to parents of all children at the time of enrollment in the child care program and must be made available upon request.**

C-10.1 & PHR-60.1 Policy Date: 06-10-2002

Revised Date: 08-19-2013

Revised Date: 09-09-2013

Revised Date: 05-26-2015

Revised Date: 07-20-2015

## Service Suspension and Termination Policy

**Program Name:** AccuKare, Inc.

### I. Policy

It is the policy of this DHS licensed provider, AccuKare (program), to ensure our procedures for temporary service suspension and service termination promote continuity of care and service coordination for persons receiving services.

### II. Procedures

#### A. Temporary Service Suspension

1. The use of temporary service suspension by this program is restricted to situations in which the conduct of the person being served poses an imminent risk of physical harm to self or others and less restrictive or positive support strategies would not achieve safety.
2. The program must notify the person or the person's legal representative and the case manager in writing of the intended temporary service suspension.
3. The program must provide information requested by the person or the person's legal representative or case manager when services are temporarily suspended.
4. Notice of temporary service suspension must be given on the first day of the service suspension.
5. Prior to giving notice of temporary service suspension, the program must document the actions taken by the program to minimize or eliminate the need for temporary service suspension. For example:
  - a. The person's behavior that is prompting the temporary service suspension, including the frequency, intensity and the duration of the behavior.
  - b. The events leading up to the temporary service suspension.
  - c. Consultations with others on methods to minimize or eliminate the need for temporary service suspension.
6. During the period of temporary service suspension the program will work with the support team or expanded support team to develop reasonable alternatives to protect the person and others.
7. The program must maintain information about the temporary service suspension in the person's record.

#### B. Service Termination

1. The program must notify the person or the person's legal representative and the case manager in writing of the intended service termination and the person's right to seek a temporary order staying the termination of service according to the procedures in Minnesota Statutes, section [256.045](#), subdivision 4a or 6, paragraph (c).
2. The written notice of a proposed service termination, including those situations which began with a temporary service suspension, must be given before the proposed effective date of service termination. This notice may be given in conjunction with a notice of temporary service suspension.
  - a. For those persons receiving intensive supports and services, the notice must be provided at least 60 days before the proposed effective date of service termination.
  - b. For those persons receiving other services licensed under Minnesota Statutes, chapter 245D, the notice must be provided at least 30 days before the proposed effective date of service termination.
3. The program must provide information requested by the person or the person's legal representative or case manager upon notice of service termination.

4. Prior to giving the written notice of service termination, the program must document the actions taken by the program to minimize or eliminate the need for service termination.
5. During the service termination notice period the program will work with the support team or expanded support team to develop reasonable alternatives to protect the person and others.
6. The program must maintain information about the service termination including the written termination notice in the person's record.
7. The program must provide a copy of this policy to the person or the person's legal representative and case manager within five working days of service initiation.

Policy reviewed and authorized by:

Karla R Adams, President

Print Name & Title

Signature on File

Signature

Date of last policy review: 7/20/2015

Date of last policy revision: 7/20/2015

Legal Authority: MS §§ [245D.10](#), subd. 3 and 4

C-26 & PHR-99 Policy Date: 09-09-2013

Revised Date: 07-20-2015

## Job Description for PCA

**Title:** Personal Care Assistant (PCA)

**Supervisor:** Qualified Professional

**Job Responsibilities:** Providing personal cares as per the care plan in place in accordance with all Department of Human Services (DHS) and agency standards.

**Qualifications:**

- Must be at least age 18 (applicants ages 16-17 meeting DHS criteria)
- Have the ability to commute to the client home.
- Pass a criminal background check required by the Department of Human Services.
- Complete required initial and ongoing training.
- Be able to lift 50 lbs. (or more if necessary for specific client assignment) and tolerate periods of repeated bending, stooping, etc. as necessary to meet the needs of individual clients.
- May not be a consumer of Personal Care Assistant services.
- May not be the client's spouse, parent or stepparent (if under age 18), paid legal guardian of adult, legal guardian (if under age 18), or licensed foster provider.
- Successfully complete the following: "Individualized Personal Care Assistant Training"
- **The PCA MAY do the following:**
- Bowel and bladder care
- Bathing, grooming, hair washing, dressing, skin care
- Transfers, positioning, turning, mobility, ambulation
- Range of motion and strengthening exercises to maintain the optimal level of functioning.
- Respiratory assistance, tracheotomy suctioning using a clean procedure (determined by RN) and only after training by an RN. Application and maintenance of prosthetics and orthotics.
- Assistance with food, nutrition, and diet activities, as deemed necessary by Assessment.
- Assistance with medication (NOT DISPENSING FROM THE BOTTLE).
- Cleaning medical equipment, cleaning in relationship to cares provided, assisting with instrumental activities of daily living as listed on the Assessment/Service Plan.
- Redirection, monitoring, assisting, and observing/prompting that are integral to the cares listed above for client completion and PCA insuring completed.
- Redirection and intervention for behaviors, including observation and monitoring.
- Interventions for seizure disorders as instructed by the Qualified Professional and Responsible Party, where applicable.

NOTE: A PCA MAY ACCOMPANY A CLIENT OUTSIDE OF THEIR HOME TO PERFORM THE ABOVE SERVICES IF THE CLIENT'S HEALTH OR SAFETY WOULD BE JEOPARDIZED WITHOUT THE SERVICES.

**The PCA may NOT do the following:**

- May not dispense medication (dose measuring).
- May not perform any sterile procedures including sterile dressing changes.
- May not inject any fluids.
- May not perform any cares not listed in the Care Plan or Assessment/Service Plan or for which the PCA has not been trained.
- May not claim any time that was not actually spent performing the cares as per the Care Plan.
- May not bring their children to work.
- May not care for anyone other than the client while claiming time for working with the client. A PCA may NOT be responsible for or baby-sit for ANYONE while working as a PCA for the client.
- May not submit a fraudulent time card.

I have received a copy of this job description, understand its contents and will adhere to them.

---

Signature

Title

Date

## Job Description for Homemaker

**Title:** Homemaker (HM)

**Supervisor:** Qualified Professional

**Job Responsibilities:** Providing of the implementation of the service plan that is developed/approved by the County Case Manager to assist a recipient with their homemaking needs, adhering to DHS guidelines as instructed

### Qualifications:

You must have a clearance from the Office of Inspector General of the United States Department of Health and Human Services per AccuKare Inc. review of online documentation.

- Must be at least 16 years of age.
- Must have the ability to commute to the client home.
- Must be able to lift 50 lbs and be able to sustain long periods of bending, stooping, squatting, kneeling, or standing.
- Must be able to pass a criminal background check.
- Must be able to complete initial and ongoing training.

### The Home maker *MUST* do the following:

- Provide the homemaking duties as instructed by the supervisor.
- Maintain, minimally, every other week contact with the administration of AccuKare, Inc.
- Utilize supplies provided by the client or the agency only for the purpose of performing the job of Homemaker for that client.
- Utilize company standards regarding documentation.
- Only maintain the role of homemaker while being paid as a homemaker.
- Maintain appropriate boundaries with the clients/PCA by not becoming involved in personal life issues, utilizing the QP for collaboration in this area.
- Must also complete 24 hours of training

### The Homemaker may *NOT* do the following:

- May not perform any cares that are not listed in the Service Plan or County Case Manager's assessment or for which the Homemaker has not been trained
- May not bring their children to work.
- May not care for or do homemaking duties for anyone other than the client while claiming time for assisting that client with their homemaking duties.
- May not be responsible for or baby-sit anyone while working for the client as a homemaker.
- May not borrow or lend money or goods.
- May not eat the client's food.
- May not claim time for having performed duties that were not actually performed at the time claimed.
- May not perform any personal cares.

I have received a copy of this job description, understand its contents and will adhere to them.

---

Signature

Title

Date

JD-04

## Job Description for Qualified Professional

**Title:** Qualified Professional

**Supervisor:** Senior Care Coordinator

**Qualifications:** Registered Nurse or Licensed Social Worker

- Must be at least 18 years of age.
- Must have the ability to commute to the client home.
- Must be able to lift 50 lbs and be able to sustain long periods of bending, stooping, squatting, kneeling, or standing.
- Must be able to pass a criminal background check.
- Must be able to complete initial and ongoing training.
- Must be able to utilize IT at the level needed to function in the role.

**Job responsibilities:** Supervision of Personal Care Assistant (PCA) personnel via the following, but are not limited to:

1. Supervising of PCA services as per DHS guidelines in conjunction with the Senior Care Coordinator support.
2. Having, minimally, monthly supervision/contact with the recipient/ responsible party via a phone contact alternating with a home visit once the PCA has been placed and supervised closely for 2 weeks.
3. Communicating concerns regarding PCA levels of performance with AccuKare Inc.
4. Utilizing company procedures regarding documentation.
5. Communicating staffing needs to AccuKare Inc.
6. Adhering to agency policies and procedures regarding time card documentation/posting.
7. Attending training meetings as mandated by agency/Dep.t of Human Services standards.

The agency, AccuKare Inc. may alter above said description as needed to ensure compliance with DHS standards and agency flow of systems. Addendums/rewrites will be introduced as needed for RN review and signature.

By signing below, you agree to adhere to the above description and are subject to agency discipline measures as warranted per the Employee Handbook.

---

Signature

Title

Date

JD-03

## Job Description for Senior Care Coordinator

**Title:** Senior Care Coordinator

**Supervisor:** President of AccuKare Inc.

**Qualifications:**

- Must be at least 18 years of age.
- Must have the ability to commute to the client home.
- Must be able to lift 50 lbs and be able to sustain long periods of bending, stooping, squatting, kneeling, or standing.
- Must be able to pass a criminal background check.
- Must be able to complete initial and ongoing training.
- Must be able to utilize IT at the level that will be needed to function in the role.

**Job Responsibilities:** Supervision of Nursing staff and Personal Care Assistant (PCA) personnel via the following, but are not limited to:

1. Supervising of PCA services as per DHS guidelines (see attached).
2. Training coordination for Qualified Professionals and PCA/Homemaker staff.
3. Assisting and providing back-up support for Supervising RN's.
4. Managing the DHS manual-inclusive of maintaining it current and up to date regarding bulletins and revisions.
5. Providing consultation for and opening of new cases.
6. Database managing.
7. Coordinating training for OSHA compliance regarding Blood-Borne Pathogens and Employee Right to Know as directed by management.
8. Ensuring all Service Agreements are requested and received as per DHS guidelines.
9. Consulting with management regarding policies and procedures within the scope of client care.
10. Direct supervision/co-supervision of Supervising Qualified Professionals, Office Manager, and Office Staff
11. Collaborative interface with Human Resources/Office Manager regarding supervised persons' discipline.

The agency, AccuKare, Inc., may alter above said description as needed to ensure compliance with DHS standards and agency flow of systems. Addendums/rewrites will be introduced as needed for RN review and signature. By signing below, you agree to adhere to the above description and are subject to agency discipline measures as warranted per the Employee Handbook.

---

Signature

Title

Date

JD-01