

**H.A.T.C.H.**  
**Employee Handbook**



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**(This handbook supersedes and replaces all earlier Employee Handbooks)**



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## **Important Information**

It is very important that H.A.T.C.H. employees provide only the services in which our agency is insured for. H.A.T.C.H. is funded by the Regional Center and it is important to provide only the services for which we are contracted for. H.A.T.C.H. is not licensed to provide any medical interventions or nursing care. This includes but not limited to: Dispensing medication, cutting nails, oxygen administration, diabetes glucose testing, catheter, colostomy and ileostomy care, wound care, tracheotomy care, g-tube feeding and any other procedures or care within the nursing scope of practice.

For those employees that work with clients who live in facilities or group homes: all employees must follow the guidelines and policies within those residences. You are still employed by H.A.T.C.H. but it is imperative to maintain a high level of professionalism.

Employees should not bring children/dependents to work with them.

H.A.T.C.H. employees are not allowed to bring clients into their homes. Your home is not licensed by Community Care Licensing.

If your client does any money transactions during your time with them, **be sure to log it in your daily summary notes and take pictures/photo copies of the receipts** (please email these pictures or attach copies to the monthly reports). Clients are not to exchange money with any H.A.T.C.H. staff. Any money exchanges should be arranged by Conservators/Parent/Guardian or facility administration.

Additionally, some of our clients are highly sensitive to perfumes and colognes; certain scents can trigger behaviors. Please take this into consideration when working.

If you have any questions or concerns, please call the H.A.T.C.H. office for any clarification.

## **Introduction**

### **The Purpose of Our Employee Handbook**

This handbook has been developed to welcome you and to assist you in learning about our program and policies. The terms and expectations of employment are summarized in this procedure manual. If you feel that we have omitted or have not fully explained a specific policy, we always welcome your input.

H.A.T.C.H.'s vision is based on the principle of providing quality care, companionship and enhancing the lives of those who we provide services to. The safety of H.A.T.C.H. employees and clients should be everyone's priority. It is important to remember that if you take your client into stores, restaurants, libraries, and other community settings, be sure to maintain supervision when they are in the store and making purchases at all times.

The content of this procedure manual is presented to be used as a guide and is for informational purposes only. This manual should not be misinterpreted as a contract or legal documentation. With the exception of labor laws and employment at will policy, H.A.T.C.H. maintains the right to revise to any policy within this manual. The handbook will be revised as needed to maintain the currency of law changes.

### **Employment At-Will**

California is a state that follows the Employment "At-Will" law. Employment through H.A.T.C.H. is "At-Will", which means that employment may be terminated with or without cause and with or without notice. Other than the Director and Program manager, no one has the authority to make any agreement limiting H.A.T.C.H. discretion to modify other terms and conditions of employment. Employees are legally allowed to end their working relationship with or without cause or without notice but asked to give a minimum 15-day notice as per our policy.

### **Immigration Law Compliance**

H.A.T.C.H. is committed to following state and federal laws which require us to employ only those who are authorized to work in the United States. We will never do unlawfully discriminate on the basis of citizenship or national origin. We are required by law to have employees complete the Employment Eligibility Verification Form I-9. Additionally, you are required to provide us with two forms of identifications that are listed within the I-9 form.



## Program Description

H.A.T.C.H.  
FORMULA:

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+1
2

Child or adult with a developmental disability who have numerous strengths and specific needs.

Adult with a heart of gold and a desire to use their strengths and abilities to support another human being.

Incredibly special people who will share, grow, and experience life while working on together as a team!

H.A.T.C.H. provides:

**In Home Day Program** for those who are unable to attend an out of home day program due to medical conditions listed under Title 22.

**Respite Services** for children and adults with developmental disabilities, which can take place in their home or out in the community.

**Socialization Program** for children and adults.

H.A.T.C.H. clients have specific individual needs, which are the result of a variety of challenging conditions. H.A.T.C.H. clients have been referred by their Regional Center Case Managers and may need specifically trained workers in certain social and emotional areas, in order to maximize their success in family/community/school/general life experiences. Other H.A.T.C.H. clients are more seriously affected by their disabilities and need more basic support and survival life skills.

The clients referred to H.A.T.C.H. range from those who are semi-independent to those who are dependent upon others to meet their most basic needs. Often, a one-to-one team format is the only successful way to meet specific and desired goal.

## Goals Addressed

H.A.T.C.H. began over 50 years ago as a way to meet unique and individual needs of persons with developmental disabilities and other challenges. The history and expansion of this organization reflects the changes in attitudes, legal rights, specific goals, and objectives.

The list of services provided is as varied as the needs of the human beings involved. A few of the areas addressed by the H.A.T.C.H. team include, but are not limited to:

- In Home Day Program
- Respite
- Self-Esteem
- Independent Living Skills
- Socialization Experiences
- Community Involvement
- Self-Help Skills
- Survival Skills/Safety Skills
- Verbal and Non-Verbal Communication
- Role Modeling
- Physical Exercise
- Sharing/Caring
- Companionship
- Positive Behavior Intervention
- Travel Training
- Follow-up on programs designed by designated advisors (i.e. a behavior modification consultant designs a program for all involved parties to utilize consistently when working with the client; a nutritionist develops a certain diet for the client, etc.).

Case Managers, parents, H.A.T.C.H. staff and other care providers establish the client's individual goals as a team. H.A.T.C.H. receives other pertinent information from the referring Case Managers. Prior to formalizing a team, H.A.T.C.H. will receive background information, as well as the list of goals and challenges to be addressed. Additional training and support are continually available to H.A.T.C.H. employees in order to facilitate a positive experience for all.

## Hiring Procedures

So, you've learned a bit about H.A.T.C.H. and think it's the kind of program that will allow you to use your skills and abilities in positive and rewarding ways. Terrific! Here's what you must do in order to be considered for this special and unique experience:

- Fill out an application completely and submit it to the H.A.T.C.H. office.
- Include a copy of current proof of auto insurance if you will ever consider taking the client in your car.
- Provide 2 completed and signed reference forms.
- Provide a clear copy of your driver's license (if you do not have a driver's license, we will need a copy of your California or other government issued photo ID card).
- If you are not a U.S. citizen, you will need to provide a copy of your work permit authorizing you to work in the United States.
- Attend an interview with H.A.T.C.H. staff (generally one to two hours in length.) The purpose of this interview is to inform you about how our program works and to get to know you. You will receive a packet of forms for fingerprinting and will be required to have the background check clearance before you can begin working with H.A.T.C.H.
- If you do not already have CPR/First Aid certification, you will need to go through training before you start working with the client. If you do not have current certification H.A.T.C.H. can assist with this.
- H.A.T.C.H. requires a recent TB test to be performed (within the last 2 years) and the test results need to be on file before you begin working. This test is required every two years. If an x-ray is required due to a positive test result, the x-ray will need to be repeated every five years.
- Complete the online California Mandated Abuse Reporter Training.

If you meet the requirements, we will match your skills and interests with an appropriate client and notify you as soon as possible. You will receive written goals and pertinent information concerning the assigned client.

## **Staff Recruitment and Qualifications**

1. Understand that each human being has special gifts to share with other human beings.
2. Giving - sharing - caring goes both ways. Although the H.A.T.C.H. employee will be given specific goals to meet, he/she will quickly realize that his/her own involvement in the H.A.T.C.H. process is valuable, rewarding and positive.
3. H.A.T.C.H. is searching continually for responsible, caring adults to work with our clients, who have strengths and skills in the varied areas of client needs.
4. Since the needs of our clients are individualized, our employee's skill level also varies. We find skills that people possess in teaching, nursing, psychology and other related fields as important. At the same time, individuals who have received no formal training also have valuable skills to meet the needs of some clients. Parenting, successful life experiences, community involvement, family sharing and other related human activities provide an invaluable base on which our program is formulated.
5. H.A.T.C.H. often provides services to individuals who need structured experiences in the home and community, such as self-help skills, budgeting, travel training and other basic life skills. Additionally, some H.A.T.C.H. clients benefit from sharing their lives with an employee who has a background in basic sign language, academic tutoring and other specific areas.
6. H.A.T.C.H. does their recruiting of employees through community agencies, colleges and universities, churches, internet advertisements and by word-of-mouth. H.A.T.C.H. also welcomes potential employment referrals from professionals, parents, and other H.A.T.C.H. employee.

## **Process of Starting Work with Your Client**

### **First steps to take after you are assigned a client:**

When you meet with the client, parent/guardian/caretaker/administrator or involved others, you should review the goals, discuss client's interests and likes/dislikes, any food/environmental allergies, etc. and establish your schedule for future visits. During your first meeting with the client, family, guardian or facility administrator, it is important to discuss any behaviors the client may have and review the protocol of how they wish to handle aggressive behaviors, self-injurious behaviors and/or emergency situations.

Additionally, the first meeting with the client, client's family, guardian or board and care home administrator is the time to discuss mileage reimbursement and any budgetary needs for activities participated in. You can find the mileage reimbursement rates on the Internal Revenue Service website ([www.irs.gov](http://www.irs.gov)). It is imperative that you keep a log of the miles and receipts from any purchases. At no time should the H.A.T.CH employee ask the client to make purchases for their own benefit, ask for loans, or ask for mileage reimbursement money.

Call the H.A.T.C.H. administration immediately after the first visit to discuss your first impressions, establish the initial plan for the "getting to know you" period and notify us of the schedule.

You may want to make an introductory call to the client's Case Manager at the Regional Center of the East Bay. The number will be provided to you.

During the first month, you will need to call the H.A.T.C.H. office to discuss progress and or concerns at least once a week. This is important for individualized support and training in order to maximize the team's successes. Communication is important! Remember, your follow through is a reflection of how you handle responsibility.

In the second month, you will be required to call the H.A.T.C.H. administration every other week.

For third month and throughout your team involvement, you will need to call once a month.

Monthly progress reports and time sheets must be completed, signed by the parent, guardian, or conservator, Director of Nurses, Board and Care Administrator, caretaker or whoever can provide verification of your hours worked by the last day of the month.

After you pass your three months probationary period, you are still required to:

- a) Be in contact by telephone on a monthly basis.
- b) Notify us immediately with any changes in your address and phone number.
- c) Complete your monthly reports accurately and in full, providing clear information regarding the specific goals, activities that you are focusing on, what methods you are using, positive progress, problems, possible solutions, etc. You should keep a daily log for each visit.
- d) Attend training workshops (minimum 2 per year), with possibilities to replace workshops with CPR training or other relevant courses/classes.

## **Mandated Abuse Reporting and Training**

H.A.T.C.H. employees are mandated by law to call and report any incidence of child or adult abuse or neglect to either Child Protective Services, Adult Protective Services, or your local police/sheriff's office **immediately** after knowledge or suspicion that an incidence has occurred. You must then submit a **written report within 36 hours**. We also require employees to contact the H.A.T.C.H. administration within 24 hours of knowledge or suspicion of an incidence. It is very important to keep all information confidential and anonymous. In California you will have to provide your legal name and contact information to CPS or APS, but they will keep your identity confidential.

All employees are required to take this online certification class:

<https://mandatedreporterca.com/>

You will need to create an account using your email and a creating password in order to complete this training. Create this account and select the GENERAL TRAINING module. On the main page, you can select a variety of languages. Click on "settings" toward the right top corner, next to "sign-in/register". You can choose to listen to and/or read the slides. Do not skip too far ahead on any one slide as you may miss vital information. At the end of the course, take the test and forward us the certificate from your email.

For further information, here are additional websites for resources:

<https://oag.ca.gov/sites/all/files/agweb/pdfs/bmfea/mandate-reporter-flow-chart.pdf>

[https://oag.ca.gov/sites/all/files/agweb/pdfs/bmfea/yld\\_text.pdf](https://oag.ca.gov/sites/all/files/agweb/pdfs/bmfea/yld_text.pdf)

<http://www.cdss.ca.gov/inforesources/Adult-Protective-Services>

[http://ag.ca.gov/childabuse/pdf/ss\\_8572.pdf](http://ag.ca.gov/childabuse/pdf/ss_8572.pdf)

If you are unable to access the internet, please contact your H.A.T.C.H. supervisor to receive appropriate reporting forms.

### **Alameda County**

Child Protective Services (510) 268-2880  
Adult Protective Services (510) 567-6894

### **Contra Costa County**

Child Protective Services (925) 646-1680  
Adult Protective Services (925) 646-2854

## **Emergency Procedures Read and Comply**

Always keep parent/guardian/conservator/administrator's telephone numbers with you. Notify them immediately in case of an emergency or accident. Call the parent/guardian/conservator/administrator first if there has been an incident! It is imperative to discuss any behaviors and antecedents to a behavior that a client may have. Review the parent/guardian/caretaker/administrator's protocol as to how they wish to handle any emergency situations or difficult behaviors.

It is important to give the parent/guardian/conservator/administrator your telephone number in case of an emergency. If you go out in the community with the client, either talk to the parent/guardian/conservator/administrator before the activity or leave a note in a designated place. Remember to take all important telephone numbers with you on all outings.

Notify H.A.T.C.H. staff as soon as possible via phone when there has been an emergency situation of any nature. If there has been an emergency or an incident be sure to take down names and telephone numbers of any witnesses so that those can be provided on the Special Incident Reports (SIR).

Follow up your phone report about all emergency situations with a written Special Incident Report (SIR) within 24 hours. This form is supplied at the initial interview with H.A.T.C.H. administration and the form is available on the Regional Center's website ([www.rceb.org](http://www.rceb.org)).

Be aware of all medications the client is taking and the possible side effects.

When you are made aware of any medication changes, be sure to discuss any necessary adjustments to your activities with the family/caretaker and notify H.A.T.C.H.

If you experience unfamiliar or erratic behaviors, be sure to proceed with extra caution (which may include immediately calling the family/guardian/administrator and returning to the client's home). Make sure to call and notify H.A.T.C.H. Staff as well.

Be aware of any allergies the client may have, this includes perfume/cologne, seasonal, environmental or food allergies.

If there has been an incident where you, the employee, have been hurt on the job during work hours and need to seek medical assistance, call and notify the H.A.T.C.H. office immediately so that we can start a Worker's Compensation claim and send you to a doctor that is covered under Worker's Compensation.

If you have any questions or concerns, please call the H.A.T.C.H. office for any clarification.

## Seizure Procedures

**If the client that you work with has a history of seizures, the family or facility must have a seizure plan in place. The seizure plan is the written protocols that a physician has written out for the client. The protocols written by the client's doctor must be followed.**

Here are the general guidelines for seizures written by The National Institutes of Health (January 2012) and supplied by the Epilepsy Foundation:

### **If you see someone having a seizure:**

- Roll the person on his or her side to prevent choking on any fluids or vomit (if you do not suspect that the person has any injuries to their head, neck or spine, according to the *American Heart Association*).
- Cushion the person's head.
- Loosen any tight clothing around the neck (i.e. necktie or buttons). Provide privacy.
- DO NOT restrict the person from moving unless he or she is in danger.
- DO NOT put anything in the person's mouth, not even medicine or liquid. These interventions can cause choking or damage to the person's jaw, tongue, or teeth. Contrary to widespread belief, a person cannot swallow his tongue during a seizure or any other time.
- Remove obstacles in the area that the person might hit during the seizure. Observe to see that the person's airway remains open.
- Staff should note how long the seizure lasts and what symptoms occurred so you can inform the doctor or emergency personnel, if necessary.
- Remain with the person until the seizure ends.
- Many people recover from a seizure and require no further assistance or treatment. However, there are circumstances when it is extremely important to Call 911 for emergency assistance.

### **Call 911 if:**

- Person is pregnant/ has diabetes.
- The seizure happened in water.
- The seizure lasts longer than five minutes.
- The person does not begin breathing again and return to consciousness after the seizure stops.
- Another seizure starts before the person regains consciousness. Prolonged or clustered seizures sometimes develop into non-stop seizures, a condition called status epilepticus. Status epilepticus is a medical emergency.
- The person injures himself or herself during the seizure.
- This is the first seizure or you think it might be. If in doubt, check to see if he or she has a medical identification card or medical alert jewelry stating that he or she has epilepsy or a seizure disorder.



## **Observations after a Seizure**

During and after a seizure, make observations and record them so the healthcare provider will have complete information.

Answer the following questions:

- Did the person have an “aura”?  
An aura may be described as the person reporting a particular sensation or feeling. They may report smelling a particular odor or seeing a particular color, pattern, or light just before the seizure.
- When and how often did the seizure(s) occur?
- Did the person lose consciousness?
- How long did the seizure last?
- Did the person have multiple seizures?
- Did the person lose bowel or bladder control or stop breathing?
- How did the person behave during the period of recovery following the seizure?

In addition, there are many, highly useful sources for other educational materials available on the Internet. For example, posters and other tools such as bulletins can be downloaded from [www.theepilepsyfoundation.org](http://www.theepilepsyfoundation.org).

It is important to note: Your client’s Seizure Plan and protocol is specific to the client and should be followed accordingly.

### **Media Contacts**

The news media may approach employees for interviews or comments. Only those people designated by the Director should comment on H.A.T.C.H. policy or events. Please refer the news media to the H.A.T.C.H. Director.

## Billing and Payroll

You will be paid once a month by mail or direct deposit, as long as billing and reports are turned in on time. **Billing is due in our office no later than the second business day of each month.** You can send in your paperwork in many ways.

### **You can send in your paperwork by:**

- Fax
- Mail
- Dropping off your paperwork off at the office (feel free to drop it off in the locked mailbox)
- Scanning and emailing copies of the paperwork (remember that if you use your smart phone to take photographs of your paperwork, **you must convert the photos to a PDF** and send the file by email. PDFs and JPEGs print very differently.)

If you are scheduled to work the last day of the month, your best option is to fax, or scan and email the paperwork. Be sure to send the paperwork after the last day that you work with the client, please do not write ahead of the dates that you work. The detailed information will not be accurate.

**Be sure to get your time sheets signed by either a parent, guardian, conservator, administrator or client. We cannot pay employees without signatures.**

Late billing and/or reports equals late checks. If you send in your reports late, you will be paid until the following month. It is important to always turn in your reports in a timely manner.

Paychecks will be mailed no later than the 20<sup>th</sup> of the following month. We are a non-profit organization subsequently; we are *unable* to provide paycheck advances without the approval of the Director. The checks *are not* available for pick up at the H.A.T.C.H. office.

Please schedule your hours to ensure you do not work more than 8 hours per day. If you have any questions, please be sure to call the H.A.T.C.H. office.

Each client receives a set number of hours per month determined by the Interdisciplinary team (ID team) at the Regional Center; this is called a Purchase of Service (POS). Please bill for only the time that you are physically with the client. Employees are required to stay with the clients for the entire shift unless prearranged with the parent/guardian, supported living service or other professional support staff. H.A.T.C.H. is paid once a month through the Regional Center of the East Bay.

You will need to complete a W-4 at the time you are hired. If you want to change your deductions you may request a new W-4. The H.A.T.C.H. employee is the only person who can make changes to their W-4 or paychecks. This includes deductions and address changes.

As an employer, we are required to deduct all employment taxes. In addition, if we receive a court ordered garnishment, an Internal Revenue Service "Order to Withhold" or Franchise Tax Board "Order to Withhold", we must follow these orders and garnish your wages accordingly.

**Important Reminder:**

In an emergency, if you think your report will be late and you cannot access a fax machine or email the report to the office, make sure you call in your hours no later than the second business day of the month no later than 4:30 PM. We will need to have the exact hours and dates so that we can bill the Regional Center. Send in the reports immediately thereafter. This is not to be a habitual routine for reporting your hours. Your progress report must reflect actual hours that you work. Reports must clearly state activities, goals and progress. Examples of reports are provided. If you need to review these examples and need them to be sent to you, please call. Case Managers use these reports to renew H.A.T.C.H. services. Be sure that both you and the person who has been given the responsibility to verify your hours sign your time sheets on a monthly basis. Remember, these reports are written verification of your monthly activities and time spent together.

## **Training**

During your first meeting with the client, family, facility administrator or guardian, it is important to discuss any behaviors a client may have and review their protocol of how they wish to handle aggressive behaviors, self-injurious behaviors and/or emergency situations.

H.A.T.C.H. employees receive individualized training during their first month by the H.A.T.C.H. employee calling the office staff calling at a minimum of once a week during work hours (9 AM-5 PM). This is your initial training period. We are certainly available to get you off to a good start. It is also recommended to discuss with the family/facility to find out which practices work best with the clients.

H.A.T.C.H. provides in-service training workshops and individualized support. You will receive a flyer of dates and topics for workshops. You may pick the ones of interest to you (minimum of 2 per year.)

You are welcome to attend additional workshops. You may also substitute one required workshop a year with a certificate of completion in First Aid/CPR or any other program related workshop/seminar by sending us a copy of your certification. Check with H.A.T.C.H. staff to see if another program's workshop/seminar is appropriate to meet the requirements.

There are also workshop/trainings available at the Regional Center of the East Bay (RCEB). Typically, RCEB publishes their workshops/trainings schedule once a year. You should find the schedule here: <https://rceb.org/trainings-workshops>. If see a workshop/training that you are interested in attending, please call the H.A.T.C.H. office to make arrangements.

During the initial team set-up, you will receive paperwork which will include basic information concerning the client's contact information, parent/guardian and Case Manager's contact information along with the client's goals. You will receive two copies of the client information and goals, please sign one copy and return it and keep the other copy for your records. This information will instruct you on how to proceed, as well as a brief disclosure on any pertinent information such as allergies and special needs. It is important to immediately get any updates from the parent/guardian/caretaker or administrator on medication changes, allergies and goal changes.

It is also important for you to remember that the initial Getting to Know You time can sometimes be awkward. Don't get discouraged, instead, call the H.A.T.C.H. office. During this time, we will develop the format or program plan tailored to meet the client's needs and your skills.

Each of our clients has different needs and it is important to talk with the family and/or involved others as how to work with different scenarios and/or various behaviors. For example, do they have a positive behavior chart or a rewards system in place? If the family does have one in place, it is important to know the details on how they would like you to follow the chart to maintain consistency.

## **Attendance**

Regular attendance and punctuality are required and must be maintained. Clients, their families and facilities depend on consistent services that we are contracted to provide. If you are going to be late or you are sick, call the client, client's family or facility to notify them immediately. Do not send a text or email; it is important to speak to them directly to make arrangements. If there is more than one telephone number that you can call, then be sure to call those telephone numbers. Being late or just not showing up is a reflection on how you handle responsibility and is a direct reflection on H.A.T.C.H.

## **Workplace Violence**

The safety and security of H.A.T.C.H. employees and clients are very important to us. Verbal threats, threatening behavior, acts of violence, or any related conduct which disrupts another's work performance or the organization's ability to be cohesive and harmonious will not be tolerated. If there is a known difficult behavior that has been addressed by a behaviorist and techniques have been proven to work, be sure to use these when working with your client. It is important to talk to the family/guardian or facility to find out your client's history of behaviors and how they need to be addressed. If it is recommended that you leave the room while the client is having an aggressive behavior, be sure to find out in detail how often it is recommended to check on the client. Contact the family immediately when the behavior starts so that they can return home if needed. It is important to not leave your client alone at home. If there is a Special Incident reportable behavior, contact the H.A.T.C.H. office if you need an additional form or assistance.

## Termination/Disciplinary Action

Our first responsibility is to serve the needs of our clients. Once you have been hired on as an employee, it is expected that this is also your first concern. However, if a client's needs are not being well served, H.A.T.C.H. administration may need to take action.

Possible causes for disciplinary and or termination action include:

- Employee deploys techniques to discipline a client that do not align with our non-violent, positive reinforcement philosophy.
- Employee violates client's rights.
- Employee drives a client in a vehicle without a valid driver license.
- Employee takes client in an uninsured vehicle.
- Employee does not stay engaged with the client. Goals are meant to be worked on consistently for stimulation, quality of life and to provide supervision for safety.
- Employee does not fully and accurately complete and submit, on a timely basis, the monthly reports or reports do not reflect actual hours, activities and goals.
- Employee misuses client's funds.
- Employee fails to supply the family/guardian/administrator with receipts for specified purchases, activities or meals paid by the client's parent/guardian/administrator.
- Employee continually changes the schedule to the inconvenience of the client, families and involved others. **Employees must be on time for their shift.**
- Employee does not meet with clients for specified hours per month. If you have a valid reason you must notify the client, their guardian and H.A.T.C.H. to explain.
- Employee fails to keep communication channels open, making it difficult for the H.A.T.C.H. staff to review; evaluate and support the team.
- Employee fails to attend the two required training workshops per year.
- Employee fails to keep their CPR/First Aid Certification valid.
- Employee fails to keep their TB testing up to date.
- Employee fails to get parent/guardian permission slips for field trips and activities not agreed upon through the initial goals and pertinent information.
- Employee uses personal property of the client/families/facilities without prior permission.
- Employee observes an incident and does not follow through as a mandated reporter.
- Employee falsifies timesheets and/or time spent with client.
- Client or Parent/Guardian has the right to terminate the H.A.T.C.H. employee from employment with the client.
- Additional circumstances deemed negative by H.A.T.C.H. staff. This includes but is not limited to being arrested and convicted for any felony or misdemeanor, after starting employment. H.A.T.C.H. is notified by the Department of Justice of subsequent arrests. If there are charges but not a conviction, an employee will need to submit a letter from the Police Department or from the judicial court office showing proof of charges being dropped.
- Employee does not submit a Special Incident Report within 24 hours of an incident.
- Fails to complete Mandated Abuse Reporter training every 2 years.

## **Client Information and Permission Slips**

Employees will receive pertinent information concerning your H.A.T.C.H. client.

This information includes but is not limited to:

1. Goals
2. Suggested activities
3. Others involved
4. Client's special needs (i.e. medications, allergies)
5. Positive behavior plan in place
6. Other pertinent information provided to the H.A.T.C.H. Program

H.A.T.C.H. employees will be required to sign and return one copy of the Employee/Client contract form.

H.A.T.C.H. administration is available on an on-going basis to enhance the process. Call us with any questions, problems and concerns.

It is important to remember that any activity that does not appear in the goals but supports inclusion and/or community access must be cleared and have signed approval by the parent/guardian/caretaker before the activity.

Client's requests to do unusual activities such as overnight trips, going to employee's homes, gambling, going to bars/lounges/nightclubs etcetera, are not permitted. There are other possible activities that are not listed but may be deemed inappropriate, please call if any questions arise. H.A.T.C.H. employees and clients have the right to refuse to participate in activities that may be against their personal beliefs, values or best interest. There are many free or inexpensive activities that are available in the Bay Area. If there is a concern on the behalf of the client or employee, negotiate a different activity. Safe activities are a priority for everyone. It is important to use good judgment. Submit all signed Permission Slips with your monthly reports to the H.A.T.C.H. office.

Remember: A simple permission slip signed by an appropriate designated responsible person, will show written approval for additional activities. It is not that you would be restricted from extra activities, but rather that the permission slips verify authorization for traveling out of the immediate area or attending activities not previously listed. Permission slips are not required for non-conserved adults or for local activities.

## **Coordinating with Other Agencies**

Once you become an H.A.T.C.H. employee you will discover that other people will be most supportive and informative. The H.A.T.C.H. Staff will serve as your link to training. (We also ask that you share information about services and training from family and involved others).

You may be asked to visit other programs that the client participates in (i.e. school, supported, employment, etc.) and meet other primary people in the client's life. You should obtain current names and numbers from parent/guardian/caretaker/administrator.

You may be invited to attend the client's annual or quarterly meeting with their Case Manager from the Regional Center. If you are invited, it is important that you attend as the Case Managers review the services during these meetings to be sure the client's needs are being met.

Often there are individuals and projects available to give you and the client specific training and services. Some of these focus on nutrition, physical therapy, occupational therapy, academic tutoring techniques and more.

The importance of this coordination is to provide the client with the continuity of services that will provide optimum learning and developmental opportunities.

As an H.A.T.C.H. employee, you have the responsibility of KEEPING IN TOUCH with the support individuals. Remember, the H.A.T.C.H. administration is available to help and needs to be "kept in the loop". We consider you our most consistent source of information. There is a wealth of excellent resources in the Bay Area. By using these services and coordinating efforts we can all LEARN AND GROW.

## **Staff Evaluation**

Through the basic structure of the H.A.T.C.H. process, the continual contact between all involved persons provides ongoing evaluation.

Evaluation forms will be sent to Case Managers and Parent/Guardian/Caretakers annually. This will give H.A.T.C.H. administration the opportunity to receive valuable feedback on the team's activities and also provide us with an update on goals and other situations that may have an effect on the team progress.



### **Affordable Care Act**

At this time there are less than 50 full time H.A.T.C.H. employees therefore, H.A.T.C.H. does not fall under the Affordable Care Act and is not required to pay for health benefits for its employees. If there is a change in this policy, we will notify you immediately.

### **Workers' Compensation**

H.A.T.C.H. provides workers' compensation to all staff at no cost to the employees. Workers' compensation covers any injury or illness sustained during work hours. The coverage is subject to all legal requirements set by the state. If you have an on-the job injury, it is important for H.A.T.C.H. to adhere to all reporting procedures. Contact the office immediately to ensure the proper steps of reporting injuries are followed. Worker's Compensation does not cover non-work-related injuries.

### **State Disability Insurance**

You are covered under California's State Disability Insurance (SDI). This is a program which provides low-cost protection for loss of earnings due to non-work-related illness or accident. Benefits begin on the first day of hospitalization or after the seventh consecutive day of illness or accident.

### **Unemployment Insurance**

Unemployment insurance is provided at no cost to employees through employer's tax contribution. Employees are not eligible for unemployment insurance if they voluntarily quit without good cause or if their employment has been terminated due to misconduct related to work.

## Family Medical Leave Act

The Family Medical Leave Act (FMLA) requires employers to provide up to 12 weeks of unpaid medical leave during a 12-month period. FMLA may be used for one or more of the following reasons:

- The birth or placement of a child for adoption or foster care.
- To care for an immediate family member (spouse, child or parent) with a serious health condition.
- The employee is unable to work because of his or her own serious health condition.

Employees who are seeking to use FMLA may be required to provide: 30 days advance notice when the need for the leave is foreseeable.

- Medical certification from a healthcare provider (both prior to the leave and prior to the reinstatement).
- Periodic recertification.
- Periodic reports during the leave.
- 30-day advance notice when the need for the leave is foreseeable.

## Wage Garnishments

Employees are responsible for paying their own debts. Wage garnishments cause additional paperwork and expenses. You are strongly encouraged to work out any financial problem before it is sent through the IRS/Franchise Tax Board or other similar authorities. H.A.T.C.H. is required to follow all withholding order laws and any withholdings will be reflected on your paystub.

## Personal Vehicle Use

H.A.T.C.H. will not pay for any fines levied for traffic violations, either parking or moving violations, resulting from the use of a personal vehicle during or after work hours. **If you use your personal vehicle during work hours, you must maintain current automobile insurance and have a valid driver's license.** If the family offers to reimburse you for mileage, it is important to either maintain a mileage log or come to an agreement with the family and have it in writing. H.A.T.C.H. does not have the funding to cover reimbursement of mileage. If you get into an accident while your client is in your vehicle, whether it is your fault or not, it is important to fill out a Special Incident Report (SIR) within 24 hours as well as reporting the accident to the office if there is an injury to the employee (a worker's compensation claim will need to be started). As a function of normal job duties staff may be required to provide transportation. All staff must maintain a clean driving record as well as a safe, working vehicle. It is expected that all staff notify H.A.T.C.H. administration when there is a change to the status of their ability to provide a safe, working vehicle, current liability insurance, and a valid driver's license.

## Code of Conduct/Professionalism

It is important to maintain a professional relationship with all H.A.T.C.H. clients, their families and others involved. There are boundaries that need to be established and maintained throughout your working relationship. Working with H.A.T.C.H. clients can present you with unique situations. It is important to create an environment that supports healthy, stimulating and morally upstanding interactions and full inclusion.

It is important that those who are employed by H.A.T.C.H. view every person as an individual and that each person brings unique qualities to each of our client's lives. Your personal views and lifestyle should in no way overshadow the needs and positive growth of the client. As an H.A.T.C.H. employee, you will be held responsible for not only the following behaviors, but also for always engaging common sense and accepting responsibility.

H.A.T.C.H. employees are responsible for knowledge and skills needed for success in H.A.T.C.H./Team relationships.

### **The following is H.A.T.C.H.'s Code of Conduct and Professionalism:**

As an employee of H.A.T.C.H. you must uphold the public trust and confidence in social services care. The following is a listing of expected behaviors/interactions with clients:

- Never use physical force of any kind to discipline or to redirect. It is against H.A.T.C.H. policy to use violence or physical force as a way to control our clients. If a situation arises that you need assistance with, please call family/facility/group home staff immediately to help diffuse any type of issue that you may have.
- H.A.T.C.H. has a zero tolerance of drug and alcohol usage policy (this includes having any sort of alcoholic beverage with meals while with a client).
- Employees are not allowed to have guest visits while working with clients. If you have forgotten a lunch or dinner, someone may drop it off but they are not allowed to stay.
- Arrive on time for scheduled meetings/activities with client. If you know that you are sick or need to cancel, call the day before to reschedule the meeting time.
- Employees must stay alert and keep clients safe at all times.
- Act in an ethical manner at all times.
- Promote the interests of client and partner providers.
- Maintain the trust and confidence of client and partner providers.
- Promote the independence of client while protecting them as much as possible from danger or harm.
- Employees must respect the rights of clients while at the same time ensure that their behavior does not harm themselves or others.
- Respect diversity of an all-inclusive client/employee population.
- Be polite, and display a professional attitude, behavior, appearance, and communication to all involved in the H.A.T.C.H. program.
- Accept supervision and suggestions for improvement.
- Attend and participate in all required H.A.T.C.H. meetings and workshops. Be prompt and accurate in meeting all requirements of the program.
- Work with the Program Manager, Director and Case Managers to schedule observations and conferences.
- Be flexible and pleasant; not defensive or demanding.
- Demonstrate intellectual curiosity and a desire to learn and grow as a professional.
- Demonstrate a positive and appropriate attitude and flexibility in relationship with all others in the program.

*(Code of Conduct/Professionalism continued...)*

- Keep all records and documentations of your work with client in order to present accurate and meaningful reports for a limited time and shred extra paperwork within a timely manner.
- Never disrupt your time with the client for personal matters (i.e. cell phones, text messaging and personal errands). Turn off your cell phone ringer or at least set it to vibrate while working with a client. These are all things that take your attention away from your client.
- When employees are driving clients in their own personal vehicles, it is imperative that employees do not use electronic devices while operating a motor vehicle. This means do not text while driving and follow all laws that are set forth by the State.
- Accurately report actual hours worked with client.
- Respect the privacy and confidentiality of client information.
- Maintain high standards of character and professionalism and utilize common sense.
- Demonstrate sensitivity and humane responsiveness in dealing with client and all others in the program.
- If there is a need to reassign employees at the request of a Case Manager, client, family or conservator, please do not approach the client or family regarding this matter.
- If you have an emergency and need to leave before your scheduled time off, you are required to notify the client, parent/guardian or facility. It must be agreed upon that the family members or other agreed upon designated supervision will be provided to relieve you.
- It is against H.A.T.C.H. policy to leave the premises and leave client unattended, even if the client has asked you to leave. Employees are required to stay with the client during the entire shift.
- Accept and fulfill responsibilities as specified in the H.A.T.C.H. Procedure Manual. H.A.T.C.H., the employees of H.A.T.C.H. and H.A.T.C.H. Board Members must, at all times, comply with all applicable laws and regulations. H.A.T.C.H. does not condone the activities of employees who achieve results through violation of the law or unethical business dealings.
- H.A.T.C.H. does not permit any activity that fails to stand the closest possible public scrutiny. All business conduct should be well above the minimum standards required by law. Accordingly, employees must ensure that their actions cannot be interpreted as being, in any way, in contravention of the laws and regulations governing the company's operations. Employees uncertain about the application or interpretation of any legal requirements should refer the matter to their Supervisor, who, if necessary, should seek the advice of the Director. H.A.T.C.H. expects its employees to conduct themselves in a businesslike manner. The use of alcohol/drugs, fighting, swearing and similar unprofessional activities are strictly prohibited while on the job. It is important to maintain professional boundaries with our clients, H.A.T.C.H. employees must keep their personal views and personal life separate from their professional life. Remember, your conduct on and off the job is a direct reflection of H.A.T.C.H. and that the community's impression of you will often be their impression of the entire organization.

You know all of the above responsibilities/requirements/behaviors and we expect your actions to reflect our expectations.

## Sexual Harassment

H.A.T.C.H. has a strict policy against harassment of any type and it is our goal to maintain a work environment free of any type of harassment at all times. Employees must not engage in sexual harassment or conduct themselves in a way that could be construed as sexual harassment. Employees are expected to use common sense and good judgment at all times. Inappropriate language and/or materials should never be within view or accessible to H.A.T.C.H. clients.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the rejection of such conduct by an individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment, even if there are no tangible or economic job consequences.

All employees must avoid situations that could involve potential conflicts of interest. Personal or romantic involvement with a client, client's family, caretaker, etc. must be avoided as they can lead to impairment of good judgment and create a conflict of interest. These types of relationships can lead to possible claims of sexual harassment or problems with employee morale. H.A.T.C.H. will not tolerate any form of sexual harassment within the work environment. Sexual harassment interferes with work performance and creates an intimidating, hostile or offensive work environment. Sexual harassment influences or tends to affect the career, salary, working conditions, responsibilities, duties or other aspects of career development of an employee or prospective employee; or creates an explicit or implicit term or condition of an individual's employment. It will not be tolerated.

Sexual harassment, as defined in this policy, includes, but is not limited to:

- Sexual advances
- Offering employment benefits in exchange for sexual favors
- Verbal conduct including derogatory comments, epithets, slurs or jokes that are either gender-based or of a sexual nature.
- Visual conduct including leering, sexual gestures, or the display of sexually suggestive objects, including pictures or cartoons
- Physical conduct including touching, assaulting or impeding another's movement
- Gender-based harassment including harassment by someone of the same sex as the victim
- Any conduct of an employer or employee in the workplace, with malice, that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests.

(Sexual harassment continued...)

Harassing conduct includes but is not limited to: epithets, slurs, or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

Sexual conduct is considered only when it is “unwelcome”. This inquiry often involves an assessment of whether the recipient made it known that the conduct was unwelcome. If you are subjected to unwelcome sexual conduct, you are encouraged to (1) inform the perpetrator that the conduct is considered offensive and should stop, and/or (2) to initiate the internal complaint procedure described below.

There is an internal procedure for handling complaints of sexual harassment. You should submit such a complaint to your immediate supervisor. Early reporting and intervention have proven to be the most effective method of resolving actual or received incidents of harassment.

Employees who have had a complaint addressed by this complaint procedure should immediately make a further complaint should the harassment reoccur.

A complaint of sexual harassment may be filed within one year of the harassment with the California Department of Fair Employment and Housing (DFEH). The DFEH initially serves as a neutral fact-finder and attempts to help the parties voluntarily resolve the complaint. The DFEH can be contacted at (800)884-1684 or for the hearing impaired, (TTY) (800)700-2320 or visit the department’s website at [www.dfeh.ca.gov](http://www.dfeh.ca.gov).

A complaint of sexual harassment also may be filed within 300 days of the harassment, with the Equal Opportunity Commission (EEOC), reached by calling (800)669-4000 or for the hearing impaired, the EEOC’s TTY number is (800)669-6820. EEOC field office information is available at [www.eeoc.gov](http://www.eeoc.gov).

Any intentional sexual harassment is considered to be a major violation of the H.A.T.C.H. organization policy and will be dealt with accordingly by corrective counseling and/or suspension or termination, depending upon the severity of the violation.

**Conflicts of Interest**

H.A.T.C.H. expects that employees will perform their duties conscientiously, honestly and in accordance with the best interests of the program and clients. Employees must not use their position or the knowledge gained as a result of their position for private or personal advantage.

H.A.T.C.H. Board Members must not engage in any act that would provide personal financial benefit for the board member. Factual information will not be withheld from the board by any Director or staff member. Decisions and outcomes must benefit the organization, members and the community; without personal interests or conflicts.

## **Prompt Communications**

In all matters relevant to the clients, regulatory entities, the public and others in the organization, all employees must make every effort to achieve complete, accurate, and timely communications by responding promptly and courteously to all proper requests for information and to all complaints.

## **H.A.T.C.H. Records and Communications**

Accurate and reliable records of many kinds are necessary to meet the organization's legal and financial obligations and to manage the affairs of the organization. H.A.T.C.H.'s books and records must reflect in an accurate and timely manner all business transactions. The employees are to be responsible for getting their Monthly Reports and Time Sheets in on time and must exercise diligence following these requirements.

Employees must not make or engage in any false record or communication of any kind, whether internal or external, including not limited to: False attendance and billing or false or deceptive documentation regarding the work that you do with the client.

## **Privacy and Confidentiality**

When handling personal information regarding client or others whom the organization has dealings with, observe the following principles:

- Collect, use and retain only the personal information necessary for the organization's business.
- Whenever possible, obtain any relevant information directly from the person concerned. Use only reputable and reliable sources to supplement this information.
- Retain information only for as long as necessary or as required by law. Protect the physical security of the information. When discarding any paperwork regarding the client, it is important to shred all paperwork with any information on it regarding the client.
- Limit access to personal information of your client. If there is a request for information about the client, they should be referred to the Regional Center or to H.A.T.C.H. office staff. Use only personal information for the purposes which it was originally obtained.
- Obtain the consent of the person concerned before externally disclosing any personal information, unless legal process or contractual obligation provides otherwise.
- It is against confidentiality laws for H.A.T.C.H. employees to take photographs of the client for personal use without written consent from the client, their parent/guardian or conservator. Pictures may be taken if used for the client's own personal use (i.e. their own photo albums).

## **Client Protection Policies**

Because of the close working relationships that occur between client/client's family and staff of H.A.T.C.H., the possibility of the questionable actions of financial, physical, emotional, and/or sexual exploitation may arise. The program is committed to preventing such exploitation and the program seeks to reduce the likelihood of conditions which may lead to improper relations between staff and clients.

### **The following actions have a zero-tolerance policy:**

- Abuse or neglect of clients.
- Exploitation of clients.
- Abuse of trust that you have with clients regarding their personal information.
- Forming inappropriate personal relationships with clients.
- Discriminating unlawfully or unjustifiably against clients.
- Any unlawful or unjustifiable discrimination by clients.
- Putting yourself or others at unnecessary risk.

### **How can one tell, in general, if a situation might be exploitive?**

- Does the arrangement result in some benefit to the employee?
- Does the client provide goods to an employee (with or without compensation)?
- Does the client perform any task or activity unrelated to the goals or set up by H.A.T.C.H.?
- Does the arrangement potentially result in client dependence on a staff person for purposes unrelated to the goals outlined by H.A.T.C.H. staff?
- Is there an implicit or explicit sexual dimension in interactions between client and the H.A.T.C.H. employee?

If any of these questions can be answered yes, then the potential for (or likelihood of) exploitation exists and must be addressed immediately.



## **What steps will H.A.T.C.H. take in the event that an employee is engaged in the financial, physical, emotional, and/or sexual exploitation of clients?**

As explained in this Procedure Manual, disciplinary action, including termination and possible criminal charges will follow the discovery of such behaviors. Because of the seriousness of these types of behaviors, H.A.T.C.H. will take steps such as requiring references and checking criminal background records in an effort to screen out applicants who have a history of any of these behaviors. If employees or others involved come across a questionable situation or have an appearance of impropriety, staff needs to contact their Supervisor or the Director.

The following guidelines provide a general sense of what level of professionalism is expected in the money management skills area. If employees have questions regarding these matters, they are urged to contact their Supervisor or the Director.

- Employees may not sign client's personal checks, use debit cards, money orders or credit cards or any other form of cash exchange.
- Clients may not cash checks, use debit cards or credit cards for employee. Nor may employees cash checks for clients or their family members.
- Cash exchange or loans between clients and employees are not permitted.
- Employees are not permitted to enter into business/contractual agreements with persons receiving services from H.A.T.C.H.
- Employees may not be representative payees for a client who receive services from our agency.
- Staff from H.A.T.C.H. cannot serve as conservators for individuals who receive services from the Regional Center.

### **No-Solicitation Rule**

Solicitation of any type by you (including political and religious canvassing) during work hours is prohibited. Distribution of literature of any type or description by you during work hours is prohibited at all times.

### **Social Networking**

It is important to refrain from social networking during your work hours. This can be distracting and take your attention away from your client. Your attention should be focused on your client and not on your computers or mobile devices. If you do social networking on your own time, it is important to respect your client's privacy and to not include information or pictures of them.

### **Computer and Other Technology Usage**

Using your computer or other technology during your work hours for personal purposes is prohibited. It is fine to use a computer for the purposes of teaching a skill or using it as a way to motivate a client (preferred activity) in order to transition a client into doing a non-preferred activity. However, using the computer for personal reasons is not to be done during work. Please feel free to call to discuss this if needed. While working with your client, turn off your cell phone or at the minimum turn it to vibrate. Your cell phone should only be used if there is an emergency during work hours.

## **Personal Business at Work**

You are expected to conduct your personal affairs outside of the workplace. This includes but is not limited to; receiving personal mail, cashing personal checks, and visiting family members. There is a big difference between taking a client to the bank to teach them how the banking system works and going to the bank just to run personal errands. Activities must reflect IPP goals.

## **Dress Code**

Employees of H.A.T.C.H. are role models for the clients. Please dress in what would be considered conservative/casual clothing. Although business suits/dresses or scrubs are not required, we ask that you refrain from wearing inappropriate clothing such as sweat pants (unless you are going to play a sport with the client) or flip flops. We would like all our employees to be respected as H.A.T.C.H. employees by the clients, their family members, Case Managers, and all facility administrators. For safety reasons, wearing closed toes shoes are important and we ask that you do not wear flip flops. Please take into consideration that you are working for an agency that is a separate entity from the State of California but is completely dependent on funding from the state. Therefore, we ask that you dress in business/casual wear with sturdy shoes. If you have tattoos or body piercings please keep them covered.

## **Ending Employment with H.A.T.C.H.**

In the event that you have decided to stop working with a client, please notify the client, the client's family/guardian/conservator/facility and H.A.T.C.H. We ask that you give at least a two-week notice. If you know further in advance that you will be terminating your employment, please notify all of the appropriate people at that time. If you want to end working with a particular client, but still would like to remain employed by H.A.T.C.H. with a different client, please notify our office. H.A.T.C.H. cannot guarantee that another client would be readily available but we will do our best to accommodate. H.A.T.C.H. hires specifically for each client. H.A.T.C.H. is not set up to rotate or change client/staff teams on a regular basis. If there is a conflict or if there are difficulties with the team, we will do what we can to make reasonable changes. Please be aware that the client, and/or the conservator, has the right to terminate services with you.

## Sick Leave, Holidays and Vacation

If you become sick or develop an illness and need to take time off, please call the family, caretaker, conservator, facility or client directly to notify them and to try and reschedule your shift. It is imperative to use reasonable caution if you become sick. Furthermore, if you have contracted a serious communicable disease such as Tuberculosis, Hepatitis A, MRSA, or other serious health related illness, it is required that you take the time off from work and do not work with your client until you have fully recovered. Additionally, notify H.A.T.C.H. immediately as well as the parent/guardian, conservator, caretaker, or facility that your client resides in if this occurs.

### Sick Leave

Any employee who works in California for 30 days or more is entitled to receive paid sick leave. In accordance with the law, H.A.T.C.H. will provide the minimum of 3 days, or 24 hours, of sick leave per year, and an employee may begin to take sick leave after 90 days of employment. Paid sick leave may accrue at a rate of 1 hour for every 30 hours worked and will be reflected on each wage statement. Since H.A.T.C.H. does not “front-load” the amount of sick days for immediate use up-front, accrued sick leave may be carried over to the next year. H.A.T.C.H. will cap the amount of paid sick leave an employee may use per year to 3 days, or 24 hours, and the total amount an employee may accrue to 6 days, or 48 hours. If you service your client(s) in Oakland, Berkeley or Emeryville, you will be subject to their sick leave city ordinance(s).

#### **Qualifying Reasons for Paid Sick Leave Paid sick time can be used for the following reasons:**

- Diagnosis, care or treatment of an existing health condition for an employee or covered family member, as defined below.
- Preventive care for an employee or an employee's covered family member.
- For certain, specified purposes when the employee is a victim of domestic violence, sexual assault or stalking.

#### **For purposes of paid sick leave, a covered family member includes:**

- A child defined as a biological, foster or adopted child; a stepchild; or a legal ward, regardless of the age or dependency status of the child. A "child" also may be someone for whom you have accepted the duties and responsibilities of raising, even if he or she is not your legal child.
- A "parent" defined as a biological, foster or adoptive parent; a stepparent; or a legal guardian of an employee or the employee's spouse or registered domestic partner. A parent may also be someone who accepted the duties and responsibilities of raising you when you were a minor child, even if he or she is not your legal parent.
- A spouse or registered domestic partner
- A grandparent
- A grandchild
- A sibling

## Holidays

H.A.T.C.H.'s policy requires that employees **DO NOT work on holidays**. The following holidays are to be observed:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- \*Cesar Chavez Day
- Memorial Day
- \*Independence Day
- Labor Day
- Indigenous People's Day (Columbus Day)
- \*Veterans' Day
- Thanksgiving Day
- Day After Thanksgiving
- \*Christmas Eve
- \*Christmas Day

**\*If the holiday falls on a Saturday, the holiday should be observed on the Friday before. If the holiday is on a Sunday, the holiday should be observed on the Monday after.**

**These days may change in order to follow the Department of Developmental Services rules and regulations.** It is important to also check Regional Center of the East Bay's website for any updated holiday listings and categories, their website is [www.rceb.org](http://www.rceb.org). RCEB may make additional changes as budgets and laws change. If you have any questions, please feel free to contact the office.

A portion of our clients have a flexible schedule and this may allow you to make up time within the billing cycle if you or the client is sick or on vacation. However, it is important and find out if the client's hours can be made up if you or the client takes a vacation by calling the office. Some clients have a restriction of their hours and the funding may not allow the hours to be made up. For example, some clients receive a maximum of 4 hours a day under the Socialization/Tutor Group. If the client is funded under In-Home Day Program, the hours are set by the day and therefore, the hours cannot be serviced on days that are not approved. Employees may not exceed over 8 hours a day unless prior approval has been given.

Again, if you become sick or need to take time off, call the family, caretaker, conservator, facility or client directly to notify them first. You may try and reschedule the time but this is dependent on how the funding paperwork is designed.

## Vacation

H.A.T.C.H. does not have paid vacations as we are completely funded by the number of hours worked with clients. If you take a vacation, this must be communicated with the client/family/conservator/facility administrator and H.A.T.C.H. cannot guarantee that there will be a replacement staff to cover your shifts.

### **Jury Duty**

H.A.T.C.H. does not have the funding to pay for employees to attend Jury Duty. If needed, the time can be taken off to fulfill their civil obligation as unpaid. It is required that you provide notice to the client, guardian, caretaker and the H.A.T.C.H. office. However, for those who are facing a financial hardship due to taking the time off, you can request a letter to be written to the court. Contact the office in advance if you need a letter written on your behalf. Proof of serving on jury duty will be required. Subpoena as a witness or court appearance time will be allowed without pay.

### **Equal Opportunity Employment Policy**

H.A.T.C.H. is an Equal Opportunity employer. No employee of the organization will discriminate against an applicant for employment or a fellow employee because of race, creed, color, religion, sex, national origin, ancestry, age or any physical or mental disability. No employee of the organization will discriminate against any applicant or fellow employee because of the person's veteran status or otherwise.

This policy applies to all employment practices and personnel actions including advertising, recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay and other forms of compensation or overtime.

### **Drug and Alcohol Abuse**

This policy is implemented because we believe that the impairment of any H.A.T.C.H. employee due to his or her use of drugs or due to alcohol abuse is likely to result in the risk of injury to either you and or the client. Moreover, drug abuse adversely affects employee morale and productivity.

“Impairment” or “being impaired” means that an employee’s normal physical/mental abilities or faculties while at work have been detrimentally affected by the use of drugs or alcohol. The employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of company rules and is subject to severe disciplinary action. Severe disciplinary action will include dismissal and any other penalty appropriate under the circumstances. Likewise, the use, possession, transfer or sale of any drugs on company premises or at any H.A.T.C.H. job site is strictly prohibited. In all instances, disciplinary action to be administered shall be at the sole discretion and determination of the program.

### **Smoking Policy**

As you are aware, in a majority of states, employers are required to comply with the Clean Air Act, as well as with other city, state and federal laws governing smoking in the workplace. This includes vaping. As such, H.A.T.C.H. policy is designed to provide a smoke-free environment for our clients who do not smoke. Employees have a responsibility to refrain from smoking in front of all clients.

## **Whistleblower Policy**

H.A.T.C.H. requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of H.A.T.C.H., we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

### **Reporting Responsibility**

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that H.A.T.C.H. can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of H.A.T.C.H.'s code of ethics or suspected violations of law or regulations that govern H.A.T.C.H.'s operations.

### **No Retaliation**

It is contrary to the values of H.A.T.C.H. for anyone to retaliate against any board member, officer, and employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, suspected fraud, or suspected violation of any regulation governing the operations of H.A.T.C.H. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

### **Reporting Procedure**

H.A.T.C.H. has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the Director. Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the H.A.T.C.H.'s Program Manager, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to the Director.

### **Program Manager**

H.A.T.C.H.'s Program Manager is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Program Manager will advise the Director and/or the Board of Directors of all complaints and their resolution and will report at least annually to the Board of Directors on compliance activity relating to accounting or alleged financial improprieties.

### **Accounting and Auditing Matters**

H.A.T.C.H.'s Program Manager shall immediately notify the Audit Committee/Finance Committee of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

### **Acting in Good Faith**

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

### **Confidentiality**

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

### **Handling of Reported Violations**

H.A.T.C.H.'s Program Manager will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

## Americans With Disabilities Act

H.A.T.C.H. complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), the California Fair Employment and Housing Act (FEHA) and all applicable local fair employment practices laws and is committed to providing equal employment opportunities to qualified individuals with disabilities. Consistent with this commitment, H.A.T.C.H. will provide a reasonable accommodation to disabled applicants and employees if the reasonable accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship.

### **Requesting a Reasonable Accommodation:**

If you believe you need an accommodation because of your disability, you are responsible for requesting a reasonable accommodation from Human Resources. You may make the request orally or in writing. H.A.T.C.H. encourages employees to make their request in and to include relevant information, such as:

- A description of the accommodation you are requesting
- The reason you need an accommodation
- How the accommodation will help you perform the essential functions of your job

After receiving your oral or written request, H.A.T.C.H. will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. H.A.T.C.H. encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, H.A.T.C.H. is not required to make the specific accommodation requested by you and may provide an alternative, effective accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on H.A.T.C.H..

### **Medical Information**

If your disability or need for accommodation is not obvious, H.A.T.C.H. may ask you to provide supporting documents showing that you have a disability within the meaning of the ADA or other applicable state or local laws, and that your disability necessitates a reasonable accommodation. If the information provided in response to this request is insufficient, H.A.T.C.H. may require that you see a health care professional of H.A.T.C.H.'s choosing, at H.A.T.C.H.'s expense. In those cases, if you fail to provide the requested information or see the designated health care professional, your request for a reasonable accommodation may be denied.

H.A.T.C.H. will keep confidential any medical information that it obtains in connection with your request for a reasonable accommodation.

### **Determinations**

H.A.T.C.H. makes determinations about reasonable accommodations on a case-by-case basis considering various factors and based on an individualized assessment in each situation.

H.A.T.C.H. strives to make determinations on reasonable accommodation requests expeditiously, and will inform the individual once a determination has been made. If you have any questions about a reasonable accommodation request you made, please contact the Program Manager.



### Meal Periods

Given the nature of working with people with developmental disabilities, our employees are **not allowed** to leave their client(s) unsupervised for any reason.

In other lines of work where one is not directly responsible for another human being, employers will give employees unpaid off-duty meal breaks during their shifts. Since our employees are not relieved of all duty during a 30-minute meal period, the meal period is considered a **paid on-duty meal period** and counted as time worked. A paid on-duty meal period is permitted by law because the nature of our work prevents an employee from being relieved of all duty. Any employee may, in writing, revoke the agreement at any time, and forego a meal period. Authorized on-duty meal periods must be taken with the client present and will be counted as hours worked for which there are no deductions from wages.

### Rest Periods

Given the nature of working with people with developmental disabilities, our employees are **not allowed** to leave their client(s) unsupervised for any reason.

H.A.T.C.H will permit all employees to take paid **on-duty rest periods**, which can be taken in the middle of each work period. The authorized rest period time is 10 minutes per four 4 hours worked. However, employees are not entitled to an on-duty rest period if their work time is less than 3.5 hours. Authorized on-duty rest periods must be taken with client present and will be counted as hours worked for which there are no deductions from wages.

Below is a chart to determine which rest and meal periods you are entitled to. Again, these periods are to be **on-duty** and you must **ALWAYS be supervising your client(s)**.

On-Duty Rest and Meal Periods		
Shift Length	10 Minute Rest Periods	30 Minute Meal Periods
Less than 3.5 hours	0	0
3.5 hours to 5 hours	1	0
5.1 hours to 6 hours	1	1
6.1 hours to 8 hours	2	1

## Clients' Rights

We always try to encourage our staff to work with their clients on how to exercise their rights and self-advocacy. We ask that employees, on a regular basis, to inform and help clients understand, to the best of their ability, these rights. This includes recognition and application of their rights. The State of California guarantees all our consumers the following rights:

1. To be accorded dignity in personal relationships with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet my needs.
3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with the daily living function, including eating, sleeping, or toileting, or withholding of shelter, clothing, medication or aids to physical functioning.
4. To be informed, by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving units of the licensing agency, and of information regarding confidentiality.
5. Freedom to attend the religious service or activity of choice and to have visits from a chosen spiritual advisor.
6. Free to leave or depart the facility at any time (given appropriate supervision).
7. Not to be locked in any room, building or facility premises by day or night.
8. Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency as specified in the state licensing regulations.
9. The right to appropriate medical care or health-related service.

### Glossary of Terms

While working with our clients or reading through this procedure manual, you may come across the following terms:

<b>AR</b>	Annual Review written by the Regional Center Case Managers provides updated client-focused information and services.
<b>HCC</b>	Health Care Checklist is written by the Regional Center Case Managers that provides updated health issues or medication changes.
<b>IEP</b>	Individual Educational Plan is developed at the school level often involving the Regional Center Case Managers. It identifies the specific learning expectations and outlines how the school will address these expectations through appropriate accommodations and modifications. This information often supports the development of a service request made through the Regional Center.
<b>IPP</b>	Individual Program Plan is written by the Regional Center Case Managers and is designed to reflect the unique and specific needs of the client.
<b>ID Team</b>	An Interdisciplinary Team generally is composed of at the minimum, the Case Manager. If the client is a minor, the team is composed at the minimum of a parent/guardian and the Case Manager. If the client has a conservator, the conservator is part of the ID team.
<b>SIR</b>	Special Incident Reports are a Regional Center requirement. The form should be filled out by the H.A.T.C.H. employee and faxed into the H.A.T.C.H. office within 24 hours. SIR forms can be found on the Regional Center's website ( <a href="http://www.RCEB.org">www.RCEB.org</a> ).
<b>POS</b>	Purchase of Service is the contract between the Regional Center and H.A.T.C.H. written by the Case Managers. This contract specifies the hours that are given to the client usually on a monthly basis. The renewal date is based on the policies within the Regional Center.
<b>One Time POS</b>	This type of Purchase of Service gives the client a specific number of hours over the course of a year.
<b>Quarterly POS</b>	This type of Purchase of Services specifies hours that can be used within a quarterly basis. For example, the first quarter of the year is January, February and March. If the POS specifies 90 hours per quarter, the client can use 25 hours the first month, 35 hours the second month and 30 hours the next. The hours can vary however, it is important to keep track of these hours and not go over the limit.

## Handbook Acknowledgement Signature Page

I, \_\_\_\_\_ (*your name*), acknowledge that on \_\_\_\_\_ (*date*), I received a copy of Help Another Toward Creative Happiness (H.A.T.C.H.)'s **Handbook ("Procedure Manual")** and that I read it, understood it, and agree to comply with it.

I understand that H.A.T.C.H. has the maximum discretion permitted by law to interpret, administer, change, and modify the policies, regulations, and procedures contained in the **Handbook** at any time, with or without notice. No statement or representation by a supervisor or manager or any other **employee**, whether oral or written, can supplement or modify this **Handbook**. Changes can only be made if approved in writing by the Program Manager or Director of H.A.T.C.H.

I also understand that any delay or failure by H.A.T.C.H. to enforce any rule, regulation, or procedure contained in the **Handbook** will not constitute a waiver of H.A.T.C.H.'s right to do so in the future.

I understand that neither this **Handbook** nor any other communication by a management representative or any other **employee**, whether oral or written, is intended in any way to create a contract of employment.

I understand that, unless I have been assigned to a client, I am not considered a HATCH employee. If I am assigned a client, **I will be employed “at-will” and this Handbook will not modify my “at-will” employment status.**

\_\_\_\_\_  
(*signature*)

\_\_\_\_\_  
(*printed name*)

\_\_\_\_\_  
(*date*)