

POLICY AND PROCEDURE MANUAL

Table of Contents

Introduction and Acknowledgements.....	4
Section 1: Equal Opportunity Employer	5
Americans with Disabilities Act (ADA).....	6
Bereavement Leave.....	6
Bone Marrow and Organ Donation Leave	6
Employment at Will.....	7
Equal Opportunity	7
Family and Medical Leave Act (FMLA)	8
Jury Duty.....	12
Personal Leave of Absence.....	12
Military Leave	13
Witness Leave.....	14
Section 2: Employment Policies	15
Background Check/Screening.....	16
Cell Phones	17
Classification of Employment.....	17
Confidentiality	18
Conflict of Interest.....	19
Drug- and Alcohol-Free Workplace.....	20
General Workplace Safety.....	21
Harassment and Complaint Procedure	21
Investigation Policy	23
Lost or Stolen Property	24
Non-Smoking Policy.....	24
Overtime Pay.....	24
Solicitation and Distribution.....	24
Vacation/Paid Time Off	25
Section 3: Workplace Rules and Guidelines	26
Attendance	27
E-mail, Internet, and Electronic Communications	27
Job Performance and Disciplinary Actions.....	28
Nursing Mother Breaks	29
Orientation and Training.....	29
Personal Appearance/Dress Code.....	30
Resident Rights Policy	31
Resignation and Termination	31
Schedules and Hours of Work.....	32

Social Media	32
Timekeeping and Pay Periods	35
Weapons Policy	35
Section 4: Operations	37
Business Associate Policy	38
Emergency/Disaster Plans	38
Active Shooter.....	38
Bomb Threat	39
Shelter in Place	40
Snow/Blizzard	41
Tornado Warning	41
Utility Loss.....	42
Employee Records	43
Evacuation	45
Gifts	46
HIPAA Policies.....	46
Release of Protected Health Information	47
Breach Investigation Policy	47
Non-Disclosure Agreement.....	49
Release of De-Identified Protected Health Information.....	49
Request to Restrict Use or Disclosure of Protected Health Information.....	51
Request to Amend Record of Protected Health Information	51
Resident Request to Gain Access to Health Records	52
News Media.....	53
Nurse Delegation.....	54
Safety Data Sheets (SDS)	56
Universal Precautions.....	56
Waivers, Approvals, Variances, and Exceptions (WAVE)	58
Work Restrictions (Infection Control)	59
Section 5: Resident Care and Services.....	62
Abuse, Neglect, Misappropriation, and Injuries of Unknown Sources	63
Definitions.....	63
Investigation	64
Reporting	65
Assessments	66
Care Notes/Documentation	69
Change of Condition.....	71
CPR.....	72
Death of a Resident	73
Falls Policy	73
Falls Protocol	74
Grievance Procedure.....	75
House Rules	76

Individual Service Plans (ISP)	79
Insulin Administration	82
Medication Errors.....	83
Missing Resident	85
Outbreaks	86
Bed Bugs	86
Food Poisoning.....	89
Influenza	90
Resident Council	92
Resident Records.....	92
Respite Care	94
Risk Agreement	94
Transportation Services.....	95
Attachments.....	96
Acknowledgement of Receipt and Review of Employee Handbook.....	97
Employee/Student/Volunteer Non-Disclosure Agreement	98
Notice of Privacy Practices	99
Request to Restrict Use or Disclosure of Protected Health Information.....	105
Client Request to Amend Protected Health Information	106
Client Request to Access Protected Health Information	107